



Emergency Management Guide

LMU|LA
Loyola Marymount
University



EMERGENCY MANAGEMENT GUIDE

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EMERGENCY MANAGEMENT GUIDE

EXECUTIVE SUMMARY

The Loyola Marymount University Emergency Management Guide provides guidance to the LMU community to prevent, plan for and respond to events that become emergency incidents. Emergency incidents are defined as events that may impact the life safety, property, financial condition and reputation of the University. The LMU Emergency Management Guide is based on the Standardized Emergency Management System (SEMS).

The guide addresses:

- 1) Incident prevention and planning
- 2) Incident response and management

In the planning process, the Department of Public Safety works closely with Environmental & Health Safety and Facilities Management to identify potential hazards and maintain safety standards. The creation of appropriate warning systems, such as detection, alarm and speaker systems, are part of the planning and prevention process. The Emergency Preparedness Department works closely with other departments on campus to ensure that alternative procedures are ready in the event of a disruption. These procedures are also known as business continuity plans.

The Department of Public Safety will be mobilized to manage incidents on behalf of LMU. However, based on the gravity of the situation, the police and fire departments may be called to help in an emergency. The incident may be managed jointly by LMU and first responders through a Unified Command.

For each incident, appropriate leadership will be included in the response team as needed. If the incident is anticipated to cause major disruption of University activities, an Emergency Operations

Center will be activated. The release of all information about the incident will be coordinated through the University Relations Office of Communication & Government Relations.

Incident response also includes taking the necessary steps to resume normal business and student activities and restore the infrastructure. The Business & Finance Office will coordinate and manage the insurance claims while Facilities Management coordinates the infrastructure repairs.

It is important to note that incidents occur in varying degrees of severity, and no single response plan fits all incidents. The University community is best served by a well-managed program that emphasizes prevention, risk assessment and pre-incident planning. The Department of Public Safety has the authority to make prompt and appropriate decisions in times of crisis to minimize the potential loss of life, property and financial assets, and to preserve LMU's reputation and integrity. Further, it is important that members of the LMU community familiarize themselves with the plan to ensure they respond appropriately to emergencies.

Finally, this is a "general guide" to emergency management at LMU. The specific details, including all procedures, processes, training activities, evacuation drills, tabletop exercises, business continuity plans, staff and leadership involvement, safety tips and more, are available in the LMU Emergency Operations Plan.

For more information regarding this plan, contact the Emergency Preparedness Office at 310.338.2893 or visit our website at www.lmu.edu/emergencyinfo.

DEFINITIONS

Building Captains

Responsible for facilitating training within their buildings or departments to familiarize employees with response procedures in the event of an emergency. The emergency preparedness manager identifies and trains building captains on a regular basis. In campus residential facilities, residence life staff members are building captains for their assigned buildings.

Business Continuity Plan

A documented department plan that follows emergency response procedures and is part of recovery and restoration within the Emergency Management Guide. A business continuity plan outlines alternative procedures for the continuation of business operations.

Contingency Plans

Plans that enable critical processes to continue in the event that normal operations are disrupted. Contingency plans may include use of contractors to augment damaged infrastructure or supply needed temporary services. In some cases, contingency plans may specify the use of manual or paper transactions until normal computer operations are available, or cite an alternative location from which to operate, such as another institution's facilities or a temporary structure.

Critical Processes

Life-safety or business processes that are integral to the management of the University's most basic functions.

Emergency Incident

An incident that impacts the critical business operations of the University, threatens or potentially harms a human life, or threatens the reputation, core goals or mission of the University.

Emergency Management Guide

The institutional plan that discusses the management of incidents on behalf of the University, integrating preparation, response, business continuity planning and designated authority. The guide encompasses the entire University, its faculty, staff and students. The University departments with institutional scope and professional training in appropriate areas hold responsibility for familiarity with the guide.

Emergency Operations Center

The location established as the nerve center to respond to a catastrophic event that results in multiple disruptions on campus. The center is the centralized point of control and coordination for



life-safety, infrastructure and business management, coordinated by the Department of Public Safety, but staffed by representatives of University departments. A center is established when a crisis requires prolonged, ongoing management of an emergency incident, at a designated location with appropriate supplies to manage the incident.

Emergency Response Organization

Individuals directly involved in the response to an emergency incident with authority to manage the incident on behalf of the institution. These individuals include representatives from the Department of Public Safety, Environmental & Health Safety, Facilities Management, Information Technology Services, University Relations, Student Affairs, Health Services, and other department representatives directly involved in the incident. The director of the Department of Public Safety or a designee calls upon these subject-matter experts to determine appropriate management and response following an initial assessment of an incident.

Emergency Incident Action Plan

A plan prepared by the Emergency Operations Center detailing the initial and ongoing emergency response to an incident. This response may precede the activation of a business continuity plan. Department representatives are responsible for communicating their needs so that all objectives can be addressed. The EOC maintains and updates the plans. The emergency preparedness manager coordinates periodic training for Emergency Incident Action Plans.

First Responder

A lay or professional person who has training and responsibility for responding to a medical emergency, crime, fire or other emergency. LMU first

responders include Department of Public Safety officers, some Facilities Management personnel, Student Housing staff, and student emergency medical technicians.

Incident Commander

The most senior staff member initially taking charge of an emergency incident. Subsequently, the director of the Department of Public Safety or the highest-ranking available department manager assigns a leader with the specific expertise to manage the incident and to serve as the primary contact for local authorities.

Media Information Center

A location whereby representatives from Community & Government Relations and Student Affairs issue media updates and responses regarding emergency incidents, in order to provide accurate and timely reporting to the community. By default, group media announcements are conducted in UH 1000.

Risk Assessment

An assessment or review of a potential hazard or risk that may have impact on the University. This may be accomplished through an onsite physical assessment, a questionnaire or analysis of historical loss data.

Unified Command

A feature of the Standardized Emergency Management System, implemented when local authorities are called to an incident and share jurisdictional or statutory responsibility. On campus, LMU retains authority in an emergency and shares responsibility with local authorities through a Unified Command. These incidents may include, but are not limited to earthquake, fire, death, terrorism and bomb threats.

INTRODUCTION

The LMU Emergency Management Guide outlines a plan designed to maintain life safety and essential business services during disruptions due to emergency incidents. Such incidents include: earthquake; fire; flooding or water damage; workplace violence, including stalking, domestic violence, sexual assaults, aggravated assaults, hostage situations or other threats; infrastructure outage, such as power, network, telecommunications, heat, water or interruption of deliveries; injury or death; civil unrest; hazardous materials exposure; bomb threats; terrorism; computer viruses; or alcohol poisoning.

There are four stages to the Emergency Management Guide:

1. Pre-incident planning and preparedness activities
2. Incident response
3. Recovery
4. Mitigation of hazards

Pre-incident planning and preparedness activities includes analyzing potential hazards, preparing plans to address risks, and equipping and training campus first responders. Preparation of business continuity plans by individual departments is another important activity.

The **incident response** section of this document outlines initial actions and communication that occur following (or in anticipation of) an incident. Coordination of emergency response efforts is conducted under the guidance of the

Standardized Emergency Management System. The personnel and resources at the scene of the emergency are directly managed by an incident commander. The Emergency Operations Center supports the efforts of the personnel at the scene. The crisis management team provides strategic oversight to the overall operation.

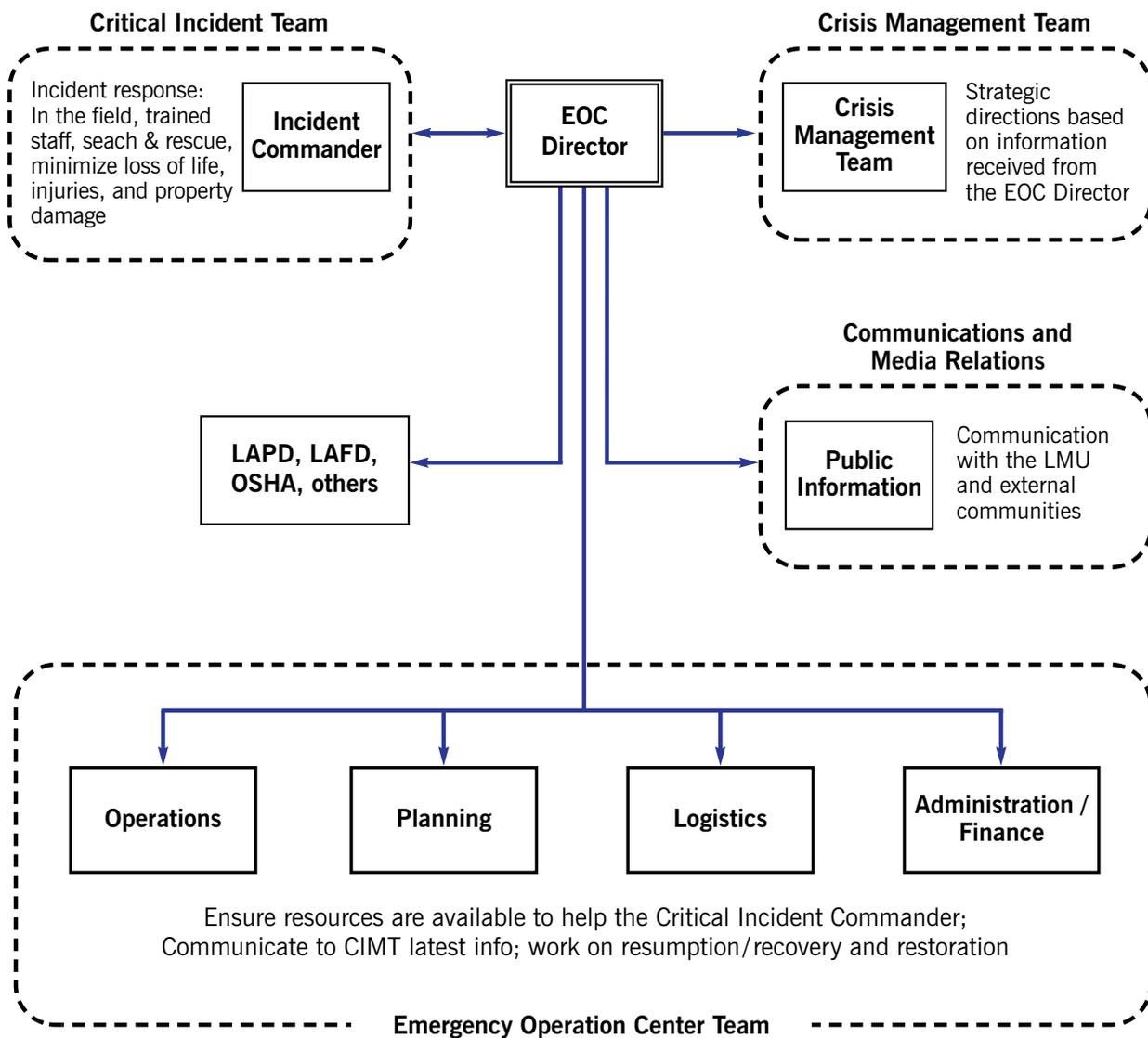
Recovery consists of preventing further injury, loss of life and damage to property, as well as implementing business continuity plans and workaround procedures to resume basic operations. The main goal of recovery is a rapid return to normal operations.

Mitigation of hazards includes evaluating and reviewing incidents, identifying procedures that may need to be changed, as well as making alterations to facilities to help prevent future emergencies.



ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

In an emergency situation, the organizational structure and specific lines of authority will change. This altered structure, known generically as the Emergency Response Organization, is necessary to efficiently manage the tasks and resources necessary to overcome the emergency situation and restore normal operations.



ORGANIZATIONAL UNITS AND EMERGENCY RESPONSE

The below table is a sample of the roles different departments could take part of in case of an emergency. Since each emergency has its unique needs, different department could be involved in one or multiple functions based on the available respondents, and situation. An example could be Facilities Management has a leading role in the Operations functional area, as well as the Logistics area. While Student Affairs personnel may be working on the external communications and planning areas.

Department/Unit	Function(s)
Public Safety Facilities Management Human Resources Information Technology Student Affairs Business Affairs Controller Academic Affairs Athletics	Law Enforcement Operations Planning IT, Telecommunications Command Building Operations & Utilities Personnel Management General Duties Athletic/Recreation Facilities
Communications & Government Relations Other University Relations Student Health Services	External/Internal Communications External Communications Support Medical Care
Environmental Health & Safety Conferences & Events Scheduling Registrar Campus Ministry LMU Emergency Medical Technicians Search & Rescue Team Staff Emergency Teams Trained Volunteers	Hazmat, Safety Management Facilities Support/Coordination Student Information Spiritual Support Emergency Medical Care Collapse Search & Rescue Evacuations, First Aid

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1. PRE-INCIDENT PLANNING AND PREPAREDNESS ACTIVITIES

Pre-incident planning includes the preparation of a business continuity plan by individual departments to ensure the continuation of the critical business functions through a prolonged outage.

Risk assessment is a key element of pre-incident planning. By employing a variety of tools, one can assess several types of risks within a department and prevent loss from occurring. Risk-assessment tools include, but are not limited to: questionnaires; site inspections; interviews; process reviews; policy and procedure reviews; review of documentation regarding due diligence for regulatory compliance; review of historical loss in a particular University area; and review of historical loss on a regional or national level. Once the assessment is complete, efforts can be made to address potential weaknesses. Risk assessment can also result in enhancing a department's "best practices."

Prevention initiatives are a vital part of risk assessment and can eliminate or mitigate potential hazards before an incident occurs. Several departments conduct prevention initiatives, including the Department of Public Safety, Facilities Management, Risk Management, Human Resources and Student Life. Regular activities are recorded for historical information and future plans. Below is a sample of such activities:

Department of Public Safety:

- Weekly emergency blue light phone checks
- Closed-circuit television monitoring
- Crime prevention outreach programs
- Crime statistical data collection
- Regular monitoring of life-safety equipment (i.e., fire alarms)
- Card access readers to provide 24-hour security in residence halls
- 24-hour emergency response (injuries, fire alarms, criminal complaints, etc.)
- 24/7 uniform patrol of the LMU campus
- Safe-Ride service
- Bicycle Registration Program
- Regular emergency evacuation training for all emergency coordinators
- Fire drills performed regularly in all buildings, particularly Child Care Center and residence halls
- Crime alert and crime notice postings about potential risks or dangers
- Regular safe walk to survey the campus and identify issues (i.e., lighting, shrubbery, emergency phone operations, etc.)
- Security coverage for special events
- Biweekly checks on Automated External Defibrillators

Business Continuity Plan Outline

A business continuity plan is a written document that generally consists of:

- A brief description of the department including departmental mission, its critical processes (life-safety and business processes), its location and main phone number
 - A phone tree of department personnel (office, cell and home numbers)
 - Designation of key emergency response leader and backup team for department
 - Designation of key recovery/restoration leader and backup team for department
 - Vital records of the department
 - Identification of critical software/hardware needs
 - Location of off-site backup of critical software and a contact with authority to obtain if needed
 - General guidelines for response to disruptions or familiarity with appropriate response and communication requirements
-
- Alternative workaround procedures in the event of prolonged disruptions

The Department of Public Safety's Emergency Preparedness Unit periodically tests plans to identify gaps in response and resumption/recovery efforts. The testing may include local authorities, crisis management team members, and multiple departments and their deans, vice presidents, directors or representatives. The unit then provides evaluation of the test to department facilitators should key additions need to be made to business continuity plans.

Critical Processes

The Department of Public Safety's Emergency Preparedness Unit works with departments to conduct risk assessments and to identify critical processes in maintaining the University's strategic

mission. These processes include those that maintain life safety, maintain the University's critical business processes, and maintain basic classroom and academic functions.

Department critical processes include:

- Assigning a department facilitator to coordinate and develop the department plan for one or more critical processes as identified. The facilitator is the main contact for emergency preparedness communications and updates on plan training and testing.
- Using appropriate "business interruption analysis" or "risk assessment" questionnaires as needed. The department facilitator is responsible for submission of the analysis or questionnaire, which are valuable in the University's overall effort and may come from Risk Management, Internal Audit or Public Safety. These assessments help the department identify critical life-safety, physical security, financial or regulatory needs for which alternative work-around procedures can be developed within the department business continuity plan.
- Developing the business continuity plan. The department facilitator is responsible for submitting the plan to the Emergency Preparedness Unit and communicating the plan to his or her department representatives. The departmental designee is also required to maintain annual updates to the department plan within certain timelines.



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2. INCIDENT RESPONSE

Incident response includes the initial actions, resources, notifications and communications that occur following an incident.

The Department of Public Safety will respond to emergency situations impacting the LMU community to minimize loss of life; injury and illness; property loss and damage; psychological impact; and damage to LMU's reputation and standing in the community.

Minimizing the above situations requires rapid and decisive actions in the early stages of the incident. Some of these actions include:

- Making contact with emergency responders, such as Los Angeles Police Department and the Los Angeles Fire Department, to exchange information and establish lines of communication;
- Securing perimeters around affected areas or facilities to ensure quick access for emergency responders and to limit danger to bystanders;
- Rescuing injured people rapidly and evacuating others to a safe area;
- Establishing an Incident Command to coordinate response and resources;
- Notifying key administrators and personnel;
- Communicating clear messages to the LMU community; and
- Assessing the available resources and immediate needs that cannot be met.

Initiating a Campus State of Emergency

Individuals authorized to declare a campus emergency include the director of public safety, the senior vice president for administration, the provost and the president. The declaration of a campus emergency allows the Department of Public Safety and other departments to take rapid actions to preserve life and property.

The authorized person declaring a campus emergency is responsible for notifications to LMU administration according to current policy. The Emergency Operations Center will serve as the coordination point for management of the incident.

Notification and Communication

The University uses multiple methods to notify and communicate with its constituency. Some of the methods are listed below. For a full list of notification methods, go to the "Frequently Asked Questions" section of this document or visit our emergency preparedness website at www.lmu.edu/emergencyinfo

Web site

- Emergency information will be posted on the University's Web site at www.lmu.edu.
- The LMU Web site will be transferred to an off-campus remote site if access to the LMU web is interrupted. The Web site address will remain www.lmu.edu.

Phones

- The University's main number is 310.338.2700.
- Faculty, staff and students should call their voice mailboxes for broadcast messages.
- If campus phone service is interrupted, dial 1.866.568.2968 (1.866.LMU2YOU).
- The LMU Emergency Notification System may be used to distribute important information to those registered in the system via phone and email.

E-mail

- Broadcast messages may be sent through the University's email system.

Public Information

When an incident occurs, the Department of Public Safety notifies the vice president of Communications & Government Relations. That person or his/her designee will take the lead on most communications; the department may distribute urgent, potentially life-saving information immediately.

Communications & Government Relations coordinates all University contact with media during a crisis. Only designated LMU spokespeople are authorized to speak to media on behalf of the University. **No one else, unless approved by a member of the Communications & Government Relations team, has authorization to speak to the media.**

Faculty, staff and students should not answer any questions or engage in an interview in person, over the phone or otherwise unless approved by Communications & Government Relations personnel. If a reporter calls a faculty or staff member, the faculty or staff member should advise the reporter to call Communications & Government Relations without releasing information about the emergency situation.

Emergency Response Resources

If one of the following emergencies takes place, call the appropriate units as described in the table below:

Life-Threatening Emergency	Campus Phone	Other Phone
Local Authorities	9-911	911
Department of Public Safety	222	310.338.2893

Biological, Chemical or Hazardous Materials Exposure	Campus Phone	Other Phone
Local Authorities	9-911	911
Department of Public Safety	222	310.338.2893

Bomb Threat	Campus Phone	Other Phone
Local Authorities	9-911	911
Department of Public Safety	222	310.338.2893

Fire	Campus Phone	Other Phone
Local Authorities	9-911	911
Department of Public Safety	222	310.338.2893

Violence (sexual harassment, sexual assaults, aggravated assaults, domestic violence, hostage situations and stalking)	Campus Phone	Other Phone
Local Authorities	9-911	911
Department of Public Safety	222	310.338.2893
Student Health Services	82881	310.338.2881

Employment Issues and Concerns	Campus Phone	Other Phone
Human Resources	82723	310.338.2723

Employee Injury	Campus Phone	Other Phone
Human Resources	82723	310.338.2723
Risk Management	81932	310.338.1800
Local Authorities	9-911	911
Department of Public Safety	222	310.338.2893

For all other incidents, contact the Department of Public Safety at 310.338.2893.

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3. RECOVERY

4. MITIGATION OF HAZARDS

3. RECOVERY

Following the initial response to an event that causes a life safety emergency or disrupts business, several departments provide services in conjunction with local authorities to assist with the resumption and recovery of normal business operations. Both short- and long-term activities may be required to return vital systems to operation and to return University infrastructure to pre-incident conditions.

Building and Property Protection

Following the initial response to an event, the Department of Public Safety works to ensure the safety of all University community members and strives to maintain the physical integrity and security of all University property. The director of the department proceeds with notification and communication efforts. In some instances, individuals may not be allowed access to the building in which their departments are housed. They may continue operations according to the workaround procedures outlined in their department plans.

Facilities Management directs restoration and recovery services, such as contacting third-party disaster restoration services for fire, smoke or water damage, or other facility-related problems. Facilities Management and the Department of Public Safety work with local authorities to ensure that all utilities are safe and that personnel and residents are only allowed to return to or

enter a building once it has been inspected for safety. In the event that a major physical restoration phase occurs, Facilities Management will assign a project manager to work with the Business Affairs Office of Risk Management and the insurance adjustors to restore the property to its original condition.

Information Technology Services has appropriate workaround plans and procedures in place to continue operations through most disruptions. Please note, however, that this group gives priority to University-wide systems. It is strongly recommended that individuals and departments take appropriate steps to protect their data.

4. MITIGATION OF HAZARDS

Mitigation is the process of reducing future risks. Evaluation and review of incidents is important in identifying procedures that may need to be changed or altered based on prior events. The Department of Public Safety and a core team review incidents as needed to assess responses and change response strategies to better address the needs of the University community.

FREQUENTLY ASKED QUESTIONS

What are the University's emergency resources?

The health and safety of the LMU community is our top priority. LMU has committed significant resources toward its emergency preparedness program and action plan. Highlighted resources include:

- Specific procedures that define the University's response to natural or human-caused event.
- A network of individuals across campus who are trained in emergency response procedures.
- A full-time emergency preparedness manager who is committed to the health and safety of students, faculty and staff.
- The Department of Public Safety acts as the first response to minimize injuries and loss of life.
- The Department of Public Safety partners with the Los Angeles Police Department, Los Angeles Fire Department, county, state and other emergency service agencies.
- The campus maintains an Emergency Operations Center that is staffed by University representatives to coordinate a rapid response to a crisis.
- The University uses external experts to review and audit emergency procedures to ensure that they reflect best practices.
- Additional information is available on the University's emergency information Web site at www.lmu.edu/emergencyinfo.

Who is in charge in the event of a campus emergency?

The chief of public safety has the authority to declare a campus emergency and act accordingly to preserve life, safety and security. In the absence of the chief of public safety, the University maintains a succession plan that allows other senior administrators to assume authority. In addition, an Emergency Operations Center is activated to ensure that efficient decision-making occurs.

How are emergency situations communicated to the campus community?

The University uses multiple communications methods to reach students, faculty and staff:

- Direct communications through Student Housing staff in all residence halls and apartments.
- Campuswide e-mail announcements.
- Campuswide voice mail announcements.
- Emergency Communications System using voice and text messages.
- University Web site (www.lmu.edu).
- University intranet (<http://manegate.lmu.edu>).
- Campus radio station (KXLU 88.9 FM).
- Campus cable television (ROAR Network).
- Emergency information hotline 1.866.568.2986 (1.866.LMU2YOU).
- Department of Public Safety (310.338.2893).

What is the University's response time?

The Department of Public Safety and emergency medical technicians are able to respond to and assess emergencies within minutes. If you have

an emergency or are in immediate need of assistance, dial 222 from any campus telephone. If you are off campus or need non-emergency help, contact the Department of Public Safety at 310.338.2893.

How is the campus secured in an emergency?

The campus is secured in following fashion:

- The Department of Public Safety has the capacity to secure public entrances within minutes.
- All student residence halls are secured by authorized card entry. Student apartments are accessed by keyed entry that is limited to authorized occupants.
- The Department of Public Safety can authorize the remote shut down of entrances in certain buildings.

How will campus community members be evacuated? How long will it take?

Depending upon the nature, severity and needs of the community, the Department of Public Safety will devise an evacuation plan and communicate pickup locations via the University’s communications methods listed above.

What support services are offered in response to an emergency situation?

The University provides a broad range of services designed to assist students, faculty and staff following a crisis:

- Student Psychological Services provides counseling, walk-in consultations and emergency psychological services. For more information, call 310.338.2868 or visit www.lmu.edu/sps.
- The University’s Employee Assistance Program offers 24/7 counseling services to faculty and staff. For more information, call 800.367.7474 or visit www.lmu.edu/hr/eap.
- The Office of Campus Ministry offers daily masses and spiritual guidance to students, faculty and staff. For more information, call 310.338.2860 or visit <http://ministry.lmu.edu>.

Who should I contact with my questions and feedback regarding emergency procedures and planning?

The Department of Public Safety is available at 310.338.2893 to respond to your immediate needs or direct you to the appropriate campus resource. You can also e-mail emergency_info@lmu.edu.



APPENDICES A – H

APPENDIX A: SEVERE EARTHQUAKE

A severe earthquake* is one that causes personal injury or property damage.

1. During the shaking:
 - Remain where you are.
 - If you are indoors, take cover under a desk, heavy table, or stand in a doorway, hallway or by a wall.
 - Move away from glass and objects that might fall on you.
 - If you are outdoors, move away from power poles, power lines, lampposts and tall buildings.
2. After the shaking:
 - Assist any injured persons in your vicinity if it is safe to do so.
 - If you are inside, exit the building if it is safe to do so and assemble as you would for a fire alarm.
 - If it is not safe for you to exit, let people know where you are by shouting out or using your cell phone.
3. Monitor AM and FM radio, TV, and cable TV for public information distributed via the Emergency Broadcast System.

* If a minor earthquake occurs, it is not necessary to evacuate buildings.

APPENDIX B: FIRE

1. If you notice smoke or a fire, pull the fire alarm.
2. Call the Department of Public Safety at 310.338.2893 (222 from a campus phone) and the Los Angeles Fire Department at 911 (9-911 from a campus phone).
3. Fight the fire ONLY IF:
 - a. You know how to use a fire extinguisher or fire hose.
 - b. The fire is small and confined to the area where it started.
 - c. You have a way out.
 - d. You can work with your back to the exit.
 - e. You have the right type of extinguisher and feel confident that you can operate it effectively.
4. **DO NOT** fight the fire if:
 - a. You have any doubts about fighting it.
 - b. The fire is spreading beyond the area where it started.
 - c. The fire could block your escape route.
5. Building captains for academic and administrative buildings and residence halls are responsible for following procedures to the extent possible, as trained, including directing occupants to:
 - Avoid taking chances—life safety is the first priority.
 - Stay low and proceed to the nearest exit.
 - Close doors as you exit to contain heat, fire and smoke.
 - Evacuate to a designated area that is more than 50 feet away from the building in question, or to a safe area as designated by the Department of Public Safety.
 - Notify the Department of Public Safety of any possible individuals who might still be inside the building.
 - Follow guidance from the Department of Public Safety.

When you hear fire alarms, always evacuate the building immediately.

APPENDIX C: FLOODING OR WATER DAMAGE

If you are the first person to notice water damage, or if you are the first person to enter a flooded area of the building:

1. Call the Department of Public Safety at 310.338.2893 (222 from a campus phone), who then in turn calls Facilities Management.
2. Do not touch or step into standing water. It could be electrified.
3. Do not touch a person who has been electrocuted.
4. Do not touch or move wet materials.
5. Facilities Management assesses the situation and locates the source of the flood in order to mitigate further loss or damage.
6. If Facilities Management deems it necessary for local authorities get involved, an official will make the phone call.



APPENDIX D: INJURY OR DEATH

Should the death or serious injury of a University student, faculty member or staff person occur, the Department of Public Safety and the appropriate University department should consult the following guidelines in addition to specific department plans:

- Call 911 (9-911 from a campus phone) immediately if an incident occurs on or near campus, then call the Department of Public Safety at 310.338.2893 (222 from a campus phone).
- The Department of Public Safety notifies appropriate local officials and departments in order to make decisions about the University's response and appropriate follow-up activities with family, co-workers and the community at large.
- If the incident results in a work-related death, Environmental Health & Safety must notify OSHA within eight hours.
- A University representative may be asked to go to the hospital or another location if appropriate. In most cases, the attending physician or coroner has the authority to notify family members about the incident.
- Campus Ministry and Student Psychological Services work together on University community outreach, and serve as a support resource for co-workers and those directly involved.
- The president's office may wish to write a letter on behalf of the University. Communications & Government Relations—and depending upon the situation, University Counsel—should review all correspondence to family members prior to it being sent.
- Due to potential liability concerns, appropriate individuals will coordinate the investigation and review of the incident, including representatives with local authorities, University Counsel, Risk Management and insurers, and the specific department involved.
- Incidents involving international students may require participation from people who are familiar with the customs of the person involved.

APPENDIX E: HAZARDOUS MATERIALS EXPOSURE

An incident involving chemical, biological or other hazardous agents or materials must be treated as an emergency until determined otherwise. Therefore, faculty and staff must take the following steps:

1. Call 911 (9-911 from a campus phone) to report any incident, spill or explosion.
2. Immediately report any spill or release of hazardous chemical(s) to the Department of Public Safety at 310.338.2893 (222 from a campus phone).
3. Staff from the Department of Public Safety and Environmental Health & Safety will immediately respond and assess the incident.
4. If the incident involves loss of life, Environmental Health & Safety must notify OSHA within eight hours of the incident.



5. All regulatory personnel must contact the Environmental Health & Safety director.
6. When reporting the incident, provide the following information:
 - Your name, location and telephone number.
 - Time and type of incident.
 - Name and quantity of the material.
 - Possible hazards to people or the environment.
7. Staff or faculty should vacate the affected area and seal it off to prevent further contamination until the arrival of the Hazardous Materials Response Team and/or the Department of Public Safety.
8. Anyone contaminated by the spill must wash off the affected area for a minimum of 15 minutes and avoid contact with others.
9. No effort to contain or clean up spills or releases should be made unless you have been trained.
10. If it is a large release, contaminates more than one room, has toxic or flammable vapors, or may cause an immediate threat to human life, activate the fire alarm for evacuation or start selective evacuation.
11. Quickly and quietly walk to the nearest exit or follow the instructions given by emergency personnel. Do not panic.
12. Assist people with disabilities in exiting the building. Remember that elevators are reserved for their use. In case of fire, do not use the elevator.
13. Once outside, move to a safe area designated by emergency personnel.

DO NOT RETURN TO AN EVACUATED BUILDING UNLESS THE “ALL CLEAR” signal is given by the Department of Public Safety, the Hazardous Materials Response Team or the fire department.

APPENDIX F: VIOLENT CRIME

If a violent incident has occurred or the potential for a violent incident exists, follow this procedure:

1. Call the Los Angeles Police Department at 911 (9-911 from a campus phone).
2. Call the Department of Public Safety at 310.338.2893 (222 from a campus phone).
3. Try to remain calm.

A. REPORTING CRIMES IN PROGRESS:

If you are a victim or a witness to any in-progress criminal offense, report the incident as soon as possible to the Department of Public Safety. Provide the following information:

- Nature of the incident. **MAKE SURE** the dispatcher understands the incident is **IN PROGRESS!**
- Location of the incident.
- A description of the involved suspect(s).
- A description of any involved weapon(s).
- A description of the involved property.
- Stay on the line with the dispatcher until an officer arrives at the scene.
- Keep the dispatcher informed of any changes in the situation so that updated information can be relayed to responding units.
- Even if you are the victim and are unable to further communicate, keep the line open as the dispatcher may gain information by hearing what is on the scene.

B. REPORTING CRIMES NOT IN PROGRESS:

All crimes should be reported. Police can identify suspects with physical evidence at the scene or by comparing the methods of operation in the current crime with other crimes in the area and the habits of known criminals. In addition, police may recover stolen property and trace it to the thief. Be prepared to provide the following information to the investigating officer:

- When the incident occurred.
 - For property crimes, what was taken or damaged, including an accurate description with serial numbers and approximate value(s) of item(s).
 - The names and/or descriptions of suspects or witnesses.
4. The Department of Public Safety makes the required internal notifications.
 5. Student Health, Student Psychological Services and Campus Ministry are notified of the incident for counseling assistance.
 6. Human Resources provides guidance for assistance in coping with workplace violence.



APPENDIX G: BOMB THREAT

Bomb threats must be treated seriously. To ensure safety of the faculty, staff, students and the general public, bomb threats must be considered real until otherwise proven. In most cases, bomb threats are meant to disrupt normal activities. However, building evacuation decisions are made by proper authorities as listed below. The procedures described below should be implemented regardless of whether the bomb threat appears to be real or not.

- A. If a suspicious object or potential bomb is discovered, do not handle the object. Clear the area and call 911 (9-911 from a campus phone). In addition, call the Department of Public Safety at 310.338.2893 (222 from a campus phone). Be sure to include the location and the appearance of the object when reporting.
- B. If a bomb threat is received over the phone, ask the caller the following questions and record the answers:
 - When will the bomb explode?
 - Where is the bomb's location right now?
 - What kind of bomb is it?
 - What does it look like?
 - What will cause it to explode?
 - Why did you place the bomb?
 - What is your address?
 - What is your name?
- C. Keep the caller talking as long as possible and try to determine and record the following information:
 - Time of call.
 - Age and sex of caller.
 - Speech pattern, accent and possible nationality, etc.
 - Emotional state of caller.
 - Background noise.
 - If your phone is equipped, an extension number.
- D. Immediately call the Department of Public Safety at 310.338.2893 (222 from a campus phone).
- E. The Department of Public Safety will conduct a search of the building and contact local authorities who will become the incident leaders.
- F. The Department of Public Safety, in coordination with the Los Angeles Police Department, will determine whether to evacuate.
- G. The supervisor checks with employees to see if any suspicious people have been in the immediate area of the bomb that day.
- H. If an evacuation is called, quickly exit taking your personal belongings. (By doing so, search crews will have less articles to cope with.)
- I. Once outside, move away from the building in case of an explosion.
- J. Never re-enter a building until the "all clear" signal is given.
- K. Keep streets, fire lanes, hydrants and walkways clear for emergency crews.

APPENDIX H: CIVIL UNREST

- If the disturbance is life threatening, call 911 (9-911 from a campus phone) and the Department of Public Safety at 310.338.2893 (222 from a campus phone).
- If a civil disturbance, such as a demonstration, fight or disorderly conduct, threatens the University or a specific University area, contact the Department of Public Safety at 310.338.2893 (222 from a campus phone).
- Remain calm.
- Take direction and appropriate action from the local authorities if your personal safety is at stake or you feel threatened.

If participants in the civil disturbance enter your building:

- Be courteous and do not provoke further incident.
- Do not become a spectator. Leave or move to another area in the building in order to ensure your personal safety.
- If you remain in your office, lock your doors and close your blinds.
- Avoid all window areas.
- Do not argue or debate with participants.

