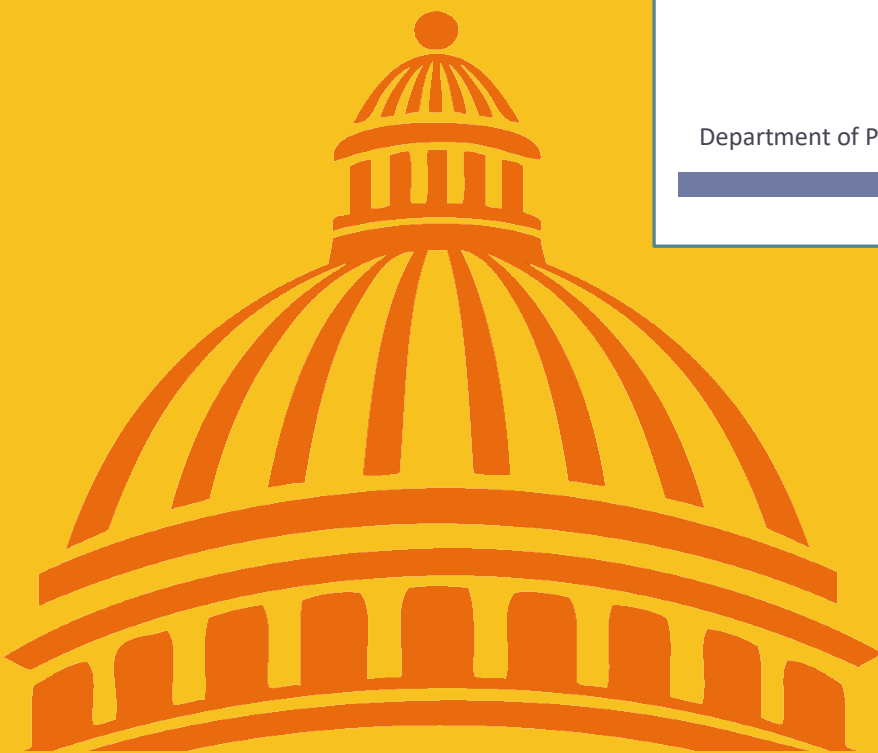


University of the Pacific
Sacramento Campus

Crisis Response & Disaster Operations Manual

November 2017

Department of Public Safety



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DESCRIPTION OF THE PLAN

This is the **EMERGENCY OPERATIONS PLAN** for the **UNIVERSITY OF THE PACIFIC, SACRAMENTO CAMPUS**. This plan includes specific courses of actions to be taken in case of an emergency or disaster. All employees must be familiar with this plan and be prepared to carry out his or her duties and responsibilities during any emergency. The Campus Director or designee is responsible for the coordination of this plan during emergency operations through the Director of Public Safety and the Crisis Response Team.

This plan outlines actions that the Sacramento campus staff may have to execute during an emergency in the absence of orders from superiors. Each Sacramento administrator, department head or faculty member is authorized and expected to implement any of the plan steps described in this plan, and take the necessary action in his or her judgment to save lives and mitigate the effects of the incident. The Director of Public Safety shall be notified as soon as possible thereafter of the action taken.

This plan shall be in effect during emergencies and when conducting emergency drills. It contains the following information:

- Telephone numbers to be used in the event of an emergency.
- Procedures to be followed during flood, chemical spills, bomb threats, earthquake, utility failure, fire or explosion, crimes of violence, gas leaks and hostage situations.
- Utilizing the Emergency Notification System, warnings to alert the Sacramento campus community may be transmitted in any or all of the following methods: email, telephone/voicemail, text messaging, speaker phone announcements, posted alert bulletins, bullhorns, PA systems and in person.

This Emergency Plan is reviewed annually.

Dr. Patrick Faverty

Director, Sacramento Campus

INTRODUCTION

The University of the Pacific, Sacramento campus, tasked with establishing and publicizing policies to protect students and employees during emergency situations and responding to such events, has established the Crisis Response & Disaster Operations Manual. This manual defines emergency response and evacuation procedures in the event of a significant emergency or dangerous situation involving an immediate threat to the health or safety of students or employees occurring on our campus.

CRISIS RESPONSE TEAM

The University of the Pacific, Sacramento campus is in a position to mitigate and address emergency campus situations through the use of the numerous tools and resources noted below. The most critical piece of that arsenal of resources is the staff – both in our Public Safety Department and the campus leadership, who will be called upon to act during an emergency. The Crisis Response Team (CRT) is comprised of a cross section of campus leadership, organized to provide direction and consultation to the Campus Director and administrators, in mitigating an emergency situation. This reference manual has been developed to provide the CRT with the guidelines necessary to provide informed direction and counsel.

Although Public Safety is the initial point of contact for all emergencies, the roles of communication, coordination and planning necessary to resume operations, fall to the CRT and the Campus Director. The Campus Director, or his/her designee, has ultimate crisis responsibility and authority for declaring a state of campus emergency.

PURPOSE OF THE CRISIS RESPONSE TEAM

The purpose of the Crisis Response Team is to strengthen the protection of lives and property during major emergency events on the Sacramento campus and to assist students, faculty and staff members when faced with personal emergencies on a University of the Pacific campus and/or within the community.

GUIDING PRINCIPLES

The following principles will guide the response of the University of the Pacific to any emergency facing the Sacramento campus or members of its community:

- Concern for students, employees, and the local community
- Quick response
- Protection of University property
- Restoration of normal operations to the University
- Effective communication to appropriate groups
- Preparation for emergencies

CRISIS RESPONSE TEAM EMERGENCY RESPONSE PLAN GUIDELINES

The Crisis Response Team Emergency Response Plan is predicated on a realistic approach to the problems likely to be encountered by the University during a major emergency or disaster. Hence, the following are general guidelines:

1. An emergency or disaster may occur at any time of day or night, weekend or holiday, with little or no warning.
2. The succession of events in an emergency is not predictable; hence, written support and operational plans will serve only as a guide and checklist, and may require field modification in order to meet the requirements of the emergency.
3. Disasters may affect residents in any of the three geographical locations of the University, therefore city, county, and federal emergency services may not be available. A delay in emergency services may be expected up to 48 hours.

4. A major emergency may be declared if information indicates that such a condition is developing or is probable.
5. Throughout a crisis, it will be necessary to cooperate fully with the authorities and be forthright and accurate in communicating what has happened and what we are doing about the crisis situation. We will respect the privacy and confidentiality of our students, faculty and staff, while providing necessary information to others on a need-to-know basis.

This Plan includes specific courses of action to be taken to mitigate the effects of an emergency or disaster. Every member of the Crisis Response Team and their Alternate(s), all Building Team Leaders, and any other designated leaders within the institution must be familiar with this plan. These individuals are authorized and expected to implement any part of the plan described, and take action necessary in his/her judgment to protect lives and mitigate the effects of an emergency.

This plan shall be in effect whenever there is a major crisis or an emergency drill at the University of the Pacific's Sacramento campus. While Pacific's Stockton and Dugoni campuses both have their own Crisis Response Team and Crisis Response Manual, in order to assist and offer support, this plan shall also be activated whenever a major crisis occurs on either of the Stockton or San Francisco campuses. This plan will also be reviewed annually by members of the Crisis Response Team. It was written based on guidelines established by the United States Federal Emergency Management Agency (FEMA) and other government agencies, research on emergency management procedures and best practices in the profession.

TYPES OF INCIDENTS

Various incidents or occurrences at the University or the community may be classified as emergencies. The purpose of this manual is to provide guidelines for members of the Crisis Response Team and/or other University officials for the following types of incidents:

1. On campus death, suicide, critical or life threatening situation
2. Violent or criminal behavior/hostage situations
3. Intruder or active shooter
4. Flood
5. Fire
6. Explosion
7. Bomb threat
8. Biological agents or threat
9. Chemical spill (on or off University property)
10. Communicable disease
11. Power outage
12. Earthquake
13. University/Campus evacuation

DEFINITIONS OF AN EMERGENCY

The following definitions are provided as guidelines to assist employees in determining appropriate response:

1. **NORMAL OPERATIONS/NO EMERGENCY:** The University under normal operating conditions. There is no emergency.

2. **CRITICAL INCIDENT:** Any critical incident, potential or actual, that requires urgent action but may not seriously affect the overall functional capacity of the University. Impacted personnel or departments will coordinate directly with Public Safety to resolve conditions. All minor emergency or critical incidents must immediately be reported to the Public Safety at 916.739.7200. Examples: *student or employee injury, non-life threatening emergency, odor complaint, localized chemical spill, plumbing failure, and water leak.*
3. **MAJOR EMERGENCY:** Any incident, potential or actual, that will affect an entire building or buildings, and that will disrupt the overall operations of the University. Outside emergency services may be required, as well as major efforts from the University administration during times of crises. Once activated, the Crisis Response Team and its members will assemble to evaluate the scope of the situation, coordinate essential services, and provide emergency information. Examples: *structural fire, major chemical spill, active shooter, extensive utility outage.*
4. **DISASTER:** Any event or occurrence that has seriously impaired or halted the operations of the University. In some cases, personnel casualties and severe property damage may be sustained. Since such disasters are often wide-ranging and complex, a timely resolution of disaster conditions will require University-wide cooperation and extensive coordination with external agencies. The CRT is automatically activated and all Crisis Response Team members report to the designated Emergency Operations Center. A field command post may need to be established to coordinate the situation and distribute resources and information. Examples: *flood, earthquake, major explosion.*

NOTE:

- During an emergency or critical incident on campus, Public Safety phone lines may be impaired by the call volume, if this happens, be prepared to call 911 to report your emergency information. Do not call 911 asking for information about the emergency or incident. In some situations appropriate communication will need to be distributed. The full activation of the CRT only applies to Major Emergency and/or Disaster Levels.
- Public Safety has established Radio protocols with Stockton campus Public Safety to assist in coordination of emergency operations.
- Designation of an emergency level is made by either of the Crisis Response Team Co-Chairs (may require consultation with CRT members).
- The designation of an emergency level may change as conditions change.
- Evacuations or University closure will be coordinated by the Crisis Response Team.

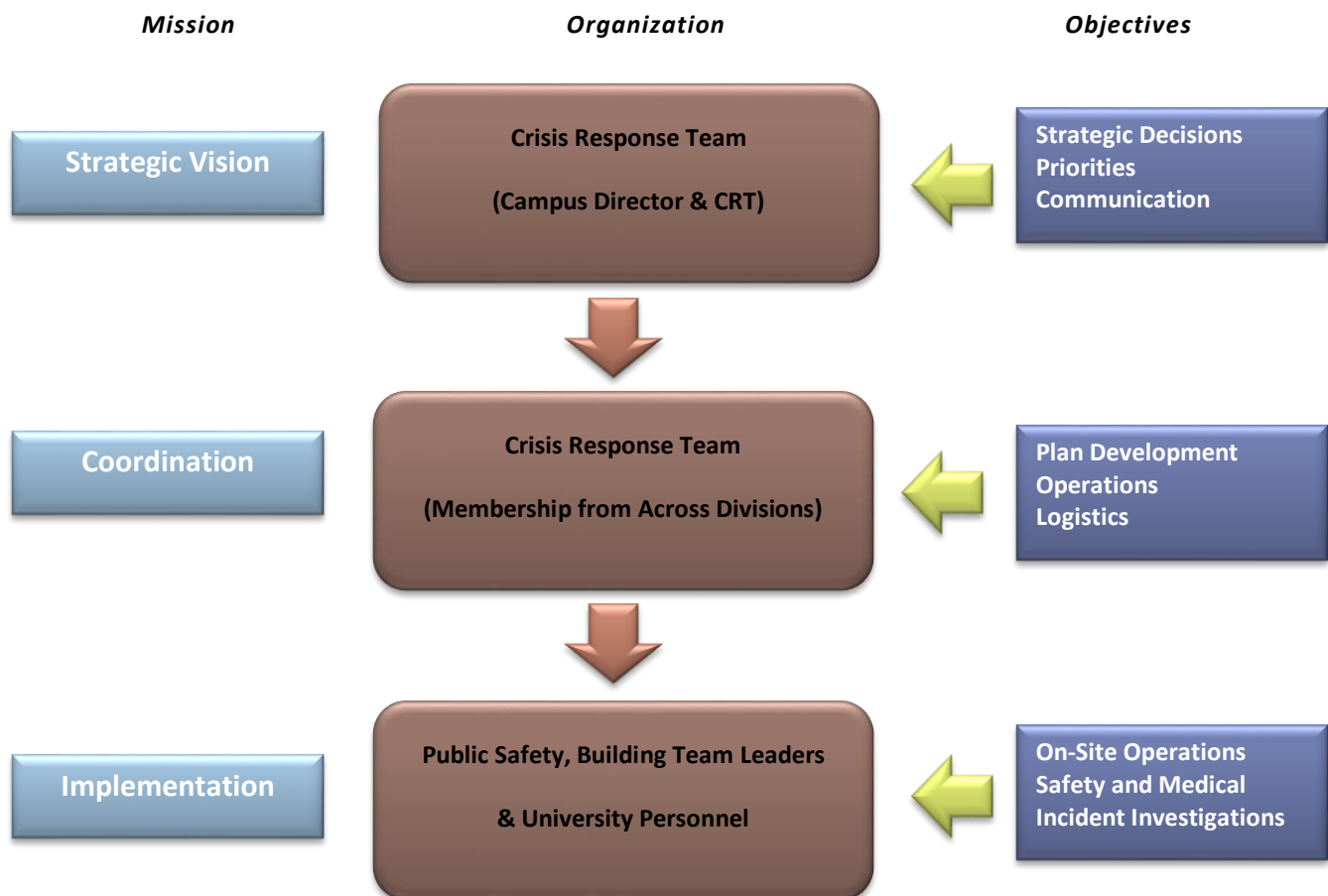
CRISIS RESPONSE TEAM EMERGENCY RESPONSE PLAN

The Crisis Response Team can be called at any point to respond to any campus incident. Any executive officer, administrator, or CRT team member may request a meeting of the CRT or a small task force made up of selected members. This body may serve as an emergency coordination group or an advisory task force.

In the event of a declaration of a major emergency or disaster, the CRT will implement the Disaster Operations Plan and utilize the Incident Command System (ICS). The ICS provides for clear authority and a coordinated response to the diverse activities necessary to successfully respond to an emergency situation. It is also designed to expand and contract in size and scope in accordance with the demands of the specific emergency. The intent of the plan is to assure that the actions of the University are carried out in cooperation with the local Police Department and the local County Sheriff's Office which has overall authority for a community-wide disaster response.

The Incident Command System also provides for the division of responsibilities and an overall management structure. This structure is comprised of two groups that include the Crisis Response Team (CRT) which serves as the "Strategic Vision & Coordination" group, and Public Safety/Building Team Leaders/University Personnel which serves as the "Implementation" group (see structure chart below).

UNIVERSITY OF THE PACIFIC EMERGENCY RESPONSE STRUCTURE



Once a **MAJOR EMERGENCY** or **DISASTER** has been declared by either of the Co-Chairs of the CRT, the following will occur:

- The Campus Director will convene an emergency meeting of the Crisis Response Team to report the status of the incident, review resource needs and seek communications input.
- The Stockton Public Safety Department Dispatch (209-946-2537 or 209-946-3911) will immediately be informed by the Campus Director/Incident Commander or a designee. That office will notify appropriate Stockton officials. The Campus Director may also notify the Provost or President.
- The **CRISIS RESPONSE TEAM** will be activated and will be located in the **EMERGENCY OPERATION CENTER (EOC)**. Once contacted, members of the Crisis Response Team will report to the EOC for instructions. Depending on the size and scope of the emergency, the EOC may convene in one of four pre-established locations:
 1. Public Safety/Human Resources Conference Room
 2. Library Rotunda
 3. Courtroom/Jury Room
 4. Lecture Hall/Rooms S-2 & S-3

Depending on those Crisis Response Team members who are available to respond and the nature of incident, CRT members may be asked to serve within different capacities. Please refer to the organizational charts based on definition of the emergency (**CRITICAL INCIDENT, MAJOR EMERGENCY, or DISASTER**). **NOTE:** The number and depth of roles within the organizational structure will vary based on the size and scope of the incident.

CRISIS RESPONSE TEAM MEMBER ROLE DESCRIPTIONS

Listed below are descriptions of each role followed by checklist of responsibilities which is intended to be used as an expedient guide of duties to be performed in an emergency by a person filling a particular CRT staff position:

1. **Incident Commander (IC)** – The Incident Commander is responsible for the overall command of the incident and the establishment of the goals and objectives at the scene. The Incident Commander assesses the emergency based on information provided to the Incident Command Team and directs the specific campus response.
2. **Incident Command Team (ICT)** – The Incident Command Team is designed to assist and support the Incident Commander. The ICT remains detached from the immediate concerns of the tactical operations of the incident so that such duties can be successfully carried out. The Incident Command Team consists of the following:
 - **Public Information Officer** - This person is the sole contact between the University and the media. The responsibilities of the PIO include ensuring that that information released is verified as true, is consistent with University policy and state and federal law, is as timely as possible, and will not interfere with the successful and safe completion of the incident. Other duties of this position may include the development of information packets for evacuees, University residents, and others who have the need for incident information.

- **Liaison Officer** - The liaison officer acts as the main point of contact between the Crisis Response Team and the University Executive Command Team. The officer also serves as a point of contact between the University and outside participating agencies.
- **Safety Officer** - The Safety Officer oversees the safety of all operations during an incident. S/he is to assure that safe measures are utilized and has the authority to stop any operation that is deemed by her/him to be unsafe. This person is to develop a means to perform any operation safely.
- **Operations Section Chief** - This person is in direct control of all tactical operations of the incident. As well as assisting in the development of the action plan, this person is in charge of the staffing areas, resource utilization (single resources, task forces, and strike teams), and air operations should there be any. The University position responsible for the Operations Chief varies depending on the incident.
 - **Information Technology/Telecommunications Officer** - The Information Technology/Telecommunications Officer is responsible for coordinating and maintaining University technology during a major incident. The Information Technology/Telecommunications Officer duties include but are not limited to ensuring that computer programs/connectivity is available to University personnel and students during a major emergency or disaster and coordinate services with all appropriate third-party vendors.
- **Planning Section Chief** - This person is responsible for creating a dynamic action plan based on ongoing incident information. As the situation changes, the plan must be modified accordingly. Items in the action plan must include the status of resources being used in the incident. It should detail the priorities set by the University's Incident Command Team and outline the steps to take to satisfy those priorities.
- **Logistics Section Chief** - This individual must arrange for the support needs of the incident response effort. They order the materials needed and provide all facilities, transportation, supplies, equipment maintenance, communication, supplies and medical services.
- **Finance Section Chief** – This person is responsible tracking incident costs, accounts for reimbursements, and has the ability from the University to authorize major emergency expenditures.

OVERALL ASSUMPTIONS FOR CRISIS RESPONSE TEAM MEMBERS

All staff, faculty, and Public Safety members operate under the following key assumptions:

- Life safety is paramount – take whatever steps are necessary to protect life.
- Communicate with authorities – Public Safety first, then 911, then campus leadership.
- Be prepared to serve – Bring phones, purses, flashlights and other emergency resources with you as you begin your CRT service.

EMERGENCY RESOURCES FOR CAMPUS EMERGENCIES

The following resources are available for use in addressing an emergency:

- Public Safety: Always the first call in an emergency.
- Disaster Operations Control Plan: Located on the Administrative Tab of Inside Pacific, the Plan contains emergency protocols, phone numbers, incident level and response information, and recommended actions to take based on the incident, i.e., fire, active shooter, bomb threat, etc.
- Wallet Cards: Leadership has been provided wallet cards with contact information for key staff.
- PacificCONNECT: The University of the Pacific Emergency notification system, which can be accessed via phone or computer, enabling voice and text messaging to all campus members within minutes
- Emergency Website: The University has established, with an outside vendor, a streamlined emergency website to be utilized as the primary communication source in an emergency.
- First Responders: Public Safety will be first responders for most incidents and will contact fire/police/EMT as necessary. Campus Public Safety serves as the conduit with those services.

CHAIN OF COMMAND

Leader Present: The senior employee at the location of where an incident or emergency occurs is in charge of the situation until they are relieved.

Public Safety: The Director of Public Safety or his/her designee will assume command of the scene until the CRT is engaged and/or a high-ranking administrator assumes command.

Campus Director/CRT: The Campus Director and/or CRT, in coordination with Public Safety, will assume command of a situation until outside resources assume control.

Police/Fire: The fire department, police department or other civic defense departments assume command and control of the scene upon arrival.

BUILDING TEAM LEADERS

Team leaders are individuals located within each building or area, based on size, responsible for assessment, communication and action direction as a first responder in their area. Evacuation coordination is a primary responsibility when indicated. **For a current list of Building Team Leaders and the University Emergency Response Plan for Building Team Leaders see Appendix C.**

QUICK GUIDE OF BUILDING TEAM LEADERS DUTIES

A quick guide of duties is provided below:

1. Call Public Safety 916.739.7200 or 916.217.0896 – they will call emergency services.
2. Determine extent of emergency and implement one of the following plans:
 - A. If your building is threatened and an evacuation order is called:
 - Evacuate all personnel Ensure “all clear” – close doors. If possible, post someone at the door to ensure no re-entry and to report on conditions (if not safe, don’t post).
 - Take roll call at evacuation site – try to determine who is missing.
 - Maintain the roll call list until asked for by a Public Safety Officer or CRT member.
 - B. If your building is not threatened:
 - Stay alert and monitor the situation.
 - Avoid using the telephones unless necessary.
 - Ensure occupants are aware of situation and are prepared to act if situation changes.

BUILDING TEAM LEADER CHECKLIST

The Building Team Leader is responsible for the overall safety of those within a University building, department, floor, or area during a major incident. The Building Team Leader’s responsibilities include but are not limited to coordinating the evacuation of an area, “locking down” a facility during a crisis, and/or communicating with those in their area about the emergency situation, its status, and any on-going updates.

FOR IMMEDIATE ACTION BY THE BUILDING TEAM LEADER IN EVENT OF EMERGENCY:

- Remain Calm.
- If safe to do so, turn on your mobile phone and electronic tablet.
- If an emergency occurs in your area, contact Public Safety’s Emergency Number at 4-7200 (916.739.7200) or 916.217.0896.
- Evaluate the impact the emergency may be having on your facility or area and take appropriate action. This may include recommending that operations in a facility be ceased and that evacuation procedures be initiated.
- If situation warrants evacuation of your building, follow your building evacuation plan and the Disaster Operations Manual guidelines on Evacuation Procedures. **Do not go to the incident site.**

- Evacuate all personnel. Protection of life is the most important duty of the Building Team Leader. Be sure that all students, faculty, staff, and anyone else in the building or area are notified and evacuated. Check the area and close the doors.
- Go to the outside of the building to your pre-determined emergency evacuation location.
- Keep track of which floors are evacuated and which are not. As one area is cleared, post faculty or staff in such a way that a person cannot accidentally re-enter the area.
- Take roll call of students/staff/faculty from your area. Keep a log of your activities. Assign someone to take videos or pictures, as needed.
- Maintain communications from your area (or from an alternate site if necessary) with emergency and CRT officials. Give them the location of anyone who is unable to evacuate. Inform them of anyone who refuses to relocate. The Logistic Officers will be the contact to relay information to and receive further instruction.

IF LOCKDOWN OF YOUR BUILDING IS REQUIRED:

- If a lockdown of your building is required, you will be notified by the Crisis Response Team (i.e. via the Pacific Connect Emergency Notification System).
- Student and faculty are to remain in their classrooms. Do NOT answer the door.

In situations with an active shooter, keep back from any windows and doors, lay flat on the floor or seek protective cover for you and others (concrete walls, thick desks, filing cabinets). Cover may protect you from bullets.

EMERGENCY NOTIFICATION SYSTEM PROTOCOLS

THE UNIVERSITY OF THE PACIFIC

1.0 INTRODUCTION

The University of the Pacific has an Emergency Notification System (ENS) with multi-channel communication capabilities. This system is intended to rapidly disseminate emergency information on an incident(s) and provide instructions to the students, faculty, and staff at any, or all, of the University's three campuses (Stockton, San Francisco, and Sacramento). This guide outlines the various emergency communication instruments within the system and the notification process for activating each, or all, during a crisis.

In order to activate the notification system, a threat or emergency situation must be reported to the University of the Pacific's Department of Public Safety. It may also be activated by another Responsible University Authority operating within their direct area of responsibility and directly involved with the emergency response for a University related safety-and-security incident. Authorizing decision-making at the operational response level enables primary level response rather than an executive level response to disseminate rapid and responsible emergency information to the University population.

1.1 BACKGROUND

The purpose of the Emergency Notification System is to comply with the reporting requirements of the 2008 Higher Education Opportunity Act. The Clery Act is a component of the 2008 Higher Education Opportunity Act and defines emergency notification as:

"Procedures to immediately notify the campus community upon the confirmation of a significant emergency or dangerous situation involving an immediate threat to the health or safety of students or staff occurring on the campus ... unless issuing a notification will compromise efforts to contain the emergency."

While the Office of Emergency Services does not specify requirements related to time(s) or channel(s) associated with issuing an emergency notification, it does indicate that once the emergency situation is confirmed, such warnings should be issued "immediately."

1.2 TRAINING AND EXERCISING

Training and exercising are essential to demonstrating and improving the ability of the University of the Pacific to execute its emergency protocols and the most effective method for implementing emergency notifications.

A periodic simulation helps our responders ensure that equipment and procedures are maintained in a constant state of readiness. The University of the Pacific has all employees who are considered a "Responsible University Authority" and have the ability to activate the emergency notification system, to participate in a monthly test of all notification instruments. This is done to ensure familiarity with the emergency notification system and determine functionality before an emergency occurs. Employees with responsibilities for the notification process receive annual training on the notification protocols and process and are continually briefed on any changes in the emergency notification system.

The University of the Pacific recognizes that trained staff may not be available in an emergency to perform their duties under the emergency protocols. As new employees are assigned emergency notification responsibilities, they are trained on the system and protocols.

2.0 OPERATIONAL GUIDELINES

2.1 PURPOSE AND AUTHORITY OF EMERGENCY NOTIFICATION SYSTEM MANUAL

The purpose of this Emergency Notification System manual is to outline the protocols, procedures, and guidelines used by the University of the Pacific if, and when, an emergency notification message(s) is issued to the University community. These protocols are integrated with the Crisis Response Teams Emergency Response Plan. The policies have been approved by the Crisis Response Team and are continually reviewed so they are in accordance with changes in new laws and best practices.

2.2 PURPOSE OF THE EMERGENCY NOTIFICATION SYSTEM

The purpose of Pacific's Emergency Notification System is to issue safety and security warning notifications to the students, faculty, and staff at any, or all, of the University's three campuses (Stockton, San Francisco, and Sacramento) in an emergency or when specific actions must be taken to ensure the safety and security of the institution.

2.3 RESPONSIBLE UNIVERSITY AUTHORITIES

The following University officials have been assigned the authority by the University to authorize emergency notifications to provide emergency notifications:

- Director, Campus Public Safety
- Campus Director
- Dean of the Law School
- Assistant Dean, Administration & Resource Management
- Executive Assistant to the Dean
- Director, Faculty Support
- Director, Physical Plant and Auxiliary Enterprises Administration
- Director, Human Resources
- If the threat is imminent, members of the Department of Public Safety have the authority to activate the Emergency Notification System to alert the campus of any critical incidents.

These positions will be collectively referred to as "Emergency Notification Authorities" for the purposes of this manual.

2.4 INITIAL ACTIVATION OF THE PROTOCOLS

The process for activating the Emergency Notification System begins when a threat or emergency situation (i.e. Major Emergency or Disaster) is reported to the Department of Public Safety or to another University of the Pacific Authority. When the threat is confirmed or emergency situations exists that require immediate or urgent notification, Department of Public Safety Personnel will notify one or all of the above listed authorities. If the threat is imminent (i.e. active shooter, fire) the Department of Public Safety personnel may make the initial activation. After the initial alert, one of the above authorities will take over the responsibility of initiating further alerts.

In the event of a threat or emergency in which the Emergency Notification Authority is not yet at the incident and/or for which specialized technical knowledge is required, the Authority may authorize the Public Safety to issue the message. The Emergency Notification Authority may confirm the threat and authorize the message with emergency safety instructions. If the Authority is trained in and has direct access to the Emergency Notification system, the Authority or designee may issue the message if necessary.

The system may be used to alert the University when any part of the infrastructure that affects the quality of life for the Pacific community is inoperable. These alerts may be limited to emails and text messaging.

2.5 PACIFIC EMERGENCY NOTIFICATION SYSTEM CHANNELS

Pacific Connect consists of the following channels:

- *Pacific Connect (Everbridge)*
Pacific Connect is a messaging system controlled by a web-enabled management interface that allows an operator to simultaneously send outbound messages via the following options:
 - **Short Message Service (SMS)** or “text messages” sent to mobile devices (including mobile phones)
 - **Phone calls** (and voice mails for unanswered calls) to non-campus phone numbers, including cell and land lines (U.S. 10-digit numbers)
 - **Email** to Pacific and Non Pacific addresses

All University of the Pacific students, faculty, and staff are automatically registered with Pacific Connect via the University’s e-mail system (if a message is sent out on Pacific Connect, all students, faculty, and staff will receive a University e-mail). For other forms of communication on Pacific Connect (i.e. employee or student mobile phones, employee home phone numbers, personal e-mail, etc.), the system is dependent on an individual “opt-in” registration in order to receive alert messages. Students are mandated to opt in at time of course registration during New Student Orientation. Faculty and staff are encouraged to sign up for the free service but are not required (unless they are assigned a University owned mobile phone which would require them to be on the system). Users can select up to three channels/contact points by which they wish to be notified by Pacific Connect.

- *VOIP PHONE NOTIFICATION (Informacast)*
Informacast is an emergency messaging system that is carried over the University’s Voice Over Internet Protocol (VOIP) phone service. The system permits the operator to send out written and verbal messages via the following options:
 - **Verbal Messages** sent out to University VOIP phones over the device’s speakerphone. This verbal message will broadcast over the speakerphone even if the device is already in use.
 - **Written Messages** sent out to University VOIP phones over the device’s visual display. The written message will replace everything on the device’s screen with the message sent out by the operator.
- *UNIVERSITY OF THE PACIFIC WEBSITE (Ingeniux)*
The University of the Pacific’s website is used to notify individuals of an emergency situation and keep them informed during (and after) the incident. This is done by posting information on the University’s Emergency notification webpage. All emergency notification systems should refer individuals to this

webpage for the most up-to-date information. In order to immediately notify website users of an incident, an emergency banner display can be placed on top of the University's main home page. This option is used to provide immediate notification of an incident and should end with a link to University's Emergency Nonfiction website (emergency.pacific.edu) for updates and more information. In order to prevent the website from "crashing" due to heavy traffic, the University has backup systems throughout the United States to ensure that the website will remain functional through a crisis.

- **UNIVERSITY OF THE PACIFIC'S FACEBOOK ACCOUNT** (www.Facebook.com/UniversityofthePacific)
During a crisis, the University's Facebook account is used to communicate with a large number of students, parents and community members who will turn to this system to obtain information about a crisis, talk to each other about what is happening, and ask questions that they feel have not been addressed from previous messages. All major updates made on Pacific Connect or on the University's Emergency Website should also be posted (and closely monitored) on the University's Facebook account.
- **UNIVERSITY OF THE PACIFIC'S TWITTER ACCOUNT** (www.Twitter.com/UOPacific)
University of the Pacific's Twitter account will be followed closely by news media as well as area organizations. Content is limited to a maximum of 280 characters per message. It is most important that every update should include a link to the Emergency Web Site (emergency.pacific.edu).

Emergency Notification Authorities: For detailed instructions on how to send an emergency notification using Pacific Connect (everbridge), VOIP Phone (InformaCast), or the Pacific Emergency Website (emergency.pacific.edu) please see Appendix D.

2.6 EMERGENCY NOTIFICATION SYSTEM CHARACTERISTICS

During an emergency, the primary instrument used in Pacific's Emergency Notification System will be Pacific Connect followed by the Informacast VOIP Phone Notification system. The use of these instruments may vary due to the nature and scope of the emergency, the safety of the students, faculty, and staff, and the well-being of University facilities and grounds. Other processes may be initiated to make additional alerts including the following:

- University of the Pacific Emergency Website
- Social Media alerts through University Facebook and Twitter accounts.
- Posting the warning on the University of the Pacific main or emergency website.
- Use of employee phone trees

All Emergency Notification System messages will contain at minimum the following information, in this order:

1. Nature of the incident
2. Location
3. Actions to be taken by affected populations

Emergency Notification System messages generated via these protocols will follow formatting consistent with the system's characteristics. Therefore, regardless of channel used, Pacific's Emergency Notification System messages generated via these protocols will use the same message of no more than 160 characters (the maximum number of characters available in a SMS message) for all message systems.

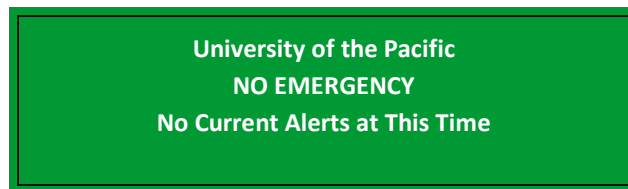
Subscribers of Pacific Connect will receive continuing, additional, or subsequent messaging via non-Phone Alerts channels (which are not constrained by technical limitations related to SMS). As soon as possible following the issuance of an emergency message, the University of the Pacific Home Page/Emergency Page will be updated to contain additional and/or supplemental information about the alert and/or the incident. All instruments within Pacific's Emergency Notification System direct members of the University community to go this website(s) which will provide instructions for:

1. Obtaining additional detailed information if University programs and/or services are interrupted;
2. Receiving additional updates and information, and/or
3. Reporting information.

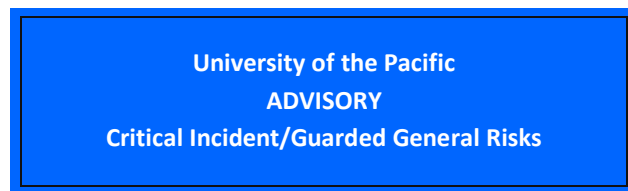
3.0 LEVELS OF EMERGENCY NOTIFICATION

The process for activating the Pacific Connect system begins when a threat or emergency situation is reported to the Department of Public Safety or to another University Authority.

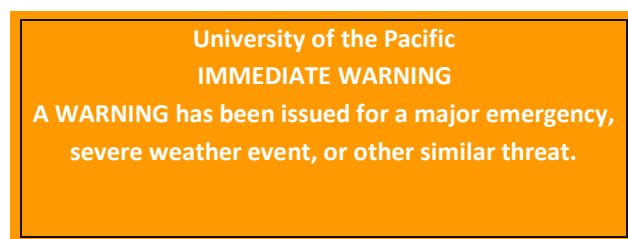
There are four levels of notifications under the Pacific Connect system. These are "**NO EMERGENCY**", "**ADVISORY**", "**IMMEDIATE WARNING**", and "**URGENT ACTION**", each of which are described below.



This status indicates that there are no known current alerts. All Clear status may also be used for this category.



An **ADVISORY** may be issued when Pacific is faced with a **CRITICAL INCIDENT**, potential or actual, that requires urgent action but may not seriously affect the overall functional capacity of the University. The Co-Chairs of the Crisis Response Team will determine the need (if any) for activating the Emergency Notification System. Examples: *student or employee injury, odor complaint, localized chemical spill, plumbing failure, and water leak.*



An **IMMEDIATE WARNING** is issued when Pacific is faced with a **MAJOR EMERGENCY**, potential or actual, that will affect an entire building or buildings, and that will disrupt the overall operations of the University. An Immediate Warning notification to the campus is issued when a members of the Department of Public Safety or another University Authority has confirmed that a possible emergency situation exists and may pose a potential threat to life safety or security of the campus community. The Public Safety Senior Officer on Duty or another Responsible University Authority is authorized to make an Immediate Warning Notification to provide alert, warning and safety, or protection instructions.

The Department of Public Safety Senior Officer on Duty or other Responsible University Authority also has the authority not to authorize an Immediate Notification to the campus if issuing the message will create a more serious emergency and/or compromise the University's efforts to contain the emergency. If the Department of Public Safety Senior Officer or other Responsible University Authority makes a decision not to authorize an alert, they must notify and consult with the Crisis Response Team.



An **URGENT ACTION** alert will be used only when a **DISASTER** event has seriously impaired or halted the operations of the University and/or the local community. In some cases, personnel casualties and severe property damage may be sustained. An urgent action notification to the campus is issued when a members of the Department of Public Safety or another University Authority has confirmed that an possible disaster event exists and may pose a potential threat to life safety or security of the campus community. The Public Safety Senior Officer on Duty or another Responsible University Authority is authorized to make an Urgent Action Notification to provide alert, warning and safety, or precautionary actions. The CRT is automatically activated and Emergency messages such as a Shelter-in-Place directive or a large-scale campus evacuation may be issued. Examples: *flood, earthquake, major explosion.*

At any time during any emergency notification, if more than one operator attempts to log into one of the tools within the Emergency Notification System or if any Public Safety dispatcher or other operator is given conflicting instructions, the system operator will contact his or her supervisor to de-conflict the messages and/or clarify the instructions. This includes the Office of Marketing and University Communications for situations in which informational updates via the Emergency Website and any other media sources will be appropriate.

A **STATUS UPDATE/ALL CLEAR** message is made when there is new information or instructions for the University population (it may provide an update on the situation or change in protective actions). An All Clear Notification indicates that the emergency has been contained. Status Update and All Clear Notifications should be timed such that SMS messages do not overlap. Status Update and All Clear Notifications are authorized by the CRT Incident Commander, which may be a member of the Crisis Response Team or other University Authorities.

3.1 EMERGENCY NOTIFICATION SYSTEM AUTHORIZATIONS

This section describes the authorization for issuing a message via the Emergency Notification System. All alerts, protocols and procedures will be coordinated and authorized through the Crisis Response Team.

Level	Authorized by	Issued by	Channels activated
<u>CRITICAL INCIDENT ADVISORY</u>	Co-Chairs of the Crisis Response Team and/or other Responsible University Authority	Public Safety officer, or other trained personnel	<ol style="list-style-type: none"> 1. Pacific Email 2. Pacific Connect <ul style="list-style-type: none"> • Phone Alerts • Text Messages • Emails • Voice message
<u>MAJOR INCIDENT IMMEDIATE WARNING</u>	Public Safety Senior Officer on Duty, designated members of the Crisis Response Team, or other Responsible University Authority	Public Safety officer, or other trained personnel	<ol style="list-style-type: none"> 1. Pacific Connect <ul style="list-style-type: none"> • Phone Alerts • Text Messages • Emails • Voice message 2. Informacast VOIP <ul style="list-style-type: none"> • Verbal Message • Written Message 3. Pacific Email 4. Department Phone Tree 5. Pacific Homepage 6. Other channels as developed
<u>DISASTER URGENT ACTION</u>	Public Safety Senior Officer on Duty, designated members of the Crisis Response Team, or other Responsible University Authority	Public Safety officer, or other trained personnel	<ol style="list-style-type: none"> 1. Pacific Connect <ul style="list-style-type: none"> • Phone Alerts • Text Messages • Emails • Voice message 2. Informacast VOIP <ul style="list-style-type: none"> • Verbal Message • Written Message 3. Pacific Email 4. Department Phone Tree 5. Pacific Homepage 6. Other channels as developed
<u>STATUS UPDATE/ALL CLEAR</u>	Public Safety Senior Officer on Duty, designated members of the Crisis Response Team, or other Responsible University Authority	Public Safety, or other trained personnel	<ol style="list-style-type: none"> 1. Pacific Connect <ul style="list-style-type: none"> • Phone Alerts • Text Messages • Emails • Voice message 2. Informacast VOIP <ul style="list-style-type: none"> • Verbal Message • Written Message 3. Pacific Email 4. Department Phone Tree 5. Pacific Homepage 6. Other channels as developed

3.2 ASSIGNMENTS / ROLES

This section describes roles and actions assigned to staff at the University of the Pacific for authorizing and operating the instruments within Pacific’s Emergency Notification System. The Action Checklists provide detailed guidance for each position.

SUMMARY OF PACIFIC STAFF ASSIGNMENTS AND ROLES

This Table presents a summary of staff assignments and roles in the Pacific Connect.

PACIFIC STAFF POSITION	ROLE
<u>ADMIN SUPPORT TO CRT</u>	<ul style="list-style-type: none"> • Coordinate with the Public Safety Officer on Duty • Once confirmed by the Public Safety Officer on Duty, issue Advisory, Immediate Warning, and Urgent Action Notifications • Issue Status Updates or All Clear Notifications as instructed • Activate other media alert systems as instructed
<u>PUBLIC SAFETY OFFICER ON DUTY</u>	<ul style="list-style-type: none"> • Confirm the emergency situation or threat • Determine whether an emergency notification to the campus would create a more serious emergency and/or compromise the University’s efforts to contain the emergency • Authorize the Liaison Officer to send out Immediate Warning • Notify the Director of Public Safety of the situation, notifications authorized/issued, notifications not authorized/issued due to the potential to compromise university efforts to contain the emergency, and any other actions taken to contain the emergency.
<u>DIRECTOR OF PUBLIC SAFETY</u>	<ul style="list-style-type: none"> • Receive notification of Immediate Warning Notifications that have been sent, or notifications not sent because they might compromise the University’s efforts or because the immediacy of the threat is undetermined • Provide direction to officers and staff on duty on further messages or notifications • Notify the Campus Director and members of the Crisis Response Team of the situation, notifications authorized/issued, and any other actions taken to contain the emergency. • Determine whether an emergency notification to the campus would create a more serious emergency and/or compromise the University’s efforts to contain the emergency • May authorize Liaison Officer to send Status Update Notification or All Clear Notifications (for incidents in which this person has incident command)

PACIFIC STAFF POSITION	ROLE
<p><u>RESPONSIBLE UNIVERSITY AUTHORITIES</u></p>	<ul style="list-style-type: none"> • Confirm whether the emergency situation threatens the life safety or security of the campus population for situations within the authorization of the Crisis Response Team • Authorize the Public Safety or trained staff to issue an Immediate Warning • Consult with the Campus Director if Urgent Action message should be issued. • Restrict the sending out of a notification if it would create a more serious emergency and/or compromise the University's efforts to contain the emergency • May authorize the Public Safety or trained staff to send Status Update Notifications or All Clear Notifications (for incidents in which this person has incident command)
<p><u>OFFICE OF MARKETING AND UNIVERSITY COMMUNICATIONS.</u></p>	<ul style="list-style-type: none"> • Support the Crisis Response Team with decisions on or in issuing Urgent Action Notifications, as necessary • Issue notifications to press and via other Emergency Notification System instruments (i.e. Twitter, Facebook, etc.) • Provide additional information on notification messages on the University of the Pacific homepage, via voicemails, and on the emergency website.
<p><u>OFFICE OF INFORMATION TECHNOLOGY DEPARTMENT</u></p>	<ul style="list-style-type: none"> • Provide technical support to University of the Pacific, the Crisis Response Team, and University Communications or Responsible University Authority in the operation of the Emergency Notification System • Coordinate with service providers as needed to ensure system operability

CRISIS RESPONSE TEAM INCIDENT RESPONSE PROCEDURES

HOSTAGE SITUATION

If a Hostage situation occurs at the University, the Department of Public Safety will respond to the scene and contact emergency responders. During the incident, the Crisis Response Team will follow the guidelines listed below:

1. Ensure that all public notification requirements are completed as required by law (i.e. Clery Act, Etc.)
2. Activate Crisis Response Team and initiate Emergency Response Plan.
3. Obtain all facts pertaining to the situation/interview witnesses.
4. Department of Public Safety will work directly with local law enforcement. If a hostage situation has occurred, local law enforcement must be involved immediately.
5. Determine need for further security measures (such as locking residence hall doors 24 hrs. per day, placing officer in area, etc.).
6. Strategize possible follow-ups (individual, group) such as mediation, counseling, education, or facilitation of small groups.
7. Ensure that contact of family members of the hostages has been conducted and that they receive University support from the Counseling and the Chaplain. Assign family members a University liaison to ensure that they are kept up to date on situation.
8. The Public Information Officer will be responsible for information dissemination and media contacts and will decide the best mode of contact for students, constituents, and employees (web, email, voice mail, written letter).

INTRUDER OR ACTIVE SHOOTER

If an Intruder or Active Shooter incident occurs at the University, the Department of Public Safety will respond to the scene to mitigate or contain the scene until emergency responders arrive. During the incident, the Crisis Response Team will follow the guidelines listed below:

1. Activate Crisis Response Team and initiate Emergency Response Plan.
2. Ensure the safety of the campus community to take shelter by issuing an immediate emergency warning to members of the University via Pacific's Emergency Notification System as required by law (i.e. Clery Act, Etc.).
3. Obtain all facts pertaining to the situation/interview witnesses.
4. Department of Public Safety will work directly with local law enforcement. If an active shooter incident has occurred, local law enforcement must be involved immediately.
5. Determine need for further security measures (such as placing an officer in area, etc.).
6. Strategize possible follow-ups (individual, group) such as mediation, counseling, education, or facilitation of small groups.
7. Ensure that contact of family members of any hostages/victims has been conducted and that they receive University support from the Counseling and the Chaplain. Assign family members a University liaison to ensure that they are kept up to date on situation.
8. The Public Information Officer will be responsible for information dissemination and media contacts and will decide the best mode of contact for students, constituents, and employees (web, email, voice mail)

DEATH OR SUICIDE ON CAMPUS

If a death or suicide occurs at the University, the Department of Public Safety will respond to the scene to mitigate or contain the scene until emergency responders and law enforcement arrive. During the incident, the Crisis Response Team will follow the guidelines listed below:

1. Activate Crisis Response Team and initiate Emergency Response Plan.
2. Ensure the safety of the campus community to take shelter by issuing an immediate emergency warning to members of the University via Pacific's Emergency Notification System as required by law (i.e. Clery Act, Etc.).
3. Obtain all facts pertaining to the situation/interview witnesses.
4. Department of Public Safety will work directly with local law enforcement. If death or suicide incident has occurred, local law enforcement must be involved immediately.
5. Determine need for further security measures (such as placing an officer in area, etc.).
6. Strategize possible follow-ups (individual, group) such as mediation, counseling, education, or facilitation of small groups.
7. Ensure that contact of family members of any death/suicide victims has been conducted and that they receive University support from the Counseling and the Chaplain. Assign family members a University liaison to ensure that they are kept up to date on situation (Human Resources for faculty or staff, Dean of Student Affairs for students).
8. The Public Information Officer will be responsible for information dissemination and media contacts and will decide the best mode of contact for students, constituents, and employees (web, email, voice mail).

Flood

INTRODUCTION

This University of the Pacific Administrative Flood Plan provides guidelines and establishes protocols for an organized response to a flood. The primary objectives of the plan are as follows:

- Safety and security of faculty, staff, students, and visitors
- Mitigation of damage
- Restoration of business and academic operations as quickly as possible

NOTIFICATION FROM NATIONAL WEATHER SERVICE

Warning of an impending flood is received at this school via radio. The National Weather Service issues two types of flash flood advisories: flash flood watches and flash flood warnings.

The National Weather Service Offices issues two types of flash flood advisories: a flash flood watch, and a flash flood warning.

FLOOD WATCH:

Heavy rains are occurring, or are expected to occur, and may soon cause flash floods in certain areas.

FLOOD WARNING:

Flash flooding is occurring or is imminent on certain streams or designated areas, and immediate action must be taken by those threatened. All faculty, staff and students have responsibilities and action steps that will be taken at the direction of the Crisis Response Team.

1. **Notification** will be sent out to the campus community via Pacific Connect to alert the campus community of any imminent danger involving a flood.
2. **Buildings & Grounds** will shut off and lock all utilities at the main switch or control.
3. **Public Safety** will initiate shut down operations and evacuate students and employees.
4. **Public Safety** will contact Emergency Services at 9-911 for assistance and guidance.
5. **All personnel** shall follow the instructions and advice of Flood Control officials. If told to evacuate, do so promptly. If instructed to move to a certain location, go there immediately. If certain travel routes are specified or recommended, use those routes rather than trying to find short cuts.
6. **All personnel** should stay tuned to local news broadcasts to keep posted on the status of the flooding.

TRAVEL TIPS:

1. Leave promptly to avoid being marooned by flooded roads.
2. Make sure you have enough gasoline in your car.
3. As you travel, listen to the radio for additional information and instructions from your local government.
4. Watch out for areas where rivers or streams may flood suddenly.
5. Do not try to cross a stream or pool of water unless you are certain that the water will not cover over your knees, or above the middle of your car's wheels, all the way across the stream or pool. If it is safe to continue, put your car in low gear and drive very slowly to avoid splashing water into your engine which would cause it to stall or stop.

GENERAL GUIDELINES FOR RECOVERY

The timeline for recovery after a flood will vary depending upon the severity of flood damage sustained on campus. All recovery activities will be determined and by the Crisis Response Team in consultation with the President or the senior cabinet administrator.

The President or the senior cabinet administrator, in consultation with the Crisis Response Team, will determine when the university will reopen and when campus services will be reinstated. Normal campus services will resume as soon as practical and safe. All decisions will be communicated via the University of the Pacific Emergency web site <http://web.pacific.edu/x15311.xml>

EXPECTATIONS FOR EMPLOYEES AFTER A FLOOD

In cases of university closure, the following mechanisms will be used to contact employees and provide information about university activities after a flood:

- A. All employees will be required to check in with their supervisors within a reasonable amount of time after the flood.
- B. The University of the Pacific's emergency web site <http://web.pacific.edu/x15311.xml> will provide information regarding university flood preparation, university closings and projected openings, and other relevant information.
- C. The University may also communicate with faculty and staff via their Pacific.edu email addresses. University of the Pacific email can be accessed by visiting <https://email.pacific.edu/owa/>

Faculty and staff are encouraged to annually provide wireless telephone numbers and alternative (non-Pacific) email addresses to their supervisors. They may be used in the event University of the Pacific email accounts become inoperable.

Employees will be required to report for duty as soon as practical after they are requested to return to work. During a period of recovery, employees will be expected to perform duties as requested by their supervisor even if those duties are not part of their regular job descriptions. Employees who do not check in or return to work within a reasonable period of time after a flood and do not perform requested duties will be terminated.

FIRE

If a fire occurs on or near University property, the Department of Public Safety will respond to the scene and contact emergency responders. During the incident, the Crisis Response Team will follow the guidelines listed below:

1. Activate Crisis Response Team and initiate Emergency Response Plan.
2. Initiate emergency notification to the University community via the Pacific Emergency Notification System (i.e. Pacific Connect, etc.).
3. Gather as much information as possible about location, building population, and other pertinent information for rescue services.
4. Assist in the evacuation of those within the affected building and/or buildings within the vicinity of the fire.
5. Provide vital information to rescue services.
6. First aid and other medical treatment should be rendered immediately.
7. The Public Information Officer will be responsible for information dissemination and media contacts and will decide the best mode of contact for students, constituents, and employees (web, email, voice mail, written letter).
8. Closing of the Campus or a Building will be decided by the Dean/Incident Commander.
9. Develop a plan for relocation of University offices/staff and/or students if the incident involves an on-campus residential facility.

EXPLOSION

If an explosion occurs on or near University property, the Department of Public Safety will respond to the scene and contact emergency responders. During the incident, the Crisis Response Team will follow the guidelines listed below:

1. Activate Crisis Response Team and initiate Emergency Response Plan.
2. Initiate emergency notification to the University community via the Pacific Emergency Notification System (i.e. Pacific Connect, etc.).
3. Gather as much information as possible about location, building population, and other pertinent information for rescue services.
4. Assist in the evacuation of those within the affected building and/or buildings within the vicinity of the explosion.
5. Provide vital information to rescue services.
6. First aid and other medical treatment should be rendered immediately.
7. The Public Information Officer will be responsible for information dissemination and media contacts and will decide the best mode of contact for students, constituents, and employees (web, email, voice mail, written letter).
8. Closing of the Campus or a Building will be decided by the Dean/Incident Commander.
9. Develop a plan for relocation of University offices/staff and/or students if the incident involves an on-campus residential facility.

BOMB THREAT

Any person on campus who receives a bomb threat via telephone call, voice mail, e-mail message, letter or other form of communication should proceed as follows:

IF YOU RECEIVE A BOMB THREAT BY TELEPHONE CALL

1. Remain calm and listen carefully.
2. Keep the caller on the line as long as possible. For example, ask the caller to repeat the message: "I'm sorry, what did you say?"
3. Identify and record the number from the display on the phone, if available.
4. Record every word spoken by the person.
5. Gather as much information as possible.
6. Call Public Safety at ext. 47200
7. Fill out the following Bomb Threat Checklist immediately
8. Immediately provide completed Bomb Threat Checklist information to a Public Safety Officer.
9. Once a bomb threat has been received, the CRT will initiate emergency notification to the University community via the Pacific Emergency Notification System (i.e. Pacific Connect, Informacast, etc.).

IF YOU RECEIVE A BOMB THREAT BY VOICE MAIL, E-MAIL, LETTER OR OTHER WRITTEN FORM

1. Call Public Safety immediately at ext. 47200
2. If the bomb threat is received via written communication, do not handle the communication any more than is absolutely necessary and turn the document over to Public Safety when they arrive.
3. Public Safety will want to know the following information:
 - a. Who found it?
 - b. Who else was present?
 - c. Where was it found or how was it delivered?
 - d. When was it found or delivered?
 - e. Who has touched it?
 - f. Have any previous threats been received?
4. A Public Safety officer will obtain the information about the bomb threat. The officer will immediately notify Sacramento Police.

IF A BOMB OR SUSPICIOUS DEVICE OR PACKAGE IS FOUND

1. Don't touch it. Evacuate the area. Notify Public Safety, but do not use a telephone or other form of electronic device or hand-held radio. These devices have been known to cause a bomb to detonate. Public Safety officers have been trained to not transmit with their radios.
2. The decision to evacuate the school shall be made by the Campus Director, or a designate. The evacuation decision for a particular area shall be made by the on-site person, Team Leader or a Public Safety Officer, depending on the circumstances.
3. If a bomb is identified inside, evacuate staff and students at least one block away from the building to protect against debris in the event that an explosion occurs.
4. Use the fire alarm to evacuate the building.
5. Do not return to the building until it has been cleared by Public Safety.



UNIVERSITY OF THE PACIFIC
SACRAMENTO CAMPUS

TELEPHONE BOMB THREAT CHECKLIST

Instructions: Remain calm and be courteous with the caller. Do not interrupt the caller. Pretend you can't hear the caller and try to keep the caller talking. Fill out the form below with as much information as possible.

1. Where is the bomb going to explode?	5. What will cause the bomb to explode?
2. When is the bomb going to explode?	6. Did you place the bomb? If so, why?
3. What does the bomb look like?	7. What is your address?
4. What kind of bomb is it?	8. What is your name?
Exact wording of the threat: <hr/> <hr/>	

Time of Call:	Date:	Phone Number Call Received From:
---------------	-------	----------------------------------

<p>Accent:</p> <input type="checkbox"/> Slavic <input type="checkbox"/> Local <input type="checkbox"/> Southern <input type="checkbox"/> Middle East <input type="checkbox"/> Northern <input type="checkbox"/> Hispanic <input type="checkbox"/> Midwestern <input type="checkbox"/> African <input type="checkbox"/> Other: _____	<p>Manner:</p> <input type="checkbox"/> Angry <input type="checkbox"/> Calm <input type="checkbox"/> Irrational <input type="checkbox"/> Rational <input type="checkbox"/> Incoherent <input type="checkbox"/> Coherent <input type="checkbox"/> Emotional <input type="checkbox"/> <input type="checkbox"/> Laughing Deliberate <input type="checkbox"/> Other: <input type="checkbox"/> Righteous _____	<p>Background:</p> <input type="checkbox"/> Trains <input type="checkbox"/> Machines <input type="checkbox"/> Animals <input type="checkbox"/> Music <input type="checkbox"/> Voices <input type="checkbox"/> Office <input type="checkbox"/> Airplanes <input type="checkbox"/> None <input type="checkbox"/> Other: <input type="checkbox"/> Traffic _____	
<p>Voice:</p> <input type="checkbox"/> Soft <input type="checkbox"/> Loud <input type="checkbox"/> Deep <input type="checkbox"/> High Pitch <input type="checkbox"/> Pleasant <input type="checkbox"/> Raspy <input type="checkbox"/> Other: _____	<p>Speech:</p> <input type="checkbox"/> Slow <input type="checkbox"/> Fast <input type="checkbox"/> Stutter <input type="checkbox"/> Distinct <input type="checkbox"/> Nasal <input type="checkbox"/> Distorted <input type="checkbox"/> Other: <input type="checkbox"/> Slurred _____	<p>Language:</p> <input type="checkbox"/> Excellent <input type="checkbox"/> Fair <input type="checkbox"/> Good <input type="checkbox"/> Poor <input type="checkbox"/> Other: <input type="checkbox"/> Foul <input type="checkbox"/> Other: _____	
<p>Gender: <input type="checkbox"/> Male <input type="checkbox"/> Female</p>	<p><input type="checkbox"/> Adult <input type="checkbox"/> Juvenile Age:</p>	<p>Call Origin: <input type="checkbox"/> Local <input type="checkbox"/> Non-Local</p>	
<p>Your Name:</p>		<p>Your Phone Number:</p>	
<p>Your Position:</p>		<p>Date of Report:</p>	

BIOLOGICAL AGENT OR THREAT

If a biological agent or threat has been received by the University or suspicious conditions exist (i.e. an unknown package in an office), the Department of Public Safety will respond to the scene and contact emergency responders. Depending on the situation, the CRT will initiate emergency notification to the University community via the Pacific Emergency Notification System (i.e. Pacific Connect, Informacast, etc.). During the emergency, the following measures should be taken:

UNOPENED SUSPICIOUS PACKAGE:

1. Public Safety will need to secure the area.
2. Depending upon the situation, local law enforcement or other authorities may have to be contacted for disposal and testing.
3. Employees who have had potential exposure will need to be treated by local health officials.
4. Establish a list of employees who were in the room or had contact with the suspicious package (i.e. Campus Mail Room employees, etc.).
5. Work with the Public Information Officer regarding information dissemination and media contacts.

OPENED LETTER/PACKAGE CONTAINING SUSPICIOUS SUBSTANCE:

1. Contact Public Safety or the Sacramento Police. County Emergency Services and local Federal Bureau of Investigations (FBI) Field Office will be contacted. These authorities will assist in the disposal and testing arrangements.
2. Ensure that affected area is closed off and secure.
3. Contain all employees/students who were in the room where exposure occurred. Gather personal information including names, addresses, phone numbers, and points of contact with the substance.
4. Contact all employees who may have had contact with the affected object.
5. Evacuate unaffected areas of the building.
6. Ensure that building ventilation systems are shut off depending on type of air circulation by contacting Buildings and Grounds 916-739-7100.
7. Work with local authorities and worker's compensation carriers to provide treatment for affected employees.
8. Work with the Public Information Officer regarding information dissemination and media contacts.

CHEMICAL SPILL ON OR OFF CAMPUS

OFF CAMPUS:

Warning of a chemical accident or spill is usually received from the fire or police department officials. When such accidents occur near the school, it is a threat to the safety of the campus. An overturned truck, a broken fuel line or an accident in a commercial establishment that uses chemicals are all potential hazards if the wind is such that it would carry fumes from such accidents to the campus. Depending on the situation, the CRT will initiate emergency notification to the University community via the Pacific Emergency Notification System (i.e. Pacific Connect, Informacast, etc.).

IF YOU HEAR OF SUCH AN INCIDENT FROM AN OUTSIDE AUTHORITY, NEWS, T.V., OR OTHER SOURCE:

1. Notify Public Safety at 916-739-7200. Provide your telephone number and your department and source of your information.
2. Work with Public Safety to determine whether students, faculty and staff shall evacuate the building and/or campus.
3. If evacuation is necessary, move cross-wind or upwind from the direction as the wind may carry the fumes.
4. Render first aid as necessary.
5. Public Safety will direct further action as required. Students and staff must not return to campus until the Fire Department via Public Safety officials have declared the area safe.

ON-CAMPUS:

Warning of a chemical spill of hazardous material is usually received by the Public Safety Department. When such accidents occur on campus it is a threat to the safety of the campus and the community. All chemical spills are potential hazards if the wind is such that it would carry fumes from the area of the spill throughout the campus and community. Depending on the situation, the CRT will initiate emergency notification to the University community via the Pacific Emergency Notification System (i.e. Pacific Connect, Informacast, etc.).

IF THERE IS A CHEMICAL SPILL ON CAMPUS:

1. Notify Public Safety at ext. 47200. Provide your name and telephone number and the location of the spill.
2. Public Safety will determine if it is an emergency spill cleanup or non-emergency spill cleanup.
3. If emergency spill cleanup is needed, the fire department will be notified. If the spill is determined to be a non-emergency, Public Safety will contact Risk Management at the Stockton campus at ext. 63280.
4. Public Safety will determine whether students, faculty, and staff should evacuate the building and/or campus.
5. If evacuation is necessary, move cross or upwind from the spill.
6. Seek first aid as necessary.
7. Public Safety will direct further action as required. Students, faculty, and staff must not return to campus until the Fire Department officials have declared the area safe.

COMMUNICABLE DISEASE

If University is faced with a communicable disease outbreak, the following measures should be taken:

1. Initial confinement and treatment of infectious disease may be handled by the University of the Pacific Director of Health Services. Local Health Department officials will be notified of all reportable communicable diseases and will work with the Director of Health Services.
2. In the event of an outbreak of a serious communicable disease (i.e. Tuberculosis, Meningococcal disease, etc.), the Crisis Response Team will be activated.
3. Depending on the situation, the CRT will initiate emergency notification to the University community via the Pacific Emergency Notification System (i.e. Pacific Connect, Informacast, etc.).
4. The Crisis Response Team will work with the Director of Health Services and the local health department to provide appropriate educational material, information, and resources regarding the communicable disease.
5. The Public Information Officer will be responsible for information dissemination and media contacts.
6. While the Crisis Response Team will be involved in the process, treatment and control measures will be directed by the Director of Health Services and the County Health Department.

POWER OUTAGE

IN THE EVENT OF A UTILITY FAILURE:

1. Notify Buildings & Grounds during normal business hours at ext. 47100 from any on-campus phone, or (916) 739-7100 from any off-campus line.
2. Notify Public Safety at ext.47200 during non-business hours.
3. Building Team Leaders and/or Alternates bring out flashlights. During electrical failure, emergency lighting may not provide enough light.
4. If in an elevator, use the emergency phone to notify Public Safety.
5. Shut down and step back from equipment as necessary to prevent overloading or injury if power suddenly comes back on.
6. Building Team Leaders and/or Alternates
7. Building Team Leaders and/or Alternates will assist those with disabilities/needing assistance with evacuation.
8. If you smell gas, follow instructions for gas leak. Do not turn on lights, power, use matches or lighters.

IN THE EVENT OF A GAS LEAK:

GAS LEAK INSIDE OF A BUILDING

If gas leakage should occur, do not turn on lights or power. Switching on lights or equipment could cause electric shock or an explosion. Do not use matches or lighters. Use only flashlights.

1. Building Team Leader and/or Alternates will evacuate the building immediately moving people out of the area and away from the building in case of an explosion.
2. Call Public Safety at (916) 739-7200.
3. Public Safety will contact Buildings and Grounds to determine if the Sacramento Fire Department should be contacted.

GAS LEAK OUTSIDE OF BUILDING

1. If a gas main breaks, contact Sacramento Fire Department by dialing 911 and Buildings and Grounds at (916) 739-7100 IMMEDIATELY.
2. Evacuate the area at least one block from the leak.

ELEVATORS

Elevators present a particular safety issue during a power outage because they are not on the emergency power system. Buildings & Grounds will inspect all elevators affected by the outage for stranded personnel. Any elevator containing trapped personnel will be reported immediately to Public Safety.

Emergency phones are in all elevators.

PERIODIC CHECKS

If occupants are permitted to remain in buildings, Building Leaders will conduct periodic safety checks. Once the safety and welfare of all occupants are assured and danger to property and equipment is reduced, recovery and repair operations will receive top priority.

HAZARDS

Members of the community traveling around a campus when a power outage happens should focus intently on the driving conditions around them. Power outages often affect traffic control devices.

Traffic around the Sacramento area and the campus should watch for hazards caused by the power outage.

EARTHQUAKES

Earthquakes occur without warning. When an earthquake occurs, there can be multiple after-shocks which can be equally dangerous. The primary goal in the event of an earthquake is to get people away from buildings, trees, other structures that could collapse and electrical wiring.

IN THE EVENT OF AN EARTHQUAKE:

1. Crouch down near a heavy piece of furniture or stand between doorways. Do not crawl under any furniture.
2. Leave building calmly and quietly when the initial tremor is over. Do not run!
3. Do not light any matches or turn on any electrical equipment due to potential gas leaks.
4. Avoid touching electrical wires.
5. If you are able to get outside, get into the open. Move away from the building. Look out for falling objects. Keep roadways and walkways clear. Move to your assembly point and assist people with disabilities to safety.
6. Follow instructions of emergency personnel.
7. No one is to re-enter the building for any reason until they have been notified by Public Safety or Buildings & Grounds that is safe to do so.
8. Take a roll call and wait until Public Safety or a Building Team Leader notifies you that it is clear to enter the building.
9. Public Safety will request assistance as needed from the City.

CAMPUS EVACUATION PLAN

I. CLOSING FOR EVACUATION OF A CAMPUS

If a **DISASTER** event occurs on a Pacific campus that has seriously impaired or halted campus operations, the decision to evacuate the a campus in its entirety will be made by the Dean/Incident Commander in consultation with the President of the University and the University Executive Management Team. While each Pacific campus has their specific crisis response plans and crisis response teams (Pacific Alert Team), ultimate authority for campus evacuation lies with the President. If Local Emergency Responders are on a campus and have taken responsibility for the disaster, their authority while on site, supersedes all.

The potential need for emergency shutdown of any facility, utility, or building operating system in the event of an emergency will be determined on a case by case basis and will be decided upon by the Incident Commander and the Crisis Response Team. **Life safety of the students, staff and faculty will be the precedent set over all decisions made.**

Once the President has ordered an evacuation of the campus all students, staff, and faculty, with the exception of critical emergency personnel, will vacate the designated campus. Public Safety will check all campus buildings to ensure that all doors are locked.

Critical emergency personnel are the only employees allowed to remain on the campus after it is officially closed and evacuated. These employees are expected to remain on duty throughout the emergency period until dismissed by the Crisis Response Team Incident Commander. Critical emergency personnel may expect to be relocated off-campus during the emergency as directed by the Incident Commander.

II. EMERGENCY NOTIFICATION

In the event of campus closure and evacuation, notifications to the campus community will occur via Pacific Connect, Informacast, Facebook, Twitter, campus emergency loudspeakers, and Division Phone Trees.

III. EVACUATION OF STUDENTS, FACULTY, AND STAFF

In order to conduct an orderly evacuation, the following individuals and groups will be responsible for:

- A. **University President/University Executive Management Team** - Responsible for strategic decisions, setting priorities, providing official University statements, allocating scarce resources, and offering support to the Crisis Response Team during the emergency.
- B. **Crisis Response Team (CRT)** – Manages the University’s response to the incident, coordinates with local officials, executes the campus evacuation plan, and oversees transportation and shelter accommodations for those who are unable to evacuate on their own.
- C. **Building Team Leaders** – Coordinates the evacuation of an area or facility, communicates with those in their area about the emergency situation, its status, and any on-going updates, assists employees with disabilities in the evacuation process, and assists in determining if all occupants are out of a building after conducting a headcount and predetermined locations.
- D. **Faculty Members** – Responsible for the orderly evacuation of the students in the class they are teaching when an evacuation order is given. This includes assisting student with disabilities in the evacuation process.

IV. INDIVIDUALS UNABLE TO EVACUATE ON THEIR OWN

Those without personal transportation will be informed by Public Safety to proceed to the closest of the three predetermined evacuation points (see campus map Appendix A). These include

- **The parking lot near the Lecture Hall (Lot #1)**
- **The parking lot in front of Recreation Center (Lot #3)**
- **McClatchy Park (Northwest portion at 33rd Street & 5th Avenue)**

V. EVACUATION LOCATIONS

University Evacuation Locations will be established based upon the nature, scope, and location of the emergency. These locations will also vary depending on the campus and the resources available at the time. For the Sacramento campus, the following locations have been identified as possible evacuation/assembly locations.

VI. Personnel Needing Assistance during an Evacuation

In the event it becomes necessary to evacuate a building, all occupants must be told to leave and reassemble at a designated location. When a partial evacuation is ordered, some building occupants will be instructed to move to a safer portion of the building. Check the evacuation route for obstruction when exiting any location.

When an emergency event has not yet occurred, but is imminent, warning will be given to accelerate the operations when evacuation is necessary. In the event it becomes necessary to evacuate disabled personnel from buildings during a fire or other emergencies, take the following actions:

1. Contact Public Safety at (916) 739-7200 if an individual needs assistance evacuating.
2. Upon notification, Public Safety will dispatch a Public Safety Officer to the location of the disabled person.
3. Public Safety will notify the fire department and responding officers.
4. If possible, Public Safety will contact the Building Team Leader or Alternate inside the building and have them move the disabled person to the staging area of the base of the stairwell.
5. The Building Team Leader or Alternate will remain with the person until they are relieved by Public Safety, the person needing assistance is removed from the building, or until it is determined that it is safe for them to remain inside the building.

VII. PREPARING FOR AN EVACUATION

- Know your building's floor plan. Know where the stairs and fire extinguishers are located.
- Determine in advance the nearest exit from your work location and the route you will follow to reach that exit in an emergency. Know the locations of alternate exits from your area.

VIII. DURING AN EVACUATION

- If time and conditions permit, secure your workplace and take with you important personal items such as car keys, purse, medication, and glasses.
- Follow instructions from emergency personnel.
- Check doors for heat before opening. (Do not open door if hot).
- WALK – do not run. Do not push or crowd.
- Keep noise to a minimum so you can hear emergency instructions.
- Use handrails in stairwells; stay to the right.
- Assist people with disabilities.
- Move to your designated assembly area unless otherwise instructed.

ONCE OUTSIDE THE BUILDING:

- Move quickly away from the building
- Watch for falling glass and other debris.
- Stay with your Building Team Leader or Alternate.
- Keep roadways and walkways clear for emergency vehicles.
- Once you have relocated away from the building, DO NOT RETURN until notified that it is safe to do so.
- Whenever the fire alarms/strobes are activated, occupants MUST evacuate the building and reassemble at your designated assembly area. Occupants on floors above the ground floor must use emergency exit stairwells to leave the building. DO NOT USE ELEVATORS!!!
- For certain emergencies such as bomb threat or a natural gas leak, the fire alarms/strobes may not be activated; instead, Building Team Leaders or Alternates will move through the building and order the occupants to evacuate.
- Emergency evacuating signage is posted in buildings so that occupants can become familiar with the evacuation routes and assembly points for their area.

IX. ASSEMBLY AREAS

Signs indicating your building's evacuation areas are posted conspicuously in each building. Building Team Leaders and Alternates have been made aware of their building's pre-determined evacuation areas and alternate evacuation areas available, if necessary.

- In the event of a building evacuation please utilize these assembly locations if possible:
- Muddox Building evacuate to parking lot 5, west side of the building.
- Fuller Hall evacuate to parking lot 1 or 5.
- Library evacuate to quad or gazebo area
- Faculty Building evacuate to parking lot 4, south of the FSO building.
- Student Center/Book Store evacuate to the quad area or McGeorge House patio.
- Dean's Office/Northwest Hall/Courtroom evacuate to the quad area or McGeorge House patio.
- Administration Building evacuate to the quad area or McGeorge House patio or parking lot 1.
- Classrooms A & B/G&H evacuate to the quad area or McGeorge House patio.
- Classrooms C/D/E evacuate to parking lot 1.
- Lecture Hall/S-2/S-3 evacuate to parking lot 1.
- Recreation Center evacuate to parking lot 3.
- Black Acre evacuate to the quad area near the Gazebo.
- Silver Acre evacuate to parking lot 4 (Donner Way) or lot 3 (west exit of the building).
- South Acre evacuate to lot 2, corner of Donner Way and 32nd Street.
- White Acre evacuate to the quad area or McGeorge House patio.

Note: During an actual emergency McClatchy Park can be used as an alternate assembly area if you were unable to safely use an assigned assembly area.

STUDENT, STAFF, AND FACULTY EMERGENCY PROTOCOLS

INTRODUCTION

Recent events throughout the world have highlighted the need for colleges and universities to prepare for a variety of possible emergencies. The University of the Pacific is concerned about the safety of all members of our campus community and is aware that the greatest strength we have in minimizing the effects of an emergency is to have well trained staff and faculty. In order to fulfill this objective, the Crisis Response Team (CRT) has designed this guide to instruct you on what you should do during a crisis or emergency. Please take time to review and be familiar with the contents of this manual. If you have any questions or need more information, be sure to contact your Building Team Leader or Public Safety at 916.739.7200.

GENERAL INSTRUCTIONS

In the event of an emergency or a crisis:

1. Remain calm. Others will respond as you do during the crisis.
2. Ensure that you are in a safe location and out of harm's way.
3. Contact Public Safety using any "Blue Light" emergency phone or by calling 4-7200 or 916.217.0896 and report the facts and important information. Do NOT hang up until told to do so. During an emergency or critical incident on campus, Public Safety phone lines may be impaired by the call volume, if this happens be prepared to call 911 to report your emergency information. Do not call 911 asking for information about the emergency or incident.
4. Stay alert, size up the situation, follow the instructions of emergency personnel, take action based on the known facts and adhere to the guidelines outlined in this manual.
5. In any emergency situation, the Crisis Response Team will coordinate the University's response. One of the Crisis Response Team Co-Chairs will serve as the Incident Commander. The President of the University (or her/his designated appointee) will have ultimate responsibility and authority for all major emergency plans and/or decisions.
6. All media inquiries must be forwarded to the staff in Marketing and University Communications. This staff will work with the media to ensure that information is offered in a timely and efficient manner.

EMERGENCY COMMUNICATION PLAN

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

1. Upon notification of an emergency or crisis, the Crisis Response Team (CRT) will issue a Pacific Connect voice mail, e-mail, and/or text to those registered for the system. The CRT may also issue an announcement on all University IP phones. It is vital that all students, faculty and staff register for Pacific Connect in order to receive vital information during a crisis. To register for Pacific Connect, please go to insidepacific.pacific.edu.
2. E-news statements will be issued on a regular basis throughout the crisis. University emergency website (emergency.pacific.edu) updates will also be posted throughout the crisis as new information becomes available.

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

MEDICAL EMERGENCY RESPONSE

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

1. Ensure the safety of yourself and the victim(s) and that everyone is out of harm's way.
2. Contact Public Safety using any "Blue Light" emergency phone or by calling 4-7200 or (916) 217-0896 and report the facts and important information.
 - a. Identify yourself and your location, the location of the victim and his/her identity if known.
 - b. Describe the condition of the victim(s) (breathing, alert, bleeding, etc.).
 - c. Send someone to the facility entrance doors to open them and direct emergency response personnel.
 - d. Do NOT hang up until told to do so.
 - e. During an emergency or critical incident on campus, Public Safety phone lines may be impaired by the call volume, if this happens be prepared to call 911 to report your emergency information. Do not call 911 asking for information about the emergency or incident.
3. Administer first aid and CPR if you are trained to do so.

EVACUATION

Preparing for an evacuation:

1. Know your building's floor plan. This includes stairs, fire extinguishers, nearest exit, and alternate exit locations.

In the event of a building evacuation:

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

In the event of a campus evacuation:

1. The President (or her/his designee) will make the decision if the campus is to be evacuated, the length of the campus evacuation/closure, and when classes and normal university operations will resume.
2. Once a decision has been made to evacuate or close the campus, notification will be sent to the University community via Pacific Connect (e-mail, voice mail and text), campus IP phones, e-news, the University emergency website, and an e-mail sent to the entire University.

3. Remain calm and evacuate campus as quickly and effectively as possible. Students who live on campus will be bused to an off-campus location.
4. Regularly check the University's emergency website (emergency.pacific.edu) for updates and information about when the campus will reopen. Do NOT return to campus until informed to do so via the emergency website.

FLOODS

NOTIFICATION FROM NATIONAL WEATHER SERVICE

Warning of an impending flood is received at this school via radio. The National Weather Service issues two types of flash flood advisories: flash flood watches and flash flood warnings.

The National Weather Service Offices issues two types of flash flood advisories: a flash flood watch, and a flash flood warning.

FLOOD WATCH:

Heavy rains are occurring, or are expected to occur, and may soon cause flash floods in certain areas.

FLOOD WARNING:

Flash flooding is occurring or is imminent on certain streams or designated areas, and immediate action must be taken by those threatened. All faculty, staff and students have responsibilities and action steps that will be taken at the direction of the Crisis Response Team.

7. **Notification** will be sent out to the campus community via Pacific Connect to alert the campus community of any imminent danger involving a flood.
8. **Buildings & Grounds** will shut off and lock all utilities at the main switch or control.
9. **Public Safety** will initiate shut down operations and evacuate students and employees.
10. **Public Safety** will contact Emergency Services at 9-911 for assistance and guidance.
11. **All personnel** shall follow the instructions and advice of Flood Control officials. If told to evacuate, do so promptly. If instructed to move to a certain location, go there immediately. If certain travel routes are specified or recommended, use those routes rather than trying to find short cuts.
12. **All personnel** should stay tuned to local news broadcasts to keep posted on the status of the flooding.

TRAVEL TIPS:

6. Leave promptly to avoid being marooned by flooded roads.
7. Make sure you have enough gasoline in your car.
8. As you travel, listen to the radio for additional information and instructions from your local government.
9. Watch out for areas where rivers or streams may flood suddenly.
10. Do not try to cross a stream or pool of water unless you are certain that the water will not cover over your knees, or above the middle of your car's wheels, all the way across the stream or pool. If is safe to continue, put your car in low gear and drive very slowly to avoid splashing water into your engine which would cause it to stall or stop.

EARTHQUAKES

Earthquakes occur without warning. When an earthquake occurs, there can be multiple after-shocks which can be equally dangerous. The primary goal in the event of an earthquake is to get people away from buildings, trees, other structures that could collapse and electrical wiring.

IN THE EVENT OF AN EARTHQUAKE:

10. Crouch down near a heavy piece of furniture or stand between doorways. Do not crawl under any furniture.
11. Leave building calmly and quietly when the initial tremor is over. Do not run!
12. Do not light any matches or turn on any electrical equipment due to potential gas leaks.
13. Avoid touching electrical wires.
14. If you are able to get outside, get into the open. Move away from the building. Look out for falling objects. Keep roadways and walkways clear. Move to your assembly point and assist people with disabilities to safety.
15. Follow instructions of emergency personnel.
16. No one is to re-enter the building for any reason until they have been notified by Public Safety or Buildings & Grounds that is safe to do so.
17. Take a roll call and wait until Public Safety or a Building Team Leader notifies you that it is clear to enter the building.
18. Public Safety will request assistance as needed from the City.

HAZARDOUS CHEMICAL SPILL

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

1. Be aware of any hazardous materials in your area and where the material is located.
2. If any hazardous chemicals or radioactive materials are spilled, immediately notify Public Safety at via any "Blue" emergency phone or by calling 4-7200 or 916.217.0896.
 - a. Inform Public Safety of the nature of the involved material (if known).
 - b. Location of the spill or affected area.
3. Identify any possible injuries or those who may be contaminated by the spill. Vacate the affected building/area immediately by pulling the fire alarm. Seal off area to prevent further contamination until the arrival of Public Safety and/or emergency personnel.
4. Move to your assembly point and assist people with disabilities to safety.
5. Anyone contaminated by the spill should avoid contact with others as much as possible and remain in the vicinity to give one's name and information to Public Safety.
6. Provide First Aid and/or CPR if you are trained to do so while being cautious of possible additional contamination of others.
7. Cleanup will start immediately by authorized personnel who have proper equipment and experience.
8. Do not return to an evacuated building unless authorized by Public Safety.

HOSTAGE SITUATION

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

1. Be Patient. Remain calm and do not panic. Avoid any drastic action. If you are a witness not the hostage, contact Public Safety immediately at (916) 739-7200.
2. Recognize that any Hostage Taker is usually emotionally unstable and mentally disturbed. Follow instructions of the captor, to ensure your wellbeing. Do not take chances. The initial 45 minutes are the most critical.
3. Do NOT speak unless spoken to and then only when necessary. Avoid irritating the Hostage Taker. Try not to appear hostile, and do not "talk down" to or argue with the Hostage Taker.
4. Maintain eye contact with the captor(s) at all times if possible, but do not stare. Be extremely cautious and comply with instructions.
5. Be observant and remember everything you see and hear. The chances are one will be released or permitted to escape. The personal safety of others may depend on your memory.
6. Try to rest as much as possible. Be patient and wait for additional instructions. Remember: Others will be working to help you.
7. Be prepared to speak with the police on the telephone. Answer as accurately as possible.
8. If medications, first aid, or restroom privileges are needed by anyone, advise the Hostage Taker(s).
9. A field emergency command post will be established to maintain contact with the Hostage Taker(s).

ACTIVE SHOOTER ON CAMPUS

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

1. Remain calm.
2. Do not attempt to approach the person with the weapon.
3. If outside, use your surroundings to take cover (i.e. trees, bushes, walls, etc.). If you are in an open area, lie flat on the ground.
4. If you are inside, lock your door, turn off your lights and close your blinds or drapes. If you are unable to lock your door, use everything in the room to block it (i.e. desks, furniture, books).
5. If you are in a classroom, make sure students and other personnel remain inside. Take a roll for any missing students.
6. Contact Public Safety via any "Blue" emergency phone or by calling 4-7200 or 916.217.0896.
7. While waiting for Public Safety and/or emergency personnel, stay on the floor and away from windows.
8. Follow instructions of emergency personnel.

BOMB THREAT

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

If you notice a suspicious looking package on campus:

1. DO NOT TOUCH THE OBJECT. Clear the area and immediately contact Public Safety via any "Blue" emergency phone or by calling 4-7200 or 916-217-0896.

If you receive a Bomb Threat made by phone:

1. Remain Calm, listen carefully and keep the caller on the line as long as possible.
2. Identify and record the caller's number from the phone if it is available.
3. If the caller remains on the line, ask:
 - a. When is the bomb going to explode?
 - b. Where is the bomb located?
 - c. What kind of bomb is it?
 - d. What does it look like?
 - e. What is the reason of the bomb threat?
4. Record every word spoken by the person and gather as much information as possible such as:
 - a. Time of call.
 - b. Estimated age and gender of the caller.
 - c. Any speech pattern or dialect.
 - d. Emotional state of the caller.
 - e. Any background noise you might hear.
5. Contact Public Safety via any "Blue" emergency phone or by calling 4-7200 or 916.217.0896.
6. Do not activate any fire alarms and avoid using cell phones due to the possibility of their electrical current activating a potential bomb.
7. Follow all instructions from emergency personnel.

If you receive a bomb threat by written communication:

1. Contact Public Safety via any "Blue" emergency phone or by calling 4-7200 or 916.217.0896.
2. Hand the written communication to Public Safety along with the following information:
 - a. Who found it?
 - b. Where was it found?
 - c. When was it found or delivered?
 - d. Who touched it?

THEFT/ROBBERY

- Be alert for suspicious persons loitering in or near the campus.
- Be alert for unfamiliar or suspicious vehicles near the workplace/campus.
- Report all suspicious activity to Public Safety.
- Protect school property by securing facilities when unattended.
- Protect personal property by securing it properly.

CRIME IN PROGRESS:

- Immediately contact Public Safety at ext. 47200 from an on-campus phone or (916) 739-7200 from an off-campus line if at all possible.
- Remain calm and avoid action that might incite the suspect to act violently. The suspect may be nervous, and further excitement by the victim can cause the suspect to panic and harm the victim or bystanders.
- Obey the suspect's instructions, even if it appears that victim's cannot be harmed. Money and property are not worth the price of a life.
- Activate a panic alarm at a safe time if available. Do not let the suspect see the alarm being activated; it may further incite the suspect to violence.
- This is now the time to call Public Safety or the local police if you haven't done so. Be prepared to provide them with the following information:
 - Exact location of the incident, including street addresses and whether the incident occurred or is occurring in an alley, bookstore, hallway, office or the rear of a building or parking lot.
 - Type of Incident, i.e., robbery, theft, etc.
 - Is or was the suspect armed? Type of weapon if known?
 - How many suspects involved?
 - Brief description, i.e., sex, race, age clothing, etc.
 - Mode of transportation; i.e. on foot or automobile. Describe automobile if any.
 - Direction of travel of the suspects after incident completed.
- All witnesses should avoid contact with suspect(s) while observing and reporting criminal activity

AFTER A CRIME TAKES PLACE:

- Immediately after the crime, ensure that no one has been hurt or injured.
- If a robbery occurred, secure the area or office until the local police arrive. This procedure will help preserve the crime scene for finger prints and other physical evidence. This will also prevent the perpetrator from returning to the scene.
- Preserve any notes that the suspect may have written, such as a request for money or valuables.
- Each person involved in the incident should write down their own description of the suspect and events, and complete the Physical Characteristics form that is supplied. Employees or students should not compare notes or confer with other witnesses.

Suspect & Vehicle Description Form

(In An Emergency, Call Police First)

SEX: Male <input type="checkbox"/> Female <input type="checkbox"/>	RACE: White <input type="checkbox"/> Black <input type="checkbox"/> Other <input type="checkbox"/>	AGE	Facial Appearance 										
HEIGHT		LEFT/RIGHT HANDED											
WEIGHT		HAT (COLOR/TYPE)											
HAIR		TIE											
EYES		COAT											
GLASSES TYPE		SHIRT											
TATTOOS		TROUSERS											
SCARS/MARKS		SHOES											
COMPLEXION		WEAPON											
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EMERGENCY TELEPHONE NUMBERS AND CONTACT INFORMATION

University of the Pacific, Sacramento

Department of Public Safety

Main Office: (916)739-7200

Emergency: (916)217-0896

Sacramento Police Department

Main Office: (916)264-5471

Emergency: 911

Website: <http://www.sacpd.org/>

Sacramento County Sheriff Department

Main Office: (916)874-5115

Emergency: 911

Website: <http://www.sacsheriff.com>

Sacramento County Office of

Emergency Services

Main Office: (916)874-4670 (M-F, 7a.m.–5p.m.)

Fax: (916)874-7080

Email: info@SacOES.org

For 24/7 access to a SacOES Duty Officer, call (916)857-5000

Website: <http://www.sacoes.org>

Sacramento Fire Department

Main Office: (916)808-1300

Fax: (916)808-1629

California Highway Patrol

Non-Emergency: 1(800)835-5247

Emergency Dispatch: (916)861-1300

Federal Bureau of Investigations

Sacramento Office

Main Office: (916)481-9110

Fax: (916)977-2300

Website: <http://www.fbi.gov/sacramento>

Cal Trans Road Closure

Main Information Line: 1(800)427-7623

Website:

<http://www2.dot.ca.gov/hq/roadinfo/>

American Red Cross Sacramento Office

Address: 1565 Exposition Blvd.

Sacramento, CA 95815

Main Office: (916)993-7070

Fax: (916)993-7094

Website:

<http://www.redcross.org/ca/sacramento>

UC Davis Medical Center

Address: 2315 Stockton Blvd.

Sacramento, CA 95817

24 Hour Operator: (916)734-2011

General Information Line: 1(800)282-3284

California Poison Control System

Sacramento Division

Main Office: 1(800)222-1222

Fax: (916)227-1414

Sacramento Animal Control

Main Line: (916)368-7387

Pacific Gas and Electric

24 Hour Emergency & Customer Service:

1(800)743-5000

24 Hour Power Outage Line: 1(800)743-5002

Sacramento Municipal Utilities District (SMUD)

Downed Power Lines or Outages:

1(888)456-7683 or 911

Sacramento Department of Utilities

Sewer Maintenance or Repair: (916)264-5011

After-Hours, Weekends, & Holidays: 311

City of Sacramento

24 Hour City Services Hotline: 311

Community Information Hotline: 211

Directory Assistance: 411

Coroner, Sacramento County

Main Office: (916)874-9320

APPENDIX A – CAMPUS MAP



CAMPUS MAP



■ | STUDENT HOUSING ■ | PARKING Ⓢ | EMERGENCY PHONE

APPENDIX B - UNIVERSITY EMERGENCY RESPONSE PLAN FOR BUILDING TEAM LEADERS

When a crisis occurs at the University, a key aspect in mitigating the impact of the incident is based on how an employee(s) respond. This Emergency Response Manual is designed to prepare and train University of the Pacific Building Team Leaders in case there is a major emergency or disaster on the University's Stockton campus. The more knowledge each of us has during an incident, the more confidence we have to protect ourselves and to help our community become more aware on how to respond during a critical period.

The goal is of the Crisis Response Team is to train our Building Team Leaders to effectively respond to a critical incident. The more training we all have, the more we are able to respond in a calm but effective way. This keeps others calm and in effect makes everyone's job easier. The campus community profits as recovery is expedited and the community is able to return to normal operations.

PURPOSE OF THE BUILDING TEAM LEADER EMERGENCY RESPONSE PLAN

The purpose of the Building Team Leader Emergency Response Plan is to identify key disaster/emergency helpers in all areas at the University of the Pacific and establish procedures for the protection of people and property during building emergencies, whether man-made or natural. This plan includes:

- A. Composition of an emergency response team and identifies its Leader and Members.
- B. The responsibilities of this team.
- C. The procedures for various campus emergencies.
- D. Identification of building and campus resources for assistance during an emergency.

BUILDING TEAM LEADER COMPOSITION

Depending upon the building/functional area needs, the Building Team Leader Team may have an alternate Building Team Leader.

It is the responsibility of the Building Team Leader to decide which Alternate Members will be consulted or assembled during a disaster/emergency. If an Alternate Member is unavailable, the Building Team Leader may select a staff member or other available personnel to assist them.

BUILDING TEAM LEADERS RESPONSIBILITIES

GENERAL TEAM RESPONSIBILITIES

The main responsibilities of all Building Team Leaders and Alternates are:

1. To have a commitment to a safe working environment at Pacific for students, staff, and visitors. To demonstrate this commitment by being willing/able to prepare for disaster/emergency situations by attending an annual refresher training course and regularly practicing communication and emergency drills using the Building Team Leader program approach.
2. To prepare and direct the building responses to all emergencies affecting the building until relieved of that duty by the Department of Public Safety or other emergency responders.
3. To develop and facilitate a plan to quickly evacuate and/or search the building.
4. To develop and maintain an updated directory of all building personnel and students so everyone can be accounted for in a disaster/emergency situation.
5. To develop a plan to quickly disseminate information about disaster/emergency procedures or warnings throughout the building.

6. To locate and learn to use all emergency equipment in the building including:
 - a. Exits and stairways.
 - b. Fire extinguishers.
 - c. First-aid kits.
 - d. All other emergency equipment related to special uses of the building.

ASSEMBLY LOCATION

Building Team Leader Alternates will work with the Team Leader to insure that all students, staff, and visitors are alerted to any disaster/emergency situation and are directed to the nearest exit for evacuation, if necessary, or whatever other steps are required to insure their safety.

1. All buildings must have a predetermined assembly location for people who evacuate buildings so all students, staff, and visitors are accounted for and not left behind. If necessary, the Team Leader may select an alternative assembly location depending upon the situation.

Suggested Evacuation/Assembly Points

Building	Primary	Secondary
Admissions	Quad/Gazebo	Parking Lot 1
Annex 1, IAJ	Parking Lot 1	Parking Lot 7 (Warehouse)
Bookstore/Student Center	Parking Lot 2	Quad/Gazebo
Black Acre Apartments	Quad/Gazebo	Parking Lot3
Building 2981	Parking Lot 1	Quad/Gazebo
Buildings and Grounds	Parking Lot 1	Quad/Gazebo
Classrooms A & B	Quad/Gazebo	Parking Lot A
Classrooms C, D & E	Parking Lot 1	Parking Lot D (Warehouse)
Classrooms G & H	Parking Lot 4	Quad/Gazebo
Courtroom	Parking Lot 1	Quad/Gazebo
Dean’s Building	Quad/Gazebo	Parking Lot 2
Faculty Support Office	Parking Lot 4	Quad/Gazebo
Food Services/Kitchen	Quad Area	Parking Lot2
Fuller Hall	Parking Lot 1	Parking Lot 7 (Warehouse)
Halbert Hall	Parking Lot 1	Parking Lot 7 (Warehouse)
Lecture Hall	Parking Lot 1	Quad/Gazebo
Library	Quad/Parking Lot 4	Parking Lot 1
McGeorge House	Quad/Gazebo	Parking Lot H
Muddox Building	Parking Lot5	Parking Lot 7 (Warehouse)
Northwest Hall	Quad/Gazebo	Parking Lot 1
Recreation Center	Parking Lot 3	Quad/Gazebo
Registrar’s Office	Parking Lot 1	Quad/Gazebo
Silver Acre Apartments	Parking Lot 4	Quad/Gazebo
South Acre Apartments	Parking Lot 2	Quad/Gazebo
Terra Cotta	Parking Lot 1	Quad/Gazebo
White Acre Apartments	Parking Lot 2	Quad/Gazebo

In the event the primary and secondary evacuation/assembly areas are not available, find a safe location and as soon as possible notify the Crisis Response Team or Public Safety

FUNCTIONAL RESPONSIBILITIES OF THE BUILDING TEAM LEADER

The responsibilities of the Building Team Leader are:

1. To maintain an effective emergency response to reduce the loss of life and property.
2. To know the normal work location for all Building Team Leader Alternates within their area and how to contact them at work. To maintain and periodically update a directory of this information.
3. To develop and maintain a Building Emergency Response Plan that includes a roster of all employees, their room numbers, telephone number(s), and whether they any have disabilities or otherwise may need assistance in evacuation.
4. To know how to contact the appropriate campus organization for emergency assistance (e.g. Department of Public Safety, Crisis Response Team, Buildings and Grounds, Business and Risk Management).
5. To develop and maintain a communication network to quickly disseminate information to all building occupants.
6. To know the location of valuable or sensitive areas in the building and to develop a plan to quickly secure those areas.
7. To select and train any additional Building Team Leader Alternates necessary to carry out the responsibilities of this position.

FUNCTIONAL RESPONSIBILITIES OF THE BUILDING TEAM LEADER ALTERNATE

The responsibilities of the Building Team Leader Alternate are:

1. To implement the decisions of the Building Team Leader during an emergency, and to assume command of the emergency response in his or her absence.
2. To function as a disaster/emergency response coordinator for an assigned section of their building.
3. To know the normal work location for the Building Team Leader and other Alternates in their area and how to contact them at work. To keep a directory of this information.
4. To know the normal work locations of all individuals with disabilities within the building, and to develop a plan to assist them during an emergency.
5. To know and assist in the maintenance of the Building Emergency Plan.
6. To know how to contact the appropriate campus organization for emergency assistance (e.g. Department of Public Safety, Crisis Response Team, Buildings & Grounds, Budget and Risk Management).
7. To know the circulation paths for the entire building including basement areas and roof (e.g. stairways, elevators, corridors, exits, etc.).
8. To develop and periodically rehearse a plan to evacuate and/or search the building.
9. To know the location of valuable or sensitive areas in the building and to develop a plan to quickly secure those areas.
10. To develop and maintain a communications network to quickly disseminate information to all assigned area personnel.

ROSTER FOR BUILDING

Building Team Leaders and Alternates need to maintain a Roster of individuals who need evacuation assistance for their building.

It should include:

- Department
- Room
- Name
- Work Phone
- Home Phone (optional)
- Email

CURRENT BUILDING TEAM LEADERS (2017/2018)

Building or Area	Primary	Alternate
AdminBuilding/Classrooms A&B	Tara Atkinson	Kelli Sarnowski
Admission	Annemarie Meyer	
Bookstore	Bobby Henry	
Business/Financial Aid Office	Joe Pinkas	Anthony Lacey
Buildings & Grounds	Paul DeMersseman	Jeff Carriker
C/D/E	DPS	
Courtroom	DPS	
Dean's Office 1 st & 2 nd Floors	Bethany Morales Ong	Svend Holst
Facilities Building	Tia Vang	
Faculty Building/Classrooms G&H	Janice Johnson	Wendy Young
Fuller Hall IT Section	Jeff Groetsema	
Fuller Hall Print Shop	Dan DeGroot	Brandon Brown
Halbert Hall	DPS	
Lecture Hall	DPS	
Library 1 st Floor	Paul Howard	Dan Breuer
Library 2 nd Floor	James Wirrell	Katrina Jaggears
McGeorge House	DPS	
Muddox Bldg Human Resources	Laura Allen	Karen Mora
Muddox Bldg CLS	Melissa Brown	Rosa Deniz
Muddox Bldg 2 nd Floor	Mark Christiansen	Amy Jones
Muddox Bldg CAPS	DPS	
Northwest Hall 1 st Floor	Isabella Hannon	
Northwest Hall 2 nd Floor	Chris Gimroth	
Rec Center	DPS	
Student Center	Bobby Henry	
Student Center Kitchen	Kevin Hennessy	
Student Residences	Wendie Loreda	Buildings & Grounds Staff
Terra Cotta 1 st & 2 nd Floor	Bethany Daniels	Mary Econome
Victorian (IAJ)	Lynette McPherson	
Victorian (Vic. of Crime)	Mariam El-Menshawi	

GENERAL BUILDING TEAM LEADER DISASTER AND/OR EMERGENCY PROCEDURES

MEDICAL EMERGENCY

If you discover a medical emergency:

1. Avoid leaving the injured/ill person except to summon help.
2. If injury/illness is severe or life threatening 4-7200 or 916-739-7200. During an emergency or critical incident on campus, Public Safety phone lines may be impaired by the call volume, if this happens be prepared to call 911 to report your emergency information. Do not call 911 asking for information about the emergency or incident.
3. Do not move the person unless he/she is in danger.
4. Render first aid or CPR if trained and qualified. Those trained will know the location and proper use of personal protective equipment necessary to avoid contact with potentially infectious body fluids.
5. If you are exposed to another's body fluids, inform Emergency Medical/Public Safety personnel when they arrive.

CHEMICAL SPILL

If you discover a chemical spill:

WHERE THERE IS A RELEASE, FIRE OR EXPLOSION, WHICH COULD THREATEN HUMAN HEALTH AND SAFETY:

1. Immediately inform all to leave the area.
2. Send someone to call the Department of Public Safety at 4-7200 to report:
 - a. Any injuries.
 - b. Type and amount of chemical spilled so they may inform the Budget and Risk Management Office at 209-946-2908.
3. If the chemical comes in contact with any person:
 - a. Have the exposed person remove all contaminated clothing, if it can be done safely.
 - b. If there is contact with a person's eyes, rinse eyes with water for at least 15 minutes.
 - c. If there is contact with a person's skin, rinse thoroughly under water and then wash with soap and water.
 - d. Seek medical attention.
4. Do not clean up any chemical spill without proper training or consulting Center for Environmental Health and Safety.

FIRE

If it is determined that there is smoke or a fire in any building on campus the following procedures must be adhered to:

1. Pull the nearest fire alarm box and call Public Safety at 916-739-7200; during an emergency or critical incident on campus, Public Safety phone lines may be impaired by the call volume, if this happens be prepared to call 911 to report your emergency information. Do not call 911 asking for information about the emergency or incident.
2. Send someone to the street to direct the Public Safety Officer and/or Fire Department personnel as they arrive at the building.
3. If the fire can be safely contained and you have been trained, use fire extinguishers. If it cannot be confined through this means, confine the area by closing doors and leave the building at once.

When the alarm sounds:

1. EVERYONE MUST EVACUATE THE BUILDING AT ONCE.
2. Ensure that all students and staff who need assistance are helped to evacuate the building.
3. Department of Public Safety personnel will assist with the building evacuation when possible.
4. Use the nearest stairways, DO NOT USE THE ELEVATORS.
5. Assemble the personnel away from the building at the pre-determined assembly location.
6. If you believe that someone is still inside the building, notify a Member of the Fire Department or Department of Public Safety. DO NOT RE-ENTER THE BUILDING YOURSELF. The Sacramento Fire Department will be in charge of the situation. Building Team Leader Response:
 1. Consult with the Department of Public Safety and Sacramento Fire officials as necessary.
 2. Instruct the Building Team Leader Alternate(s) to return or release building personnel as required.
 3. Initiate and assist the floor evacuation response by the Building Team Leader Alternates. If none are on the scene, appoint temporary replacements.
 4. Inform the Building/Department Dean/Director of the situation.
 5. Evacuate all floors and make certain the Building Team Leader Alternates know:
 - a. Location and status of the fire.
 - b. Where to relocate.
 - c. Which stairwells to use.
 - d. How and where to report back when the relocation is completed.
 6. When the decision is relayed by the Department of Public Safety or Sacramento Fire Department, instruct the Team Leader Alternates to release, relocate, or return building personnel as needed.

Building Team Leader Alternate Response:

1. Assess the situation. If safe to do so, extinguish the fire with portable extinguishers only if you have been trained in their safe operation.
2. Without waiting for authorization, instruct all personnel to evacuate the floor using the nearest stairwell free of smoke.
3. Prohibit the use of elevators.
4. If there is a clear path down, instruct personnel to exit the building and wait in the assembly area.
5. If it is not possible to go down, instruct personnel to go up at least two floors above the fire, look for areas free of smoke, and make smoke free sanctuaries.
6. As a last resort, assemble on the roof (if possible).
7. Be the last to leave your floor.
8. Make certain the door to the stairwell is closed tight when you leave.
9. When personnel are relocated and accounted for, report back to the Building Team Leader.

EARTHQUAKE

Building Team Leader Response:

1. When an earthquake occurs and the shaking starts, take cover immediately and urge others to do likewise.
2. After the shaking stops, set a good example, act calmly.
3. If the situation is not serious and the phones are working, remain at your normal workstation and request updates.

4. If the phones are not working, or if the situation otherwise appears likely to require the evacuation of any floors, go to the building assembly area.
5. Consult with the Department of Public Safety and other Public Safety officials as necessary.
6. Instruct the Building Team Leader Alternate to evacuate, return or release building personnel as required.
7. Assist Team Leader Alternates in the floor evacuation response. If none are on the scene, appoint temporary replacements.
8. Inform the Building/Department Director/Dean(s) of the situation.
9. If it is necessary to evacuate any floors and the phones are working, make certain the Building Team Leader Alternates knows:
 - a. Location and status of any relevant secondary hazards.
 - b. Where to relocate.
 - c. Which stairwells to use.
 - d. How and where to report back when the relocation is completed.
10. When the decision is made by the Building/Department Director/Dean, the Building Team Leader shall instruct the Building Team Leader Alternate Members to release, relocate, or return building personnel as needed.

Building Team Leader Alternate Response:

1. When an earth quake occurs and the shaking starts, take cover immediately and urge others to do likewise.
2. After the shaking stops, set a good example, act calmly. Appoint assistants to do steps 3, 4, and 5 simultaneously if necessary.
3. Check your floor for secondary hazards (fire, toxic spills, etc.). If present, clear the immediate area of all personnel and eliminate the hazards if safe to do so, or seek assistance.
4. Check your floor personnel for injuries, triage, and treat as best as possible. Move the seriously injured only if in danger from aftershocks or secondary hazards.
5. Determine if the phones are working, but do not use unless absolutely necessary.
 - a. Route calls for assistance through Public Safety by calling 4-7200.
 - b. If your phone works, stand by for instructions from the Department of Public Safety.
 - c. If your phone is out, but others are working on the floor, inform the Building Team Leader of your new number, and stand by for instructions.
 - d. If no phones are working on the floor, evacuate floor personnel as a precautionary measure.
 - e. If there is immediate danger from secondary hazards, evacuate everyone including seriously injured.
 - f. If there is no immediate danger, stay with the seriously injured, evacuate all other personnel, and send assistant to the Building Team Leader for help.
6. If you must evacuate, have your assistants check that the stairwells are passable to at least the next floor closer to the ground level. Instruct personnel to gather keys, purses, etc., and wait near cover until the go-ahead signal is given. Do not let personnel congregate in the corridors.
7. When clear to relocate, instruct personnel to exit the building, and for them to gather in the predetermined assembly area.
8. Check that all areas, including restrooms, are empty. Start with areas farthest from the stairwells in use and search towards the stairwells.
9. Be the last to leave your floor.
10. When personnel are relocated and accounted for report back to the Building Team Leader.

ACTIVE SHOOTER

Building Team Leader and Member Response:

1. Secure the immediate area – whether classroom, bathroom, or office by:
 - a. Locking the door. This may require advance planning to ensure ability to lock the door – key and type of lock. Most doors in university buildings are solid core, and many walls are block and brick. This may provide some protection.
 - b. Block the door using whatever is available - desks, file cabinets, books, other furniture.
 - c. Secure all doors and windows. Close blinds
 - d. People should be positioned out of sight and behind items that might offer additional protection - walls, desks, file cabinets, etc.
 - e. Remain quiet and silence cell phones.
2. If safe to do so, call Public Safety at 4-7200 (During an emergency or critical incident on campus, Public Safety phone lines may be impaired by the call volume, if this happens be prepared to call 911 to report your emergency information. Do not call 911 asking for information about the emergency or incident.). The following should be told to the Public Safety Officer or 911 Dispatcher:
 - a. Your specific location
 - b. Building name
 - c. Office/classroom number
 - d. Explanation of incident
 - e. Number of people at your specific location
 - f. Number of people injured and injury types
 - g. Dispatcher may provide instructions on how to care for injured until medical assistance can be provided
3. If the shooter enters your room and leaves, lock/barricade the door behind him/her.
4. If trained in Basic First Aid and there are injuries, commence treatment. If safe, allow others to seek refuge for those in our area.
5. Attempts to rescue people should only be made if that can be done without further endangering the persons inside a secured area.
6. If there is any doubt to the safety of the individuals inside the room, the area needs to remain secured.
7. After securing the room. People should be positioned out of sight and behind items that might offer additional protection - walls, desks, file cabinets, etc.
8. If contacted by the police, the following information on the Assailant(s) would be of help:
 - a. Specific location of incident
 - b. Assailant Description
 - c. Race and Gender
 - d. Clothing color and style
 - e. Physical features – height, weight, facial hair, glasses
 - f. Type of weapons (rifle/shotgun, handgun)
 - g. Does the Assailant have a backpack?
 - h. Do you recognize the shooter? What's his/her name?
 - i. Have you heard explosions separate from gunshots?

INTRUDER OR HOSTAGE SITUATION – GENERALLY

In the event of an intruder or hostage situation in a university building or on campus grounds, university personnel shall follow the following procedure:

1. If notified of an intruder/hostage situation, initiate immediate emergency lockdown of your building or area.
2. Conduct an immediate assessment confirming the type of incident, what has happened, what is happening, who is involved, etc.
3. Notify Public Safety of the situation and if it represents a danger to students or staff. Call 4-7200 and have someone stay on line with the officer to explain the current situation and update status.
4. Secure the immediate area – whether classroom, bathroom, or office by:
 - a. Locking the door. This may require advance planning to ensure ability to lock the door – key and type of lock. Most doors in university buildings are solid core, and many walls are block and brick. This may provide some protection.
 - b. Block the door using whatever is available - desks, file cabinets, books, other furniture.
 - c. Secure all doors and windows. Close blinds.
 - d. People should be positioned out of sight and behind items that might offer additional protection - walls, desks, file cabinets, etc.
 - e. Remain quiet and silence cell phones.
5. Once Emergency Personnel have secured the location, evacuate to predetermined location.

BOMBS AND EXPLOSIVES

The possibility of a bomb threat may arise at any time. Because of the potential danger to the public, it is imperative that each Member of the University responds to the situation in the safest and most efficient manner. Therefore, it is necessary that the following procedures be carefully followed, except in those instances where the situation may dictate a different course of action.

The University requires all areas affected by a bomb threat to be evacuated until a decision is rendered to resume normal activities. Any exception to the mandatory evacuation will be determined by the Department of Public Safety. An exception may be granted based upon location of the threat and available intelligence information. Should an actual bomb detonate, the area affected will be secured until the University resumes normal operations.

RESPONSE

Any Member of the University receiving notice of a possible bomb shall attempt to get as much information as possible from the caller. While most callers will not stay on the line long enough to answer all of these questions, it is important that this information be obtained to assist the searchers. In addition, the person receiving the call should attempt to make note of any background noises that could help identify or locate the caller or indicate whether the call is a prank.

The following is an outline of the most valuable information to obtain.

1. Information to ask the caller/suspect:
 - a. When is the bomb going to explode?
 - b. Where is it right now?
 - c. What does it look like?
 - d. What kind of bomb is it?
 - e. What will cause it to explode?

- f. Did you place the bomb?
 - g. Why?
 - h. What is your address?
 - i. What is your name?
2. When the call is over, immediately jot down the exact wording of the threat or any information given by the caller.
 3. Call the Department of Public Safety (4-7200) immediately to report the threat (During an emergency or critical incident on campus, Public Safety phone lines may be impaired by the call volume, if this happens be prepared to call 911 to report your emergency information. Do not call 911 asking for information about the emergency or incident.).
 4. Be prepared to provide the following information about the caller:
 - a. Sex of Caller: Male, Female, Unknown
 - b. Race: White, Black, Hispanic, Asian, Middle Eastern, Other/ Describe
 - c. Age:
 - d. Length of Call:
 - e. Caller's Voice: Calm, Angry, Excited, Slow, Rapid, Soft, Loud, Laughter, Crying, Normal, Distinct, Slurred, Whispered, Nasal, Stutter, Lisp, Raspy, Deep, Ragged, Clearing Throat, Deep Breathing, Cracking Voice, Disguised, Accent, Familiar, Harsh, High, Other/Describe
 - f. If voice is familiar, whom did it sound like?
 - g. Background Sounds: Street noises, Crockery, Voices, PA System, Music, House noises, Children, Motor, Office machinery, Factory machinery, Animal noises, Clear, Static, Local, Long distance, Booth, Other/Describe
 - h. Threat Language: Well spoken (educated), Foul, Irrational, Incoherent, Taped, Message read by threat maker, Other/Describe
 5. The Department of Public Safety will also need the following information:
 - a. Phone number at which call was received.
 - b. Time.
 - c. Date.
 - d. Your name.
 - e. Position.
 - f. Phone number where you can be re-contacted immediately.
 6. Notifications:
 - a. Anyone receiving information concerning a bomb shall notify the University of the Pacific Department of Public Safety immediately by dialing 4-7200.
 - b. After notifying Public Safety, the person receiving the call should notify their supervisor or other individual in charge of the building.
 7. Response:
 - a. Public Safety will respond immediately to the report.
 - b. BUILDING TEAM LEADER AND ALTERNATE RESPONSE: Those identified as the Building Team Leader and their Alternates should begin building evacuation procedures and prepare to begin a building search. SEE BUILDING SEARCH SECTION (located on next page).
 - c. Upon arrival of Public Safety and under their direction, a building search should begin.
 8. Suspected Item Located:
 - a. Any suspected items shall be reported immediately to a Public Safety officer. The suspected device shall be left in place to be addressed by the Explosive Ordnance Disposal Team.

- b. The on-scene Supervisor shall assure that the building and immediate area is evacuated. All personnel shall be evacuated and moved away from the area to a safer distance, no less than 300 feet and possibly further. Consultation with the Explosive Ordnance Disposal Team for distance recommendations may be necessary.
 - c. Public Safety will make the proper notifications to the Explosive Ordnance Disposal Team
 - d. The Fire Department and Ambulance Service shall be notified of the situation.
 - e. Public Safety will initiate securing critical incident perimeters as necessary. Public Safety officers should be cautioned to be aware of the possible existence of a secondary device being placed at or near the scene, paying special attention to areas near the exterior of the building that provide concealment.
 - f. The Explosive Ordnance Disposal Team will take command of the scene upon their arrival.
9. No Suspected Item Located:
- a. If after an initial search has been completed and no suspect item(s) has been located, the DPS supervisor in charge of the incident shall attempt to locate the person(s) in charge of the facility to notify them of the status.
 - b. A decision will be made at that time as to when to allow persons to reenter the facility.

BUILDING SEARCH

ESSENTIAL PERSONNEL:

Do not touch or move anything that is considered suspicious. If you locate a suspicious object you should immediately notify Department of Public Safety personnel.

1. Evacuation:
All non-essential personnel should be immediately advised of the threat. All non-essential personnel should immediately evacuate the building or area until advised that it is safe to return unless otherwise instructed by Public Safety personnel. Personal belongings should be removed upon evacuation. Evacuated personnel should go to a pre-designated assembly point at least 300 feet from the affected area. Supervisors should account for all personnel at the assembly point. No one should be allowed entry or return to the building until directed to do so by the Department of Public Safety personnel.
2. Search:
Public Safety staff shall conduct searches. The search teams should:
 - a. Search in pairs.
 - b. Enter each room and listen for an audible sign of a device (ex. Ticking, buzzing, etc.).
 - c. Begin a visual search of the entire room using the floor to waist, waist to head, and head to ceiling sweep.
 - d. Windows and doors should be left open in the affected area if possible and time permits. This will minimize the effects of a blast should a device detonate.
 - e. The outside of the building should be searched, paying special attention to areas that provide concealment.
 - f. Searchers should always be aware of the possible existence of a secondary device being placed at or near the scene.
 - g. If a suspicious object is located immediately leave the area and notify department of public safety personnel.
3. All search teams should evacuate the building as soon as their area of the search is complete or if a suspicious object is located. In a classroom:

- a. Immediately evacuate all students from the room (students should remove all personal belongings when they evacuate the facility).
 - b. The instructor should make a rapid visual search of the room and advise the Department of Public Safety of any suspicious objects.
 - c. Department of Public Safety personnel will conduct a rapid visual search of all commons areas within the affected academic building.
4. Relocation:
- a. If the class is engaged in an examination the instructor should:
 - i. Cancel the examination and reschedule it at a later date.

The Department of Public Safety will make all effort to assure that unauthorized personnel are not allowed to enter the building until safe to do so. If a threat is perceived, Public Safety will secure the perimeter as outlined in their policy.

HAZARDOUS SPILL

Building Team Leader Response:

1. Make certain the spill has been reported to Public Safety and Budget and Risk Management.
2. Initiate and assist the floor response by the Building Team Leader Alternates. If none are on the scene, appoint temporary replacements.
3. Inform the Building/Department Director/Dean(s) of the situation.
4. If necessary to evacuate any floors, make certain the Building Team Leader Alternates know:
 - a. Location and nature of the spill.
 - b. Where to relocate.
 - c. Which stairwells to use.
 - d. How and where to report back when the relocation is completed.
5. After consultation with Emergency Response personnel and the Dean/Building/Department Director, the Building Team Leader will instruct the Building Team Leader Alternate to release, relocate or return building personnel as needed.

Building Team Leader Alternate Response:

1. Remove all personnel from the immediate area.
2. If anyone has been contaminated by the spill, have them remove the affected clothing and place them into a plastic bag if possible, and flush skin with large quantities of water. Seek medical attention.
3. Make certain the spill has been reported by contacting Public Safety at 4-7200 or Budget and Risk Management at 946-2908, reporting the type and quantity of material involved.
4. If ordered to relocate, make certain you know:
 - a. Location and nature of spill.
 - b. Where to relocate.
 - c. Which stairwells to use.
 - d. How and where to report back when the relocation is completed.
5. If the entire floor must be evacuated, instruct personnel to exit the building using the nearest stairwells, and wait in the Assembly Area.
6. Be the last to leave your floor.
7. When personnel are relocated and accounted for, report back to the Building Team Leader.

SUSPICIOUS MAIL

What you should look for to determine if a letter or package is suspicious:

1. No Return Address or Restrictive Markings.
2. Excessive Postage or Possibly Mailed From a Foreign Country.
3. Misspelled Words.
4. Addressed to Title Only or Incorrect Title.
5. Badly Typed or Written.
6. Protruding Wires.
7. Lopsided or Uneven.
8. Rigid or Bulky.
9. Strange Odor.
10. Wrong Title with Name.
11. Oily Stains, Discolorations, or Crystallization on Wrapper.
12. Excessive Tape or String.

What you should do if you suspect a letter or package:

1. Call 4-7200 or 916-739-7200, Department of Public Safety; during an emergency or critical incident on campus, Public Safety phone lines may be impaired by the call volume, if this happens be prepared to call 911 to report your emergency information. Do not call 911 asking for information about the emergency or incident.
2. Handle with Care and Do Not Shake or Bump.
3. Isolate and Look for Indicators.
4. Don't Open, Smell or Taste.

If a parcel is open and/or a threat is identified, you should:

For a Bomb:

- Evacuate Immediately.
- Call 4-7200, the University of the Pacific Department of Public Safety or at (916) 739-7200. During an emergency or critical incident on campus, Public Safety phone lines may be impaired by the call volume, if this happens be prepared to call 911 to report your emergency information. Do not call 911 asking for information about the emergency or incident.

For Biological or Chemical:

- Isolate - Do NOT Handle.
- Call 4-7200, the University of the Pacific Department of Public Safety or at 739-7200. During an emergency or critical incident on campus, Public Safety phone lines may be impaired by the call volume, if this happens be prepared to call 911 to report your emergency information. Do not call 911 asking for information about the emergency or incident.
- Wash Your Hands with Soap and Water

Appendix C – Pacific Sacramento CRT Assignments

CRISIS RESPONSE TEAM (CRT) / INCIDENT COMMAND SYSTEM (ICS) ASSIGNMENTS

Title	Primary	Alternate
Incident Commander	Patrick Faverty	
Operations/Logistics Officer	David Lambertson	Paul DeMersseman
Finance/Planning Officer	Joe Pinkas	Anthony Lacey
Safety Officer	Laura Allen	N/A
Academic Liaison Officers	(Faculty)	Heather Dunn Carlton (Students)
Public Information Officer	Keith Michaud	N/A
Liaison Officer	Lisa Erck	N/A
IT Support	Jeff Groetsema	N/A
Web Support/Access	Svend Holst	N/A
Couriers	Dan DeGroot	Brandon Brown