General Information about the Emergency Preparedness Plan

This Emergency Preparedness Plan (EPP) should be updated on a regular basis to accurately reflect staff, students, and other elements in the Village. The EPP should be revised each year, during the summer, and circulated among the professional staff to reorient them to the changes.

Portions of the EPP will be located in each Community Advisor Staff Manual-

Other elements to be updated:
- The Residential Education Specialist will update the Emergency Coordinator list as the Emergency Leadership team changes each year.
- The Housing Coordinator will send University Police a new resident roster each quarter.
- First Aid and Disaster supplies should be checked (batteries, expiration dates, etc.) and updated as necessary.
- Village Emergency Team list.
- CPR and First Aid Certified residents and staff list.

As major changes occur in the Emergency Preparedness Plan, a new copy should be sent to the Department Operations Center.
Personnel and Communication

Emergency Personnel and Phone Numbers
   Emergency Coordinators (Primary and Backups)
Emergency Communications
   Emergency Phone Numbers
University Village Emergency Team List
University Village Staff Phone List
Emergency Personnel and Phone Numbers

Emergency Coordinator for the University Village and Back up Emergency Coordinators

1. Coordinator: Lisa De La Cruz, Residential Education Specialist
   Office: 909-869-4159
   Cellular: 909-762-8462

2. 1st Backup Coordinator: Dave Laxamana, Complex Coordinator
   Office: 909-869-3134
   Home: 909-979-4409
   Cellular: 619-200-0152

3. 2nd Backup Coordinator: Cherie Bachman, Graduate Complex Coordinator
   Office: 909-869-3192
   Home: 909-979-5684
   Cellular: 423-895-1583

4. 3rd Backup Coordinator: Brad Penna, Complex Coordinator
   Office: 909-869-3234
   Home: 760-887-3988

Coordinator Duty Phone: 909-762-8498
CA Duty Phone: 909-762-8286

All available staff are prepared to serve on the Emergency Team in case of emergency.

Emergency Communications

University Police Emergency: 9-1-1 or 909-869-3070 from a cell phone

Medical Emergency: 9-1-1 or 909-869-3070 by cell phone

University Emergency Operations Center (by radio), call sign: Marshall 17 (see “Radio Procedures”)

Basic Emergency Operations

FHS Primary and Secondary Department Operations Center
   Facilities
   Chain of Command
   DOC Action Priorities
   Communications
Basic Emergency Operations

FHS’s Primary and Secondary Department Operations Center

Facilities
In the event of an alert or emergency, the University Village will lead its response from the University Village’s Department Operations Center (DOC). The Foundation Housing Service’s response center will be the FHS Department Operations Center, our facility for centralized direction and control of the emergency organization of the University Village. During a declared campus alert/emergency, the EOC will be activated and staffed to the extent required.

The primary “Dept. Emergency Operations Center” (DOC) site for the University Village is the Community Center Main office in building 30. During an emergency, access to this site is restricted to designated emergency workers only.

In the event that an alternate site is needed for all emergency and non-emergency personnel,

The Secondary (alternate) site for the DOC is designated as the visitor’s lot in front of the Community Center.

Chain of Command Overview
Under University direction, the FHS Emergency Coordinator (or his/her designated representative) and assigned staff will direct and coordinate emergency operations from the DOC. An alternate DOC site is needed.

Chain of command is as follows:
- Building Marshall- (RES) Lisa De La Cruz
- Alternate Building Marshall and Phase Captain Coordinator- (CC) Dave Laxamana
- External Support Coordinators- (GCC) Cherie Bachman
- Primary Phase Captains- (CDC) Davinah Simmons, (GCC) Brad Penna, (GCC) Jaclyn Yanez
- Resident Captains- CAs
- Runners- CDA and SAs
DOC- The Village Primary Dept. Emergency Operations Center
In the event of activation, all emergency personnel and floor captains should meet at the DOC, or the alternate DOC as necessary. The following actions will occur by priority order:

**Priority 1:** Check for fire, utilities problems, (gas, electric, water) or life-threatening structural damage.

**Priority 2:** Determine need to evacuate; evacuate as necessary. Post “Closed Building” signs around evacuation locations.

**Priority 3:** Respond to emergency/urgent medical situations.

**Priority 4:** Account for all residents present in the Village. Make an additional list of guests/non-Village residents present to provide to the University Emergency Operations Center.

**Priority 5:** Attend to fear, frustration, confusion, and anxiety people will be feeling.

**Priority 6:** Assess the general damage to the property. Determine if temporary shelters are needed. Determine supplies needed.

**Communications**

1. **Telephones**
   - **Call in Lines:** Two telephone lines (869-4242, 762-8286) will be designated as the “call in” line for students and parents trying to call in. Two emergency personnel will staff the telephone to respond to incoming requests for information.

2. **Radio Equipment**
   - There are eight family band radios for internal use in case of an emergency programmed to channel 2. Three are located in the Pro-staff office and four are located in the CA office. One family band radio is located in the Residential Education Specialist’s office.

3. **Megaphones**
   - There are four crowd control megaphones located in the closet of the Community Development Coordinator’s office (located in the Recreation Center).
Emergency Evacuation
(General Procedures)

Emergency Evacuation Areas
  Goals of Evacuation Points
  Staff Roles at Evacuation Points

Evacuation Points Area Maps
Purpose
Objectives
Evacuation
Emergency Alerting System
Communications for Building Evacuations
Community Advisor (CA) Area Rosters
End of Emergency
Evacuation from Campus
Evacuation Poster Sample
Emergency Evacuation Areas

Organized evacuation points will be imperative in the organization of an evacuation. Designated personnel will be dispatched from the DOC with one of the megaphones and a walkie-talkie to each Phase Evacuation Point, and as staff arrives to the EOC, they will be sent to an Evacuation Point to help organize the process.

**Phase I Evacuation Point**
Primary: Grass area that contains the Gazebo in the center of Phase I.
Alternate: The parking lot between building 115 and 125.

**Phase II Evacuation Point**
Primary: Parking lot by the South East Gate.
Alternate: Parking lot between buildings 230 and 190.

**Phase III Evacuation Point**
Primary: Basketball Court
Alternate: Parking lot between buildings 125 and 160.

**Goals of Evacuation Points**

1. Determine who is in the Village at the time of the disaster.
2. Determine location of all Village residents.
3. Check in each person, investigate missing persons.

**Staff Roles at Staging Areas**

- **Principal Building Marshall- (RES) Lisa De La Cruz**
  - Main Contact with Campus EOC (Debbi McFall)
  - Serve in person needs at the DOC (Dept Emergency Operations Center)

- **Alternate Principal Building Marshall and Phase Captain Coordinator- (CC) Dave Laxamana**
  - Stays in touch with Phase Captains assessing their needs and giving them instructions
  - Posts out of the DOC, also may be in Phase Evacuation Points

- **External Support Coordinators- (GCC) Cherie Bachman**
  - Coordinate external support systems such as police, ambulances, and parents
  - Instruct Runners
  - Post out of the DOC

- **Primary Phase Captains- (CDC) Davinah Simmons (Phase 1) , (GCC) Brad Penna (Phase 2), (GCC) Jaclyn Yanez (Phase 3)**
  - First arrive at DOC to collect walkie-talkie, mega phone, and backpack.
  - Stay in specific Phase Evacuation Point
- Give Resident Captains instructions and knowing their needs
- Have a master roster-knowing which residents in that phase are accounted for.
- Crowd Control
- Report to the Phase Captain Coordinator
- Post out of their specific Phase Evacuation Point

  - Team up with Primary Phase Captains to meet their needs.

- **Resident Captains**- CAs
  - Have roster for their residents
  - See who is accounted for and who is not
  - Complete search and rescue with a partner in every apartment
  - Post at each Evacuation point, if not searching within their own apartments

- **Runners**- CDA and SAs
  - Report to External Support Coordinators
  - CDA handles phone calls from Duty Phone
  - Post out of the DOC

When check in process is complete, staff should give instructions to the residents, and radio in for the next steps to follow. At this point, Resident Captains should mill around the crowd paying attention to the emotional well-being of the residents.

**STAFF SHOULD DO THE FOLLOWING TO FACILITATE A SUCCESSFUL EVACUATION:**

- Keep a cool head.
- Maintain a logical mind.
- Motivate residents to do the same.
- Improvise when necessary.
Emergency Evacuation Plan
(See other areas for emergency-specific plans)

A. Purpose
To reduce the possibility of death and injury to individuals inside buildings during a life-threatening emergency through an organized evacuation procedure. Refer to floor plans for buildings.

B. Objectives
1. Alert individuals inside the buildings that a hazard exists.
2. Conduct orderly and safe evacuation from danger areas by designating routes.
3. Notify necessary units and individuals to assure safe evacuation.
4. Warn inhabitants of the buildings through Resident Captains.

If possible and appropriate, contact University staff who are off-campus to tell them not to try to come to campus.

C. Evacuation
1. When evacuation from a building or multiple buildings is determined to be necessary by the University President and/or the University Police or the Village’s Building Marshall, occupants will leave their buildings immediately and quietly, taking immediate needs with them.
   In the event of an earthquake where damage to any building is obvious, the building will be immediately evacuated without waiting for orders from the main campus EOC.

2. Evacuation of persons with disabilities will be given high priority in all emergencies; they will be evacuated in accordance with the building evacuation plan. The list of current residents with disabilities who would need assistance is located on The Village hard drive located under Operations in a folder called Students with disabilities in modified apartments.

3. If total evacuation from campus is necessary, specific instructions for safe evacuation will be given by the University Police personnel.

D. Emergency Alerting System
When major damage is observed and/or a report is made that an emergency exists, the following will occur:

1. According to priorities established by the Village Building Marshall, available emergency personnel and supplies will be dispatched to the scene. In the event of an earthquake where damage to a building(s) is obvious, the building will be immediately evacuated without waiting for orders from main campus EOC.

2. Emergency alerting will occur by utilizing designated staff members in addition to University Police personnel (if available) and available communications equipment.
3. Designated emergency personnel will report to assigned areas and stand by.
4. Remind all evacuees to take all imperative personal belongings with them and inform them that they may not be permitted reentry to the building for an extended period of time.

E. Communications for Building Evacuation

University Police personnel shall determine whether any buildings of the University Village need to be evacuated; in their absence, the Village Building Marshall will make the determination. As indicated earlier, in the even of an earthquake, if there is a question about the condition of any of the buildings, the University Police department has determined that the building(s) should be automatically evacuated.

*Quickly check that the primary evacuation area is safe or go to the alternate location and organize the evacuation.

If it is determined that any building needs to be evacuated, the following will be utilized:
1. Air-raid alarms. (will be placed in the near future)
2. The Community Center fire alarm.
3. The available bullhorns will be used to clear the buildings
4. Public address system on emergency vehicles.
5. Telephone to alert emergency personnel.
6. Resident Captains will knock on doors manually in places where it is safe.

If the building is evacuated, post signs at all stairway areas and/or Community Center indicating that entry is forbidden and to check in at their Evacuation Point.

If personnel are available, assign volunteers to guard entrances.

If personnel are available, they should lead evacuation to safety and additional personnel should check behind (if possible) to see that all people have left the building.

**After clearing the building of students and staff, DOC personnel and designated volunteers should report immediately to their designated Evacuation Points or the DOC (depending on where their post is) to begin to work on the following:**

1. Rescue
2. Medical/Triage
3. Locating all residents of the Village, and creating documentation regarding where people are and where they are going to be.
4. Communications and assistance to other EOC units
5. Immediately begin communications with the University EOC. Designate runners and set the Village DOC into operation.

F. CA Area Rosters

In order for student staff and emergency personnel to know who may be missing, Community Advisors shall maintain copies of their own building rosters in their apartments. Master copies of the University Village (by apartment and by alpha order) will be maintained by the Housing Coordinator and the Resident Education Specialist.
G. End of Emergency
Only University Police personnel shall designate the end of an emergency and may determine whether the buildings are safe for reentry. If the buildings are safe to reenter, the “all clear” will be sounded by utilizing the following:
   1. Mega-phones
   2. Voice Command

H. Evacuation from Campus
If evacuation from campus is necessary, University Police personnel or Emergency Operations Center personnel will designate evacuation routes and implement evacuation to another site.
Operational Plan for Earthquake Response

I. Purpose
To provide instructions for assisting the Emergency Operations Center personnel in dealing with the natural disaster of an earthquake that would cause damage or endanger life at the Village.

II. Objectives
a. Alert the Village community that a hazard exists
b. Notify University emergency personnel, as needed.
c. Interface with any protective actions that are provided by the University.

III. Implementation Procedures
If evacuation is determined to be necessary, the following should occur:

A. All emergency staff personnel should begin by going directly to the DOC at Community Center location for instructions. Evacuation should only occur in damaged buildings—it is not an automatic conclusion that a disaster requires an evacuation.

B. At the decision to evacuate, Resident Captains will go throughout the buildings, in pairs, ordering evacuation.

C. A “sweep” pattern should be used as the evacuation method. Resident Captains should go through areas using a master key.
   - One Resident Captain will be the primary “clearer” of the apartments and the other will take names of residents and guests as they clear the building.
   - Teams should identify casualties and structural (fire, electrical, etc.) damage.
   - Sweep teams should not approach buildings that appear to be severely damaged, and should not enter apartments during aftershocks.
   - Before opening doors using master keys, CA’s should identify themselves, and check doors to make sure they are not hot) a sign of fire).
   - Doors of apartments which have been checked should be marked with blue tape (and a note if necessary with additional information) to indicate that they have been cleared.
   - Students should be reminded to take all necessary personal belongings with them (wallets, shoes, additional clothing), because building re-entry may be unlikely for an extended period of time.

D. Direct all people being evacuated to the pre-established evacuation area for each phase. Try to organize people by building.

E. Immediately begin communications with the DOC. Designate runners and set DOC into operation.
   - Keep track of status of evacuation. DOC personnel and designated volunteers should report immediately to begin:
- Rescue/building checks
- Medical/triage
- Communication and assistance with other DOC units

F. Request ambulances to transport any seriously injured individuals away from the disaster area from University Police at 9-1-1 or (909) 869-3070 by cell phone.

*As necessary, temporary shelters may be set up in the Community Center, Rec Center, as well as relocating students to apartments in buildings which have not been damaged.
Fire and Explosion Response Plan

I. Authority
   A. The Primary agency responsible for the protection of life and property on the campus is the Department of University Police
   B. In the event of a major fire, fire hazard, or earthquake-related fire, explosion, or medical rescue, the Los Angeles County Fire Department shall, in coordination with key personnel the University’s EOC, plan organize, staff, direct, and control all fire-related emergencies.
   C. In the event the County Fire Department is unable to respond, Facilities Management has the primary responsibility for handling the fire.
   D. Fire extinguishers are located in each apartment, and in the Community Center in case of smaller, more manageable, fires.

II. Emergency Call List
In the event of a fire or explosion, or if there is a danger of such, contact the University’s Police Department. In the event that there is no answer from them, contact the Los Angeles County Fire Department.

Cal Poly Pomona Department of University Police 9-1-1: 909-869-3070
Los Angeles County Fire Department: 909-629-9671 or 213-267-2475

III. General Guidelines for Fire
   A. Keep low to the floor if there is smoke in the room. Feel the door carefully with the back of your hand before opening it. If it’s hot, don’t open it. If it’s not hot, open the door carefully. If smoke or heat is present, close the door and stay in the room. Seal cracks around the door with whatever is handy. If the phone works, call University Police, and report that you are trapped. Be sure to give the room number and location. If the phone doesn’t work, hang a sign in the window (or hang objects such as a jacket or sheet from the window) to attract attention.
   B. Move quickly in a crouched position when escaping through a smoke-filled corridor. Place a wet cloth over your face and head.
   C. Once outside the building, move away and watch for vehicle traffic. Do not reenter the building until you have been given the OK by the police, fire officials, or building staff.
Hazardous Materials Incident Response Plan

I. Purpose
To assist people present in case of a hazardous materials spill.

II. Background
During times of natural or human-made disasters, hazardous materials may increase the danger to human life disproportionately in a very short period of time. Since the loss of life is usually the primary issue in this type of hazard, immediate action may determine the outcome of the entire effort.

III. Hazardous Materials
Each apartment has gas stoves. There are gas lines for them which lead to each building. If these lines break, an invisible gas with a distinct pungent odor could be released. Available information indicates that natural gas is a “very high” health hazard when inhaled in large quantities and generally poses a “high” fire and explosion hazard if the room is poorly ventilated. The primary danger with natural gas lies with its inhalation. This gas could endanger students in the event of an accident.

1. Symptoms of Exposure and Overexposure
   a. Effects on Lungs
      If natural gas has permeated the air in low concentrations, victims may complain of mild headache and nausea. Concentrations of gas at high levels (for short periods) may manifest itself in blurred vision, vomiting, low level of motor activity, poor coordination, slurred speech; confusion is likely. Extended exposure (more than a few minutes) at high levels may result in mental delusions, leading to a loss of consciousness; danger to human life is likely from asphyxiation.
   b. Effects on Other Body Systems
      Natural gas has no known effects on other body systems.

2. Mitigations for Exposure to Natural Gas: Lungs
   Remove victim to fresh air Give oxygen if breathing is difficult. If breathing has stopped, start artificial respiration. Transport to medical facilities.

3. Fire and Explosion Hazard
   An uncontrolled fire emanating from natural gas will be a byproduct of a significant explosion. Fire independent of an explosion is not likely. An explosion will occur when very high concentrations of gas in a poorly ventilated area is exposed to spark or flame. If pungent odor of gas is extreme and concomitantly found in an enclosed room with poor ventilation, explosion may be imminent. Do not attempt to find the leak; do not enter a contaminated room for any reason.

4. Response to Fire and Explosion Hazard
   Ordered priority response to explosion hazard
   1. Evacuate the area immediately. Leave doors and windows open.
   2. Call University Police immediately with information on location and situation.
   3. Evacuate people in non-contaminated part of building
5. Response to Fire Hazard
Do not attempt to fight fire with any substance. Call University Police immediately.

*Other hazardous materials in the Village which pose less of a threat include:
  • Pool Chemicals-located in the shed next to the pool
  • Paint- located in the Maintenance shop
  • Cleansers and Cleaners located in the Custodial Closet in the Community Center

These pose less of a threat because of their reduced exposure to people on a constant basis. In case of fire for any of these materials, previously discussed guidelines for dealing with hazardous materials and fires should be applied.

IV. Initial Notification of Hazardous Materials Incident
If hazardous materials incident is in progress and it is safe to do so, contact University Police, where the reporting party may be asked to provide the following information:
   A. Location of incident
   B. Type of incident (spill, leak, fire, explosion)
   C. General description of type of hazardous material (caustic, flammable liquid, gas, explosive).
   D. Best direction of approach by the emergency response personnel, given possible limited access to the area due to fire, earthquake, etc.
   E. Estimation of immediate need for ambulances or passenger carrying vehicles.

A complete list of hazardous materials used by the Village is located in the “MSDS (material Safety Data Sheet)” notebook maintained by the Facilities Secretary in building 300.
Bomb Threat Response

I. Telephone Procedure
A. When a bomb threat telephone call is received, the person receiving the telephone call will attempt to hold the call as long as possible asking the caller detailed questions regarding the following (make sure to write the information on paper):
   1. When is the bomb going to explode?
   2. Where is the bomb right now?
   3. What kind of bomb is it?
   4. What does it look like?
   5. Why did you place the bomb?
   6. What is your name?
   7. Where are you calling from?
B. Person receiving call will, as soon as possible, call University Police and give the following information:
   1. Identify the location.
   2. Identify the person calling by name.
   3. Explanation of the threatening call and bomb scare.
   4. Give the telephone number the incoming call is on.
C. Alert supervisor and chain of command through the Director of Foundation Housing Service.
D. Turn off all radios in the area (Radios can cause bombs to detonate.)
E. The decision to evacuate a building will be the first concern is dealing with the emergency. To assist in this decision, the following general guidelines have been established:
   1. Immediate evacuation will be accomplished when the location of the bomb is given and the time given is within minutes of detonation. A University Police supervisor may make this decision if there is not a reasonable time remaining to consult with the Chief of Police.
   2. Evacuation may be recommended if location and time is given and there is sufficient time to discuss the situation with the Chief of Police. In this instance, the Chief of Police will make the decision to evacuate the building.
   3. Evacuation will not be recommended if the specific building or exact time is not identified. However, the final decision to evacuate a building will be made by the University President and Chief of Police, or his/her designee.

In all cases, action on the bomb threat commences immediately after the call is received. University Police will be notified first by calling 9-1-1 or (909) 869-3070 by cell phone.

The Fire Department will be alerted by the University Police in the event of an explosion or fire. Search teams will be organized as soon as personnel are available from University Police, Facilities Management, and the Village DOC. These teams will be briefed on the procedures to be followed:
   A. Areas to search
   B. Details of incident
C. Contact supervisor of area
D. Procedure to follow if suspect bomb is located
E. Communications with University Police headquarters should be via telephone. Some bomb detonation devices are triggered via certain radio frequencies, therefore, be certain to turn off all radios in the area.

If a building is evacuated, all areas will be thoroughly checked for personnel remaining behind. Pilferage of personal and Village property could be a problem. The building will be secured by DOC personnel or University Police personnel.

If suspect bomb is found, University Police will be notified immediately. If suspect bomb is found, and after notification of University Police, the Director or Building Marshall may authorize a building evacuation. Under no circumstances may the suspected bomb be touched or moved.
Active Shooter Response

I. Purpose
To provide guidelines for students and emergency staff in the case of an Active Shooter.

II. Objectives
a. Alerting Cal Poly University Police
b. Finding shelter/safety

III. Alerting Cal Poly Police and Parking Services
a. If shooter is spotted verify that you are in a safe area and then call Cal Poly Police immediately.
   b. Give Police the following information:
      • The location in which you saw the shooter
      • The direction the shooter was headed
      • A description of the shooter
      • Your location
   c. Under no circumstances should you approach the shooter

IV. Finding Shelter and Safety
a. If you can leave the area safely, do so
   • Notify anyone you encounter as you are leaving that they must exit immediately as well
   • Do not signal the building occupants by activating a fire alarm
   • Take shelter in another university building if possible
   • Contact University Police to advise them of what is happening

b. If you cannot leave the area,
   • Close and lock the door
   • Move furniture to barricade the door if possible
   • Turn off the lights. Block any windows that provide a view of the room to the outside
   • Stay away from the windows and doors if at all possible
   • Seek protective cover of some kind under or behind furniture
   • Take a moment to switch all cell phones in the room to silent mode so that they will not alert anyone to your presence
   • Do not answer the door under any circumstance
   • Do not leave the room until directed to do so by emergency personnel
   • Work to remain calm and develop a plan to escape should it become necessary
   • If police enter the room, follow their instructions