

UNIVERSITY HOUSING & RESIDENCE LIFE

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California State University – East Bay

**CAL STATE**  
**EAST BAY**

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**UNIVERSITY HOUSING**  
**AND RESIDENCE LIFE**

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Emergency Procedures  
Resident Version

CALIFORNIA STATE UNIVERSITY EAST BAY – UNIVERSITY HOUSING & RESIDENCE LIFE

Emergency Preparedness

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All information published in this manual is subject to updates periodically throughout the year.

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CHAPTER  
1  
INTRODUCTION  
&  
OVERVIEW

# CSUEB Emergency Operations Plan

## Introduction and Overview

The CSUEB Emergency Response Plan is based on an adaptation of the Standardized Emergency Management System (SEMS) for the University environment. SEMS is an emergency response paradigm that has become standard practice in California.

In accordance with the SEMS planning model, a centralized command post will coordinate the allocation of campus resources and equipment to critical areas after an emergency. The President, assisted by major campus executives, will manage the emergency response and recovery effort.

CSUEB's modification of the SEMS model involves the division of the campus space into sectors or "Emergency Response Regions," and the partition of interior building space into "Zones." A map of the Emergency Response Regions follows. (Please note this "Emergency Response Regions" map is an interpretation made by the University Housing & Residence Life (UHRL) Emergency Procedures Team, as there is no available map from the Emergency Operations Center (EOC) at this time.)

Trained emergency volunteers drawn from career staff and faculty serve emergency Response Regions and Zones. Members of this volunteer network "take charge" in emergency and emergency situations. They coordinate evacuations and provide impact information, status reports and instructions to the campus population. Emergency volunteers also promote emergency preparedness in campus departments. Specific roles and responsibilities for each emergency volunteer position are detailed in this manual.

The interaction of the local and central Emergency Response Plan components will be tested periodically to determine whether planning changes are necessary. In more limited campus emergencies, where incidents are contained within one building and the crisis can be handled by existing professional response personnel. The emergency volunteers report on the impact of emergency incidents to either the CSUEB University Police Department (UPD) at **510-885-3791** or the Office of Environmental Health & Safety (EH&S) **510-885-4024**.

UHRL has established a departmental Emergency Response Center (ERC) where they will coordinate their held activities under the Housing Branch Director (HBD). They will report to the EOC through the Operations Section Chief unless otherwise instructed by the ERC.

# University Housing & Residence Life Emergency Procedures

## Introduction and Overview

University Housing & Residence Life (UHRL) applies the philosophies, and principles of the campus Emergency Operations Plan (EOP) with direction from the Housing Branch Director (HBD) for handling major emergencies, which could disrupt normal campus operations. The EOP Operation Section Chief will provide direction to the HBD. An emergency is defined as an unexpected incident that can threaten life or property. An emergency, while unexpected and a threat to life and/or property will also severely restrict and overwhelm professional response resources, communications, transportation, and utilities. In essence, an emergency situation will require us to assess and respond while still counting on outside support, while an emergency can leave us cut off from outside support.

The Emergency Procedures for UHRL are based upon the establishment of local command posts within each facility. In emergency situations, the command posts typically consist of "command people" (the On Call Manager in Charge, the Professional On Call, and the On Duty Resident Assistant), who are called as a first response. In an emergency, the establishment of a local command post at the building level will be essential. The local command post will report to the central UHRL command post who will be responsible for notifying the Emergency Response Center(ERC). In a campus-wide emergency, the UHRL command post would then supply and receive critical emergency planning information to/from the CSUEB campus SEMS.

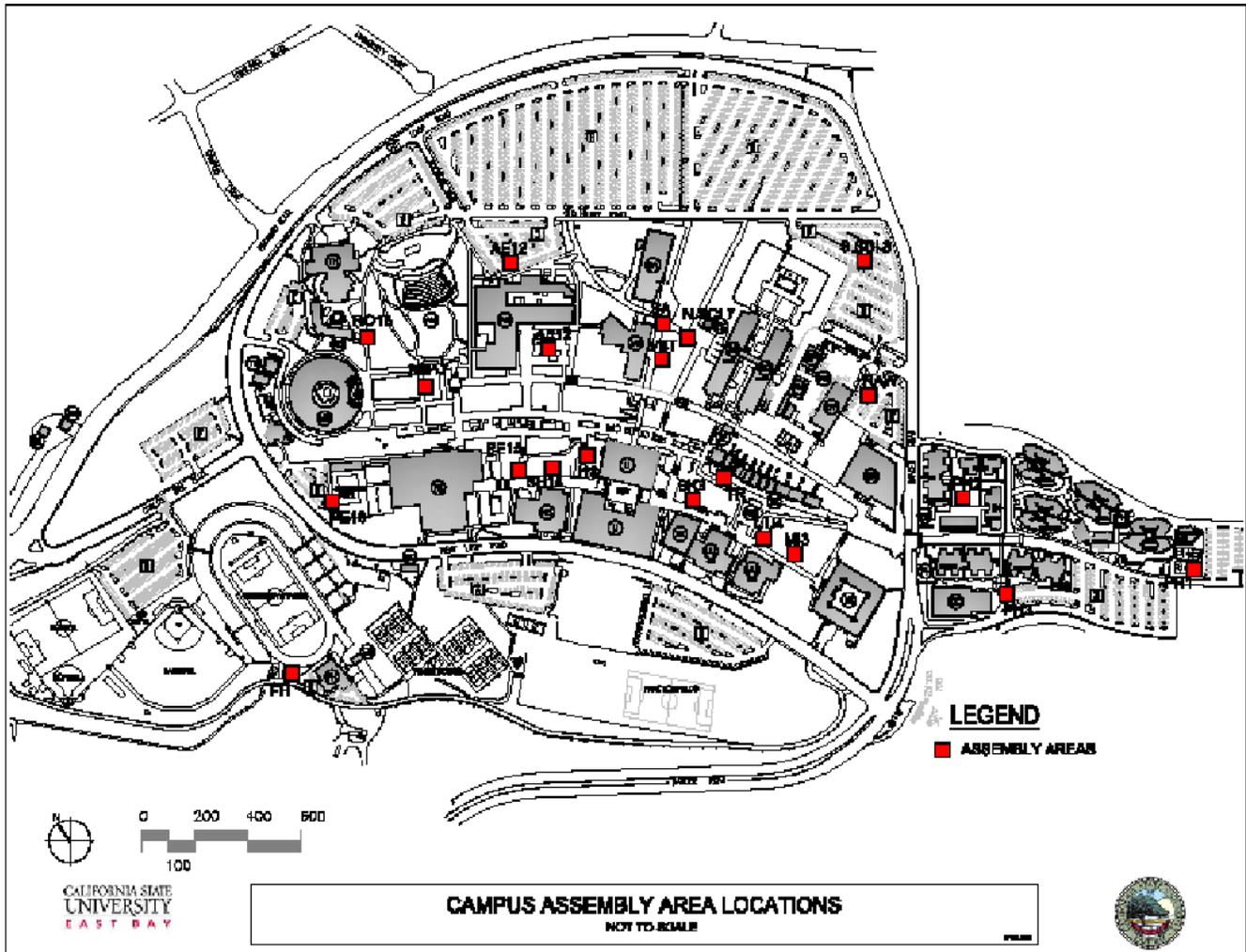
The UHRL Emergency Response Center (ERC) is located in the El Dorado Hall (EDH) Maintenance Room in the EDH Community Room in Pioneer Heights. The UHRL Emergency Procedures count upon the collective efforts, energy and expertise of staff members and resident students. It is designed to prepare you to help yourself, your community, and your campus in the event of an emergency or a catastrophic emergency. Because emergency services personnel will not be able to initially assess situations and help everyone immediately, each member of the UHRL community can make a difference by using this plan to save lives and to protect property.

The following is a list of the UHRL ERC locations:

- **Primary location:** EDH Maintenance Room in the EDH Community Room. If not accessible, use the secondary/tertiary location.
- **Secondary location:** EDH Community Room Programming Room located on the ground floor. If not accessible, use the tertiary/exterior location.
- **Tertiary location:** Lassen Community Room Programming Room. If not accessible, use the exterior location.
- **Exterior location:** Primary exterior location should be found based on damage/safety. Once a secure location is found, it should be communicated to all staff. The Exterior ERC location should not be where we have designated as evacuation areas for residents.

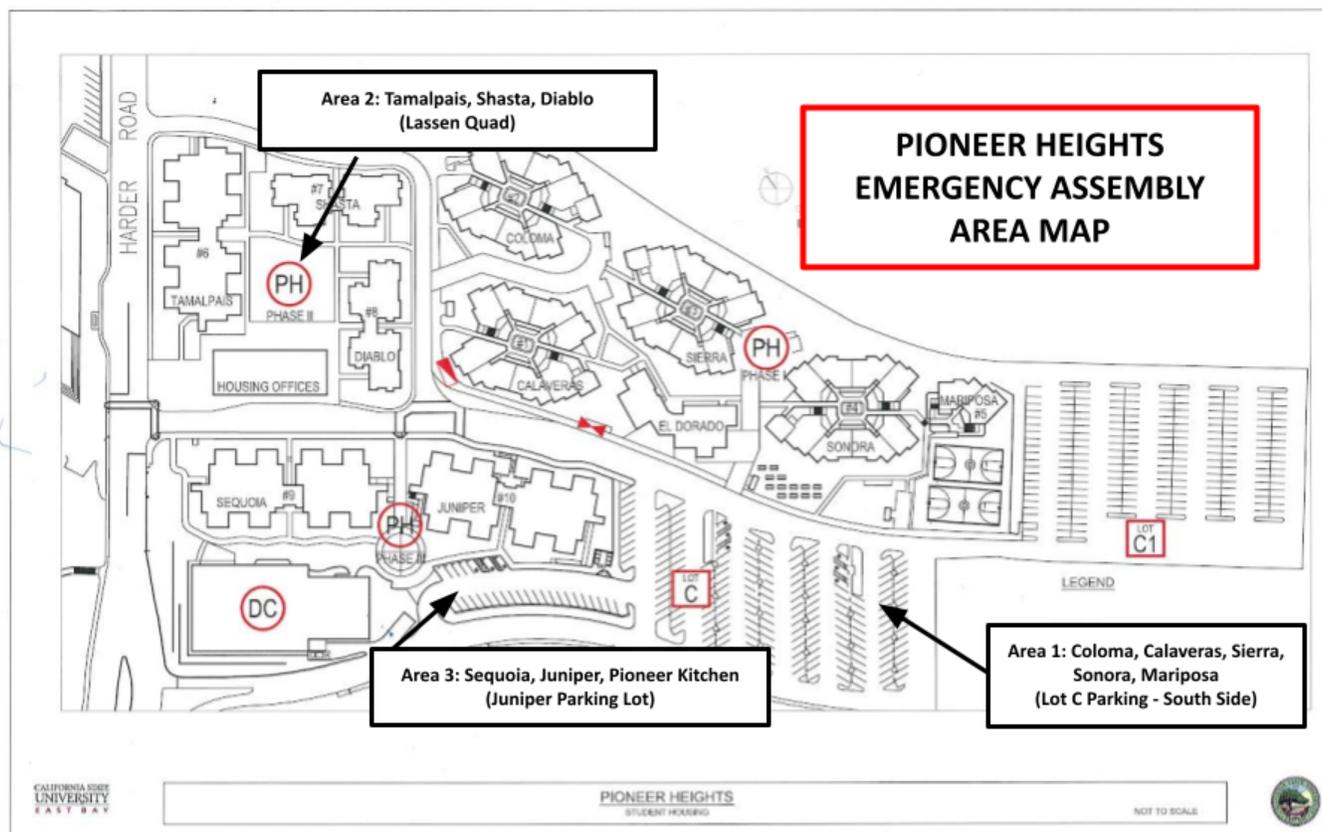
\*\*The UHRL ERC is activated during a major emergency when an incident occurs that will need significant coordination, damage of residence halls, response to a medical outbreak, verified threats to the community, loss of students in housing, and/or the University activates the EOC.

## CSUEB Emergency Response Regions



[CLICK HERE FOR WEBSITE LOCATION OF MAP.](#)

# CSUEB UHRL Emergency Assembly Areas – Pioneer Heights



CHAPTER  
2  
REPORTING AN EMERGENCY

# Local And National Emergency Phone Numbers

## DISASTER RELIEF

- AMERICAN RED CROSS  
33641 Mission Boulevard

Union City, CA 94587

**Phone:** 510-429-3300

**Web site:** <http://www.redcross.org/>

## RAPE/SEXUAL ASSAULT

- Bay Area Women Against Rape

470 27<sup>th</sup> Street

Oakland, CA 94612

Phone: 510-430-1298

24 Hour Hotline (English & Spanish): 510-800-4247

Web site: <http://www.bawar.org/about/>

- San Francisco Women Against Rape:  
415-647-7273

## DOMESTIC VIOLENCE 24-HOUR LINES:

- ACCESS Mental Health: 1-800-491-9099
- A Safe Place : 510-536-7233
- Building Futures with Women and Children:  
1-866-292-9688
- Emergency Shelter Program: 510-786-1246
- SAVE: 510-786-1246
- National Domestic Violence Hotline:  
1-800-799-7233

## LGBT RESOURCES

- Hayward Lighthouse Center (referrals):  
510-881-8167
- Pacific Center: 510-548-8283
- Project Eden: 510-247-8200
- San Francisco LGBT Center: 415-865-5555

CHAPTER  
3  
EMERGENCY TYPES & PROTOCOL

The following plans, protocols, and procedures have been developed to assist the students in responding to emergencies.

## **ACTIVE SHOOTER**

**SITUATION:** An ALERT CSUEB has been sent stating that an active shooter on campus in the residence hall area.

RESPONSE:

- Formulate an initial assessment of the situation.
- **Alert** staff and students to the potential danger.
- **Lockdown** your location, barricade the entrances, turn off lights, spread out in the room/do not gather together, and be quiet if it is not safe to evacuate. (lock/barricade everything).
- **Inform** UPD with any critical information gathered (510 885-3791 – University Police Department).
- **Evacuate** if possible:
  - Safely leave the building to a safe location away from the Active Shooter.
  - UPD will make the decision of when it is safe to return to the building.
- **Counter** and defend yourself:
  - Yell, throw things, use items in the room to incapacitate the shooter, if found by the Active Shooter.

## **BOMB/TERRORIST THREAT**

**SITUATION:** A bomb/terrorist threat has been received.

RESPONSE:

- If A Bomb/Terrorist threat is present, you will be asked to evacuate.
- **Evacuate:**
  - Safely leave the building to a safe location away from the campus.
  - UPD will make the decision of when it is safe to return to the building.
- **Caution:**
  - As you evacuate the area, do not touch any unfamiliar or suspicious objects.

## **CIVIL DISORDER**

**SITUATION: Level I** – A disorder is imminent or in its first phase (the demonstrators are making inflammatory speeches, picketing, marching, chanting, etc.)

RESPONSE:

- Make certain that the incident has been reported to:
  - University Police Department (510 885-3791).
- Residents should continue operations as normally as possible, and neither responds to nor interferes with the demonstrators.

**SITUATION: Level II** -The demonstration is interfering with the normal functioning of the building through disruptive occupation, interruption of normal operations, or abuse, as opposed to destruction of property (drawers emptied, furniture moved or overturned, etc.)

RESPONSE:

- Follow Level I procedures.
- Keep room locked along with your valuables hidden.
- UPD and the housing department will inform the demonstrators they are in violations of university regulations and instruct them to leave the occupied areas.

**SITUATION: Level III** -There is an extended disruption of building area or activities, and/or serious misdemeanors are being threatened or committed (minor destruction of property, assault or false imprisonment of personnel, etc.)

RESPONSE:

- Follow Level II procedures.
- Residents will be instructed to stay in their rooms until the situation has been resolved.

**SITUATION: Level IV** – Felonies are being threatened or committed (serious property damage, arson, burglary, felonious assault, etc.)

RESPONSE:

- Follow Level III procedures.
- UPD will take full control of situation
  - *Do not* attempt to resist or respond to the demonstrators; your only job is to protect yourself.
- If an evacuation is ordered, follow established evacuation procedures.

# **ELEVATOR EMERGENCY**

**SITUATION:** Elevator alarm or power failure.

**RESPONSE:**

- If you are in elevator car:
  - Stay calm.
  - Do not try to get out.
  - Make sure the emergency stop switch is not engaged.
  - Every campus elevator is equipped with an emergency phone. Use the phone to connect to UPD dispatch
- If you are outside the elevator car:
  - Make certain that the incident has been reported to UPD (510 885-3791) who will contact maintenance.
  - *Do not remove passengers* from the stopped elevator car. Any unexpected movement of the elevator car could cause harm to anyone in the hoist way.

# EARTHQUAKE

**SITUATION:** A major or minor earthquake shakes the building.

**\*\* WHEN AN EARTHQUAKE STARTS, TAKE COVER IMMEDIATELY.**

Avoid windows as glass may shatter.\*\*

**RESPONSE:**

- When the shaking starts:
  - Take cover immediately and urge others to do the same.
  - Keep away from large glass windows. Move toward the center or core of the building.
  - Find shelter under a sturdy desk or table if possible. Kneel down and cover your head with your arms.
  - *Do not* run outside. You could be struck by falling objects. If you are outdoors, move away from buildings.
  - Stay away from temporary walls or partitions and freestanding objects such as file cabinets, supply cabinets, and book shelves.
  - Stay where you are for one minute after shaking.
- Be prepared for aftershocks.
- *Do not* use matches, lighters, electric switches, or any source of ignition to be cautious of gas leaks. Use a flashlight.

After the shaking stops, try to stay calm. It is important to distinguish between a minor and severe earthquake.

**IF THE QUAKE WAS MINOR (THERE WAS LITTLE, IF ANY, DAMAGE), THOROUGHLY EXAMINE YOUR AREA.**

- Residents should stay inside the building and await instructions.
- Be prepared for possible aftershocks. Small quakes could be a prelude to a larger one.
- If you smell gas, evacuate the building and call UPD (510 885-3791)
- The floor RA will survey the area.

**IF THE QUAKE HAS BEEN SEVERE, (THERE WAS MAJOR DAMAGE TO THE BUILDING WALLS/WINDOWS/UTILITIES AND THE BUILDING OCCUPANTS ARE IN DANGER), YOU WILL EVACUATE THE BUILDING.**

- You will be instructed by an RA to evacuate the building
- **BE ALERT FOR FIRES, OBSTRUCTED AREAS or UTILITY BREAKDOWNS.**
- **DO NOT USE ELEVATORS.**

## **FIRE**

**SITUATION:** The fire alarm rings or there is smoke/fire in the building.

**RESPONSE:**

- Remain calm!
- If you can safely extinguish the fire, try to put it out or contain it.
- Use a fire extinguisher for small and contained fires. (ex: small wastebasket fire)
- If you cannot safely extinguish the fire, leave the area immediately
- Close any doors leading to the fire.
- If there is smoke or unusual heat but no visible fire, make note of the cause or location of the smoke or heat as you evacuate.
- If it is necessary to evacuate:
  - Close but *do not* lock all doors and windows in the area of the fire.
  - Check that stairwells are passable to at least the next floor below.
  - Be sure to check the door for heat by checking its surface with the back of your hand (do not touch the doorknob).
  - *Do not* open the door if it is hot.
  - If the door is not hot, open it very slowly using your body as pressure.
  - Exit down and out of the building if possible. If it is not possible to go down, try going to another wing to exit.
  - If the fire alarm is not activated, pull an alarm on your way out.
  - *Do not* use the elevators

**SITUATION:** Notification is received that there is smoke/fire approaching from a nearby external source. External sources may include, but not limited to the nearby hillside.

**RESPONSE:**

- Remain calm!
- If instructed to evacuate:
  - Exit down and out of the building to the nearest assembly point.
  - *Do not* use the elevators
  - *Do not* access personal vehicles or drive through emergency assembly areas.
- At assembly area:
  - Await further instructions to remain or shift to new assembly locations.
  - If smoke/fire is confirmed approaching, evacuees will be moved across Harder Road to RAW plaza to reconvene. Further assessment will determine if evacuees can be relocated to a safe interior space and/or moved farther north to Valley Business Technology plaza.
  - If an emergency situation prolongs, a designated safe location will be set-up for evacuees that may include temporary shelter and food.

## **FLOODS/MAJOR WATER INTRUSION**

**SITUATION:** There is a flood/major water intrusion.

RESPONSE:

- In the event of a flood or major water intrusion, contact UPD immediately (510 885-3791)
- Contain the water as much as possible using blankets, rags, etc.
- If water intrusion is imminent, personal items should be moved to higher ground immediately.
- Evacuate area of water intrusion

## **HAZARDOUS MATERIALS**

**SITUATION:** A hazardous spill occurs in your building or elsewhere which could affect the building. A hazardous spill consists of any spill or emission of a toxic or dangerous nature. Examples include chemicals used to clean clothing, sewer effluent, pesticides, gasoline, flammable chemicals, vomit, blood, or cleaning chemicals

RESPONSE:

- Do not touch anything. Do not dilute with water or ventilate.
- Remove yourself from the affected area
- Make certain that the incident has been reported to UPD (510 885-3791)
- If the situation appears likely to require evacuation of any floors you will be notified:
  - Check that stairwells are passable to at least the next floor below.
  - If it is not possible to go down, try going to another wing to exit or go up at least 2 floors above the hazardous material.
  - *Do not* use the elevators

## **MEDICAL EMERGENCY**

**SITUATION 1:** You are in need of medical attention. (Minor)

RESPONSE:

- Report to the Health Center who will assess the situation and relay instructions on what you should do

**SITUATION 2:** You are in need of immediate medical attention. (SEVERE)

RESPONSE:

- If possible call UPD(510 885-3791) who will contact medical emergencies
- If not possible, contact roommates, neighboring residents, RA or anyone possible to get you medical assistance.

**SITUATION 3:** Someone you know is in need of immediate medical attention. (SEVERE)

RESPONSE:

- Obtain the *exact* location of the victim and extent of injuries. Call UPD (510 885-3791) immediately
- Stay with the victim until ambulances arrive

## **POWER FAILURE**

**SITUATION:** A non-scheduled power outage.

**RESPONSE:**

- Maintenance has been called and they are working on resolving the situation.
- Emergency Lights are on every floor
- Keep an eye out for candles and other flammable sources of illumination
- Carry around a flashlight and wear bright colors for easy identification.
- Building/Area Coordinator will post signs on the elevator-requesting people not to use the elevator.
- The Building/Area Coordinator will pull out the portable generator at night, if necessary

CHAPTER  
4  
MANAGING THE CRISIS – THE EMERGENCY RESPONSE TEAM

## Establish Unit Level Emergency Response Teams – The Emergency Response Center

In the event of an all hall emergency, all information regarding the disaster will be directed to the Emergency Response Center (ERC).

The following is a list of the ERC locations:

- **Primary location:** El Dorado Hall (EDH) Maintenance Room in the EDH Community Room. If not accessible, use the secondary/tertiary location.
- **Secondary location:** EDH Community Room Programming Room located on the ground floor. If not accessible, use the tertiary/exterior location.
- **Tertiary location:** Lassen Community Room Programming Room. If not accessible, use the exterior location.
- **Exterior location:** Primary exterior location should be found based on damage/safety. Once a secure location is found, it should be communicated to all staff. The Exterior ERC location should not be where we have designated as evacuation areas for residents.

\*\*The UHRL ERC is activated during a major emergency when an incident occurs that will need significant coordination, damage of residence halls, response to a medical outbreak, verified threats to the community, loss of students in housing, and/or the University activates the EOC.

If none of the above locations are accessible, it is the responsibility of the EOC and the Housing Branch Director to determine the best space available for the Emergency Response Center. It can be created with an easy-up table and chairs to run an outside ERC. "Critical line" telephones are those that will remain operational in a disaster. Critical lines in the ERC are:

Housing Main Office – Lassen Hall

Main Telephone: 885-7444

Other Lines: 885-2413

## Housing Branch Director

During a major disaster, the Housing Branch Director (HBD) will first report into the Emergency Operations Center (EOC) to receive instructions. In most events, the HBD will report to the Operations Section Chief, unless otherwise instructed by the campus EOC.

In the event of an all hall emergency, the HBD, working with the EOC, will coordinate all operations such as rescue, first aid, and emergency response. It is the HBD's responsibility to inform the campus EOC of the effect of the disaster on the On-campus Housing Facilities and the condition of residents and staff.

In the event of an emergency, the list below constitutes the chain of command. If the first person on the list is not available, the next person will assume the duties of HBD, and so on. The HBD position can and will change hands as higher ranking and/or more experienced individuals arrive on site. Note: The Director of University Housing and Residence Life (UHRL) may need to be at the EOC and may not be able to be used in this role.

### TIER I

1. Director – University Housing and Residence Life
2. Associate Director for Residence Life
3. Associate Director for Operations

### TIER II

1. Assistant Director for Residence Life, Engagement
2. Building Service Coordinator
3. Office Coordinator

### TIER III

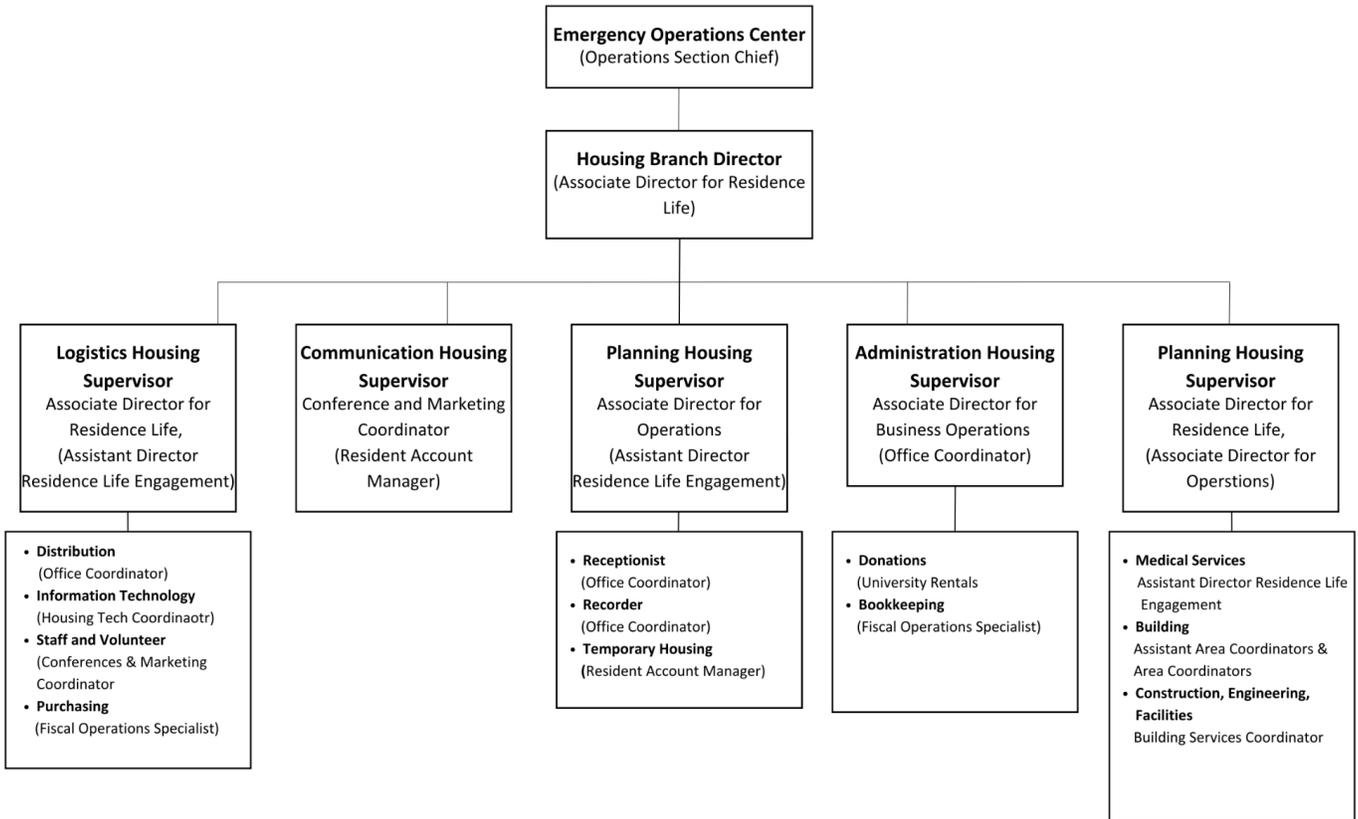
1. POC
2. Area Coordinators
3. Assistant Area Coordinators
4. Resident Accounts Manager
5. Fiscal & Operations Specialist
6. Housing Technology Coordinator
7. Conference and Marketing Coordinator
8. University Facility Rentals
9. Additional Positions

## ERC Chain Of Command

In the event of any housing emergency, the *HBD* will coordinate all operations of support from within the ERC. In the event of an emergency, the following individuals will assume the duties of the *HBD*. If the first person is not available, the next person will assume the duties of Coordinator, and so on.

1. Professional On Call (POC)
2. Area Coordinator/Assistant Area Coordinator of the Building
3. Duty Resident Advisor

### UHRL Emergency Response Organizational Chart



CHAPTER  
7  
EMERGENCY OPERATION CENTER

## Emergency Operations Center Information

The CSUEB EOC is a dedicated location equipped with work stations for Command, Operations, Logistics, Planning, and Administration/Finance Sections. The primary EOC is located in the Student Services Administration Building (SA), on the fourth floor in Room SA4350. During normal business operations, this facility is used as a conference room, and is maintained in a state of readiness for conversion and EOC activation. In cases of direct damage to the EOC, a fully operational alternative EOC will be activated. The designated alternative site is: (1) Valley Business Technology (VBT) 136. Signs directing personnel to the alternative EOC shall be placed in a conspicuous location, such as the entrance door, if it can be done safely. The conference room/EOC is outfitted with a cabinet that houses six digital phones, one analog line and two Centrex lines. Locked cabinets located in SA 4350 that house ten laptops, five handheld radios and flash drives for each EOC position (Logistics, Administration/Finance, Planning/Intelligence and Operations).

For more information, refer to the California State University East Bay Emergency Management website:

<http://www.csueastbay.edu/upd/emergency-managment.html>

CHAPTER  
10  
TRAINING

# **FIRE DRILLS**

Fire Drills will usually occur in October and February of the new academic year for each of the communities in UHRL. This timeline occurs at the beginning of the year when students are new to the campus/community and it is a good time to formalize and fully understand the emergency protocol for their area.

## ***Tasks at Drill:***

- Prior to the drill starting, UPD will be notified about the start the drill.
- Alarm will be pulled so that the drill can start.
- Residents will be asked to evacuate by their RA who will lead them down to a designated area
- There should be one person at the entry of the building informing students of where to go
- RA will be holding a sign regarding their section of housing
- RA will do a “roll call” of their residents to make sure they are present
- UHRL will be present and walking through the community to make sure residents are out.
- Residents who do not leave their room/apartment/suite will be written up as an incident report (IR)
- The **UHRL staff** will make an announcement that this was a drill and instructions on what to do should the alarm ever go off: exit building, come to emergency evacuation area, and check in with RA when name called.
- UPD will be notified that the drill has ended.

## ***Things to Know:***

- The Fire Department or any other Emergency teams do not need to respond since it is a scheduled drill.
- UPD** will be inside the building monitoring the RA's and evacuation protocol.