



# EMERGENCY RESPONSE GUIDE

## Indio Campus

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## Who to call in an Emergency

### Emergency Numbers

Public Safety Department Campus Extension.....	5398
Public Safety Department Outside Line.....	442-666-9438
Emergencies.....	911
Non-Emergencies .....	5398
Nurse Non-Emergency.....	760-776-7211

\*\*\*\*\*It is recommend you place Public Safety Department phone number **442-666-9439** on your Speed Dial of your cell phone – all you have to do is push one button and you can call Public Safety.

Note: If you call 911 from the classroom telephone, the Public Safety Department is automatically notified. If you dial from your cell phone the call will go directly to Police and Fire.

To report other problems on campus facilities, call Public Safety Department at extension **5398** or via cell-phone at **442-666-9439**

- Electrical Outage
- Gas
- Water problems
- Air Conditioning

## **Active Shooter**

### **Call 911 and Campus Security**

- If possible and safe to do so, call 911 and Public Safety Dept. (5398)
- Remain calm and answer officers questions
- Maintain Communication with the officer
- Be able to identify your location to the officer

### **Immediate Action if in Office or Classroom**

- Stay inside the classroom/office
- If possible, close and lock the outside door to the room
- Close the blinds, turn off the lights, remain quiet and move behind available cover, such as a desk or table
- Stay on the floor away from doors or windows
- Do not sound the fire alarm to evacuate buildings, unless there is a fire
- Wait for rescue

### **Immediate Action if Outside**

- Drop to the ground immediately
- If within 15-20 feet of a safe place or covered area, duck and run to it
- Move or crawl away from gunfire, trying to utilize any obstructions such as a tree, wall or fence between you and the gunfire
- When you reach a place of relative safety stay down and do not move
- If in a hallway, find the nearest open room in which to hide
- If caught in an open parking lot, hide behind the front wheel/engine area of a vehicle
- Wait for rescue by proper authority

### **If Suspect is in Close Proximity**

- It may be appropriate to lie motionless and pretend to be unconscious; use good judgment
- Most often it is best not to attempt to apprehend or interfere with the suspect except for self-protection and protection of others in grave danger; use good judgment
- An individual must use their own discretion, good judgment, training, physical ability and resources available to make the decision whether they must engage the shooter for survival

### **Police/Fire Department Responsibility**

- Law Enforcement or the Fire Department will take charge of the operation and maintain full control throughout the duration of the incident
- Their ultimate goal is to neutralize the threat and protect your survival

## **Power Failure/Other Electrical Emergencies**

- Stay calm
- Keep emergency exits clear
- If power is not restored in approximately 30 minutes, current classes are cancelled. Faculty members should use their best judgment.
- If decision is made to cancel classes a call will be made on the Campus Wide Emergency Broadcast System.
- FACULTY: Leave classroom if necessary
- Communication will come through room intercom or through Public Safety Officers.
- During a power failure, report power failures, downed wires or other emergencies; direct everyone to avoid all downed wires.
- CONTACTS:

\* Public Safety Department &  
Emergency Preparedness:  
**5398 from a Campus Phone  
or 442-666-9439**

\* Maintenance:  
**2551 from a Campus Phone  
or 760-773-2551**

## **Earthquake**

1. Stay calm: do not panic and run.
2. Remain where you are whether indoors or outdoors.
3. INDOORS:
  - a. DUCK under a desk or sturdy table. Stay away from windows, bookcases, and other heavy objects that could fall.
  - b. Stay under COVER until the shaking stops.
  - c. Hold onto the desk or table. If it moves, move with it.
  - d. Do not use the elevators. Fire alarms or sprinklers may come on.
4. Work with Public Safety Department & Emergency Preparedness in determining if evacuation is necessary. If further review is needed to initiate an evacuation announcement, contact a Dean, Vice President or the President. Use good judgment.
5. Remain calm and await instructions from the Command Post. Assist with evacuation, campus traffic, etc. Use good judgment.
6. Normally, do not evacuate until specifically directed to do so. Evacuation routes are displayed on the map posted within this document.
7. In the event of a major earthquake, an Emergency Treatment Center will be established on Northeast corner of the student parking lot (Towne St. and Civic Center Drive)

## Campus Guide/Map



## **Evacuation**

### **Procedures for Instructional/Office Staff on Attendance Tracking**

The primary causes for evacuation will be fire or earthquake. Each instructor/area coordinator must be prepared to react quickly and properly. Each instructor/area coordinator must have an accurate accounting of attendance/Census Reports. For faculty, this is the class roster. For staff, it is area staffing list.

### **PROCEDURES:**

1. Remain calm and determine the nature and location of the disaster without leaving the immediate area.
2. Emergency Assembly Areas: There is one area on campus to assemble after a major disaster. The area located on the Northeast portion of student parking lot of campus.
3. Faculty: Remain with students until further direction is given. This direction may come in a variety of ways depending upon the nature of the event which caused the evacuation. Direction will be given by oral or written word from the Incident Commander or Designee.
4. Office Areas: Remain with group until all are in attendance.



## Evacuation (page 2)

5. In all cases, be certain that: injured and disabled are evacuated and cared for; all students and staff are accounted for; and the alarm has been sounded if you or someone in your class was the first to discover the potential disaster.
6. Completed "Census Report" must be turned in as soon as possible to the Vice President, Student Services and Vice President, Administrative Services.



## **Fire, Smoke, Explosion**

### **WHAT TO DO:**

1. PULL ALARM – This AUTOMATICALLY SUMMONS Fire Department. If an alarm is pulled and sounding **THEN YOU MUST EVACUATE THE BUILDING.**
2. Call and report fire to Public Safety Dept. Emergency number..5398  
Public Safety Dept. outside phone.....442-666-9493
3. If the fire is easily extinguishable, attempt to extinguish it. Fire extinguishers are located near the exits. You have a choice on each incident to fight the fire or flee. Learn where the two closest fire extinguishers are near your work area.
4. Evacuate the building if necessary, closing the fire doors (do not lock).
5. Proceed to designated area on the campus – see attached maps.

### **Responsibility of Supervisors, Managers, and Faculty:**

The supervisor, manager, and instructor are to supervise the clearing of his/her area during an emergency evacuation, in an orderly manner using the designated evacuation paths to the designated safety areas. Attendance should be taken of each area evacuated. With faculty this will be the class roster. With area coordinators this will be the area staffing list.

Assembly areas are displayed on the map posted within this document. If the Emergency Alarm sounds, evacuate the building. In extreme situations, evacuation should take place to the evacuation areas designated on the building maps located in each classroom. If the fire alarm is terminated, work with the Public Safety Officers/Fire Department to determine if the building is all clear. The Evening Administrator's approval is required to authorize an all-clear and send faculty and students back into their respective classrooms. In the absence of an Evening Administrator the most senior Public Safety Officer will direct them back into their respective classrooms.

## **Handling Bomb Threats**

1. Always be prepared to write the instant the phone rings. Record the exact words of the threat in writing. Do not panic. Remain calm and professional at all times. Ask the following questions:
  - How many bombs are there?
  - Where exactly are the bombs?
  - When will the bombs be detonated?
  - What kind of devices are they?
  - Are the bombs booby trapped? How?
  - Why did the caller select us as a target?
  - Who or what groups are involved?
  
2. Do not ask for identification of the caller until all of this information has been obtained.
  
3. Listen carefully and note the caller's characteristics:
  - sex (male or female)
  - approximate age (child, teen, adult)
  - nationality
  - accent or regional voice inflections
  - education level
  - mental attitude (calm, laughing, deliberate, angry, excited)
  - rate of speech (slow, fast)
  - voice volume (loud, soft)
  - voice clarity (clear, muffled, disguised)
  - unusual pronunciation (lisp, impediment, stuttering)
  - use of words (appropriate? swearing? disjointed?)
  - background noises (other voices, radio/stereo, street outdoor sounds, cars, horns)
  - restaurant/bar sounds (murmuring voices, clinking)
  - cellular phone (road noise, alternator whine)
  - portable phone (typical hum)
  
4. Call 911 immediately and report bomb threat and provide any information requested by enforcement agency. Notify Public Safety Department.

## **Reporting an Emergency**

1. In an emergency call 911 or Public Safety Department on a campus telephone at extension 5398 or dial on a cell phone 442-666-9439
2. An emergency is any situation that requires immediate police, fire, or medical response to preserve life or property. Public Safety Dept. at 5398 can be called from every phone on the campus. If 911 is dialed from a campus phone, Public Safety Department and the local Police and/or Fire will respond. On COD campus, Public Safety Department is the first emergency response agency and the 911 liaison. To report a campus emergency on a cell phone, call 442-666-9439
3. Call Public Safety Department to report problems such as:
  - Assault or immediate danger of assault
  - Chemical spills
  - Crimes in Progress
  - Explosives
  - Fires
  - Severe injuries or illnesses
  - Someone choking
  - Unusual odors
  - Person out of control
  - Other emergencies
4. If you are calling on a campus phone, Public Safety Department will respond to your call directly and route it to the local police, fire, ambulance, and other services, as needed. Public Safety Department will meet the emergency responders and direct them to the proper location. You can also use any pay phone or any phone to report a campus emergency. When reporting an emergency, be prepared to give the following information:
  - Location of the emergency – directions, street address, building, and room.
  - Type and severity of the emergency, e.g.,
    - Fire – type and size of fire
    - Medical – type of illness or injury, cause, number of victims.
    - Police/crime – type of crime, description of suspects and their direction of travel.
    - Chemical/hazardous materials – quantity and type of substances involved, hazards and injuries.
  - When the incident occurred.
  - Your name, location and phone number.
4. Call from a safe location, if possible. Remain calm. Speak slowly and clearly, do not hang up the phone until the dispatcher tells you to.

## **Medical and Mental Health Emergencies**

Call Public Safety Department at 5398, or 911, in any emergency that requires immediate police, fire, or medical response to preserve a life. This includes:

- Serious injury or illness
- Serious mental health issues that might lead to suicide, assault, or homicide.
- Mental Health Emergency notify the Counseling Center at 760-773-2521 or the Campus Clinical Psychologist at 760-862-1304 and tell the staff that this is an urgent crisis matter.

### **Injuries**

After calling 5398:

- You may provide first aid: if you are trained; if it is safe to do so; and, the victim consents.
- Do not attempt to move an injured person unless it is absolutely necessary to prevent further injury.
- Calmly assure the injured person that help is on the way.
- Assist emergency personnel in locating the victim and investigating the incident.

For all injuries, the College Nurse or Public Safety Department will complete a College of the Desert Incident Report. This includes campus visitors, as well as students, faculty and staff.

## **Animal Incidents**

1. Any direct physical contact with an unknown animal, especially if it results in a bite or scratch, could have serious consequences. Such contact should be reported to Public Safety Department at 5398 immediately. Only trained animal technicians should handle animals.
2. Any animal that is wandering loose on campus should be reported immediately to Public Safety Department at 5398. If a wild animal, such as a bat or a raccoon is inside a building, try to safely isolate it in a room by closing doors behind it and keeping people away.

## **Venomous Animals**

In the case of a bite, or other injury caused by a venomous animal (e.g. a black widow or a brown recluse spider) or an allergic reaction to an insect or other animal, call 5398 or 911 immediately for emergency medical assistance.

- Be prepared to give your name, location, and, if possible, the species or type of animal involved.
- Try to remove the affected person and yourself from danger. Tell others to vacate the area if a dangerous animal may still be nearby.
- Help the victim immobilize the bite area, and make the victim as comfortable as possible until medical or other assistance arrives.

## **Crime Reporting**

1. Report a crime or criminal behavior in progress on campus to Public Safety Department: call 5398 on an on-campus phone or press the Public Safety Department Call button on the pay phone. To reach Public Safety Department on a cell phone, dial 442-666-9439.
2. Normally, do not approach or attempt to apprehend the person(s) involved. Take only actions necessary for self-defense. If you are safe, stay where you are until the police arrive. Otherwise try to move to a safe location. Provide as much information as you can, including:
  - Type of crime or criminal behavior
  - Location of crime or criminal behavior
  - Description of persons (height, weight, sex, descent, and clothing) and type weapons involved.
  - Direction the suspect was last seen traveling
  - Vehicle description (color, make, year, model and license number).
3. To report non-emergency police related activities, including crimes that are no longer in progress, missing property, minor auto accidents without injuries, disabled vehicles etc., call Public Safety Department at 5398 or 442-666-9439.

## **Violent Situations**

1. Your actions may help calm a potentially violent situation, or they may escalate the problem. Try to behave in a manner that helps calm a situation.
  - Stay calm. Don't be in a hurry.
  - Be empathetic. Show you are concerned.
  - Try to have the other person and yourself sit down. Sitting is a less aggressive position.
  - Try to be helpful. For example, schedule an appointment for a later time.
  - Give positive-outcome statements, such as "We can get this straightened out."
  - Give positive feedback for continued talking, such as, "I'm glad you're telling me how you feel."
  - Stay out of arms' reach.
  - Have limited eye contact.
  - Take notes.
  
2. Avoid Exacerbating Behavior
  - Do not patronize.
  - Do not yell or argue
  - Do not joke or be sarcastic.
  - Do not touch the person.
  
3. If Someone Becomes Agitated
  - Leave the scene immediately, if possible. Call Public Safety Department from a safe place.
  - Or, try to alert a co-worker that there is a problem; e.g. by calling and using an agreed-upon code word or signal to indicate trouble.
  
4. Practice Preventive Measures
  - Discuss and agree on circumstances and situations in the workplace that everyone should watch out for. Have procedures, signals, and code words in place to deal with threatening situations.
  - Avoid scheduling appointments for a time when no one else is in the area. Alert your colleagues in advance about a difficult meeting, and keep the door to the room open, or meet in a public area.
  - Try to avoid working alone after hours. If you have to work late, advise a colleague, friend or family member.



- When working after office hours, keep doors locked and do not open the door unless you are expecting someone.
- If you are concerned for your safety after hours and desire transportation to your vehicle, contact Public Safety Department at 5398.
- Report any strange or unusual activities in and around your workplace immediately to your supervisor and Public Safety Department at 5398.
- Do not leave money or valuable belongings out in the open. Purses should be locked in a desk, cabinet, or safe area. If possible leave your purse locked in the trunk of your vehicle.
- Lock your office and/or lab doors when these areas are not in use, even when you are leaving for “just a moment.”
- Always walk in well-lighted areas and know your surroundings. If you think you are being followed, do not go home; go where there are other people. Call the police as soon as possible.
- Always evaluate the situation and use good judgment