

EMERGENCY RESPONSE GUIDE

Westfield Mall – PaCE Campus –

Quick Reference

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Who to call in an Emergency

Emergency Numbers

Public Safety Department Campus Extension.....	2111
Public Safety Department Outside Line.....	760-341-2111
Emergencies.....	911
Non-Emergencies	2111
Nurse Non-Emergency.....	760-776-7211

*****It is recommend you place Public Safety Department phone number **760-341-2111** on your Speed Dial of your cell phone – all you have to do is push one button and you can call the Public Safety Department.

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 **2111** or via cell-phone at **760-341-2111**

- Electrical Outage
- Gas

ALICE Response Plan

Traditional response to an active shooter incident has been to shelter in place and wait for law enforcement official to arrive. While this type of response is not completely wrong, case studies of several active shooter/killer incidents have shown that using only this response has resulted in an increase in casualties. The district has adopted the “ALICE” response plan to assist you in your response should this type of incident occur. Persons may or may not receive advance warning of an active shooter/killer. A witness, personal observation or the sound of gunshots may be the only alert you receive, leaving little time to react. If you hear the sound of gunshots, you should begin to take necessary precautions.

In the event of an active shooter emergency, the “ALICE” response plan to assist you in determining the best options available to survive an attack. The “ALICE” response does not follow a set of prescribed actions, and you may not need to utilize all of the five steps when confronting an active shooter. Your survival is the most important outcome.

“ALICE” is an acronym for 5 steps you can utilize in order to increase your chances of surviving a surprise attack by an Active Shooter. Again, it is important to remember that the “ALICE” response does not follow a set of actions you “shall, must, will” do when confronted with an Active Shooter.

Alert

- Any number of things can alert you to a shooter situation:
 - Gunfire.
 - Witnesses.
 - Unusual commotion on campus.
 - Phone/Text alerts.

Lockdown

- A lockdown is a semi-secure starting point from which to make your survival decisions. If you decide not to evacuate, secure the room.
 - Lock the door.
 - Cover any windows in the door if possible.
 - Tie down the door if possible using belts, purse straps, shoe laces, etc.
 - Barricade the door with anything available (desks, chairs, file cabinets.).
 - Look for alternative escape routes (windows, additional doors).
 - Call 911.
 - Move out of the doorway and windows in case gunfire comes through it.
 - Silence or place cellphones on vibrate.
 - Once secured, do not open the door for anyone. Unfamiliar voices may be the shooter attempting to lure you out. Police will enter the room when the situation is over.
 - Gather weapons (coffee cups, chairs, books, pens, etc.) and mentally prepare to defend yourself or others.
 - Put yourself in position to surprise the active shooter should they enter the room.
 -

Inform

- Use any means necessary to pass on real time information.
 - Use plain language.
 - Derived from 911 calls, video surveillance, etc.
 - Who, what, when where and how information.
 - Helps people in or around the areas area to make common sense decisions.
 - Can be given by Flash Alerts, PA Announcements, public safety radio speakers.

Counter

- Use of simple, proactive techniques should you be confronted by an active shooter.
 - Anything can be a weapon.
 - Throw things at the shooter's head to disrupt his aim.
 - Create as much noise as possible.
 - Attack in a group (swarm).
 - Grab the shooter's limbs and head. Take the shooter to the ground and hold him there.
 - Fight dirty: Bite, kick, gouge eyes, etc.
 - Run around the room and create chaos.
 - If you have control of the shooter call 911 and tell the police where you are and listen to their commands when officers arrive on the scene.
 - Do not touch the weapon. Secure weapon inside trash can if possible.

Evacuate

- Remove yourself from the danger zone as quickly as possible
 - Decide if you can safely evacuate.
 - Run in a zigzag pattern as fast as you can.
 - Do not stop running until you are far away from the scene.
 - Bring something to throw at the shooter should you encounter him.
 - Consider if a fall from a window will kill you.
 - Break out windows (top corner) and attempt to quickly clear glass from the frame.
 - Consider using belts, clothing or other items as an improvised rope to shorten the distance you would fall.
 - Hang by your hands from the window ledge to shorten your drop.
 - Attempt to drop into shrubs, mulch or grass to lessen the chance of injury.
 - Do not attempt to drive from the area.

What to Expect from Responding Police Officers

- Police are trained to proceed immediately to the area in which shots were last heard. Their purpose is to stop the shooting quickly.
- Responding officers will normally be in teams. They may be dressed in regular patrol uniforms, or they may be wearing external bulletproof vests, kevlar helmets, and other tactical equipment. The officers will be armed with guns. Regardless of how they appear, remain calm, do as the officers tell you, and do not be afraid of them.
- Responding Police will have their weapons drawn and ready for use. They do not know exactly who the shooter/killer is and will probably point weapons at you. Just remain calm and follow any directions they may give you. You may be asked questions, patted down, and given orders to exit certain ways.
- Put down anything you may be carrying and keep your hands visible at all times.
- Do not point anything at Law Enforcement.
- The first officers will not stop to aid injured people. Other officers and emergency medical personnel will follow to remove injured persons. Be prepared to have to provide first aid. Think outside the box. Tampons and feminine napkins can be used to stop blood loss. Shoes laces and belts can be used to secure tourniquets. Weighted shoes can be tied around a person's head to immobilize it. Remember it may be several hours until can safely move an injured person. The actions you take immediately to treat victims may save their life.
- Keep in mind that after you have escaped to a safer location, the entire area is still a crime scene.
- Police will usually not let anyone leave until the situation is fully under control and all witnesses have been identified and questioned.
- Until you are released, remain where authorities designate.
- Law Enforcement can take hours to clear a building. Stay calm and be patient.

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:**

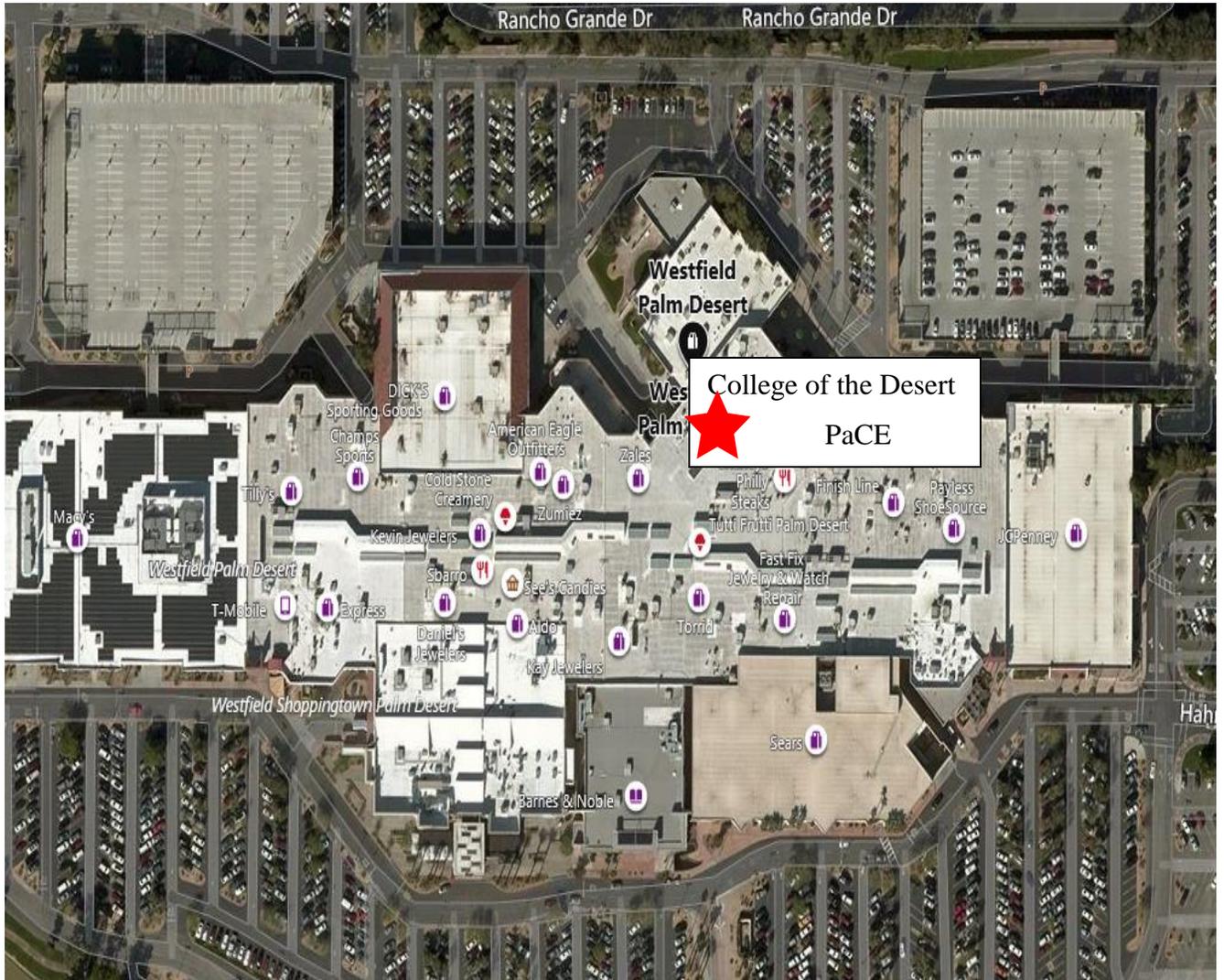
* Public Safety Department &
Emergency Preparedness:
**2111 from a Campus Phone
or 760-341-2111**

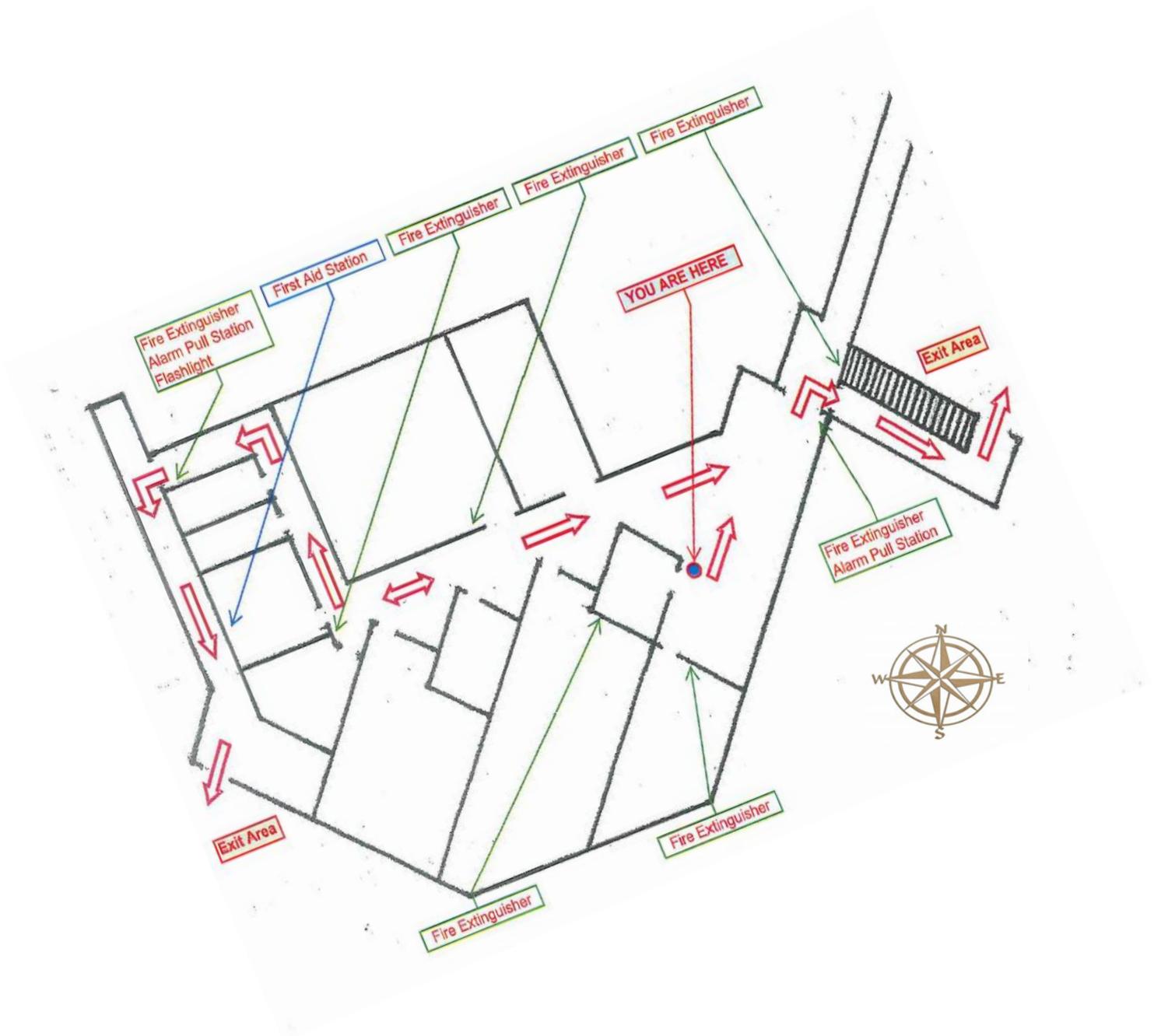
* Maintenance:
**2551 from a Campus Phone
Or 760-773-2551**

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 in the parking lot.

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 should have an accurate accounting of attendance/Census Reports.

PROCEDURES:

1. Remain calm and determine the nature and location of the disaster without leaving the immediate area.

Evacuation (page 2)

Emergency Assembly Areas:

- Northside Assembly Area: The evacuation point is the parking lot to the north of the cinema.
 - If the Westside Assembly Area: The evacuation point is through the double doors east of the mall into the parking lot.
2. **Staff:** Should 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 may be given by oral or written word from the Incident Commander or Designee.
 3. 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.
 4. 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 Mall Security at..... (760)250-2172
Public Safety Department.760-341-2111
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 Mall Security/Fire Department to determine if the building is all clear. 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 at 2111.

Reporting an Emergency

1. In an emergency call 911 or Mall Security at (760)250-2172.
2. An emergency is any situation that requires immediate police, fire, or medical response to preserve life or property. If 911 is dialed from a campus phone, Public Safety Department and the local Police and/or Fire will respond. On Westfield Mall PaCE campus, Mall Security is the first emergency response agency and the 911 liaison.
3. Call Mall Security 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. Mall Security 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 Mall Security (760)250-2172 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 911 or Mall Security (760)250-2172:

- You may provide first aid: if you are trained; if it is safe to do so; and, the victim consents.
- Do not 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 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 Mall Security at (760)250-2172 immediately. Only trained animal technicians should handle animals.
2. Any animal that is wandering loose on campus should be reported immediately to Mall Security (760)250-2172. 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 (760)250-2172 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.
- If possible keep the spider, insect, etc. for an I.D.

Crime Reporting

1. Report a crime or criminal behavior in progress on campus to Mall Security: (760)250-2172
2. 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 Mall Security at (760)250-2172.

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 Mall Security 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 Mall Security (760)250-2172. Report any strange or unusual activities in and around your workplace immediately to your supervisor and Mall Security (760)250-2172.
- 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