

Cal State East Bay

Building Emergency Safety Team (BEST) Reference Guide



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BEST Program Objectives

The Building Emergency Safety Team (BEST) Program is designed to have trained volunteers participate in campus building evacuation drills and emergency exercises, as well as facilitate emergency evacuations as needed during the year. BEST members act as a point of contact for the Emergency Operations Center (EOC) during campus-wide emergencies.

- Maintain active, trained, and engaged BEST volunteers.
- Maintain control of emergency situations while awaiting the arrival of first responders and aid them in the execution of their duties, as directed.
- Assist in evacuation of buildings in a safe, orderly manner while accounting for students, staff, and faculty.

Training

Initial training is provided by this Reference Guide, which will be reviewed in a group training annually.

Quarterly training will be provided throughout on the year on topics such as:

- Stop The Bleed!
- Various First Aid and CPR/AED Topics
- Violent Intruders (Active Shooters)
- How to Use a Fire Extinguisher
- How to Use an Evacuation chair
- Evacuation and Earthquake Procedures

BEST members are expected to participate in scheduled drills and are encouraged to attend as many additional trainings as feasible. CPR/AED certification classes which are occasionally offered are highly recommended for BEST members.

Be familiar with your building floor plan including pull stations, stairwells and exit doors, and the locations of evacuation chairs, fire extinguishers and AEDs.

Advise the Emergency Manager if your location or contact information changes.

BEST Communication Methods

As a BEST member, it is your responsibility to gather information as accurately and effectively as possible to respond and make decisions to the best of your ability and training during an emergency.

BEST Members need to notify Emergency Management when building fire alarms are activated or an emergency is occurring. Text or call Emergency Manager, Becky Pereira, at 510-579-8890 after contacting 911 and ensuring people's safety (i.e. building is evacuated). Details can be emailed to rebecca.pereira@csueastbay.edu but do not rely on email alone for notification.

AlertMe: Cal State East Bay's mass notification system that will inform the campus community through email, voice calls, text, and push notifications on the CSUEB SAFE app during an emergency situation. Messages can be targeted and delivered specifically to BEST members.

Fire Alarm: Activation of the fire alarm system indicates a building-wide evacuation is warranted. When the fire alarm is activated, immediately evacuate the building and proceed to the designated Assembly Area(s) unless specific instructions to assemble elsewhere have been provided.

Emergency Management Radio: Emergency management radios are issued to a minimum of one Hayward Campus BEST member per building. These are to remain turned on, placed in the charger, and set to Channel 1: Emergency. The radio can be given to another BEST member in the building, if the primary radio holder will be unavailable.

If there is no response to an emergency radio message, text or call the Emergency Manager, Becky Pereira, at 510-579-8890.

Emergency Operations Center (EOC)

In the event of an emergency, the Emergency Operations Center (EOC) may be activated to manage and coordinate resources and personnel to make decisions, and to coordinate the flow of information and strategy required to deal effectively with an emergency. In cases of direct damage to the physical EOC, a fully operational virtual EOC will be activated.

While BEST members do not report to the EOC, they can provide important information to the Emergency Manager.

- Emergency Management radio, Channel 2 "EOC", if applicable
- Text or Voice Call to Emergency Manager, Becky Pereira (510-579-8890)
- Email (rebecca.pereira@csueastbay.edu) with details. Do not rely on email as the primary contact method.

Evacuation Procedures

- **Your safety is the #1 priority!** Assist others only when it is safe and you are comfortable doing so.

- If the building needs to be evacuated and the fire alarms were not activated, pull the fire alarm. Then call 911 is who will contact University Police Department (UPD) (for Hayward Campus only) and city fire department.

While Indoors:

- When the alarm sounds, collect your BEST backpack and megaphone (or orange BEST vest, if you do not have a backpack) and personal items **only** if it doesn't delay your departure.
 - It is recommended to have your orange vest on your chair so it can be retrieved quickly and identify you as a BEST member.
- Perform a sweep of your area to ensure that all persons are alerted to evacuate the building.
- Guide people to the emergency stairwells or emergency exits. Advise them to not use the elevator.
- Shut doors as you leave to slow the spread of fire and smoke.
- If someone cannot evacuate, follow the procedures in the "Assisting Persons with Disabilities, Access and Functional Needs" section below.

While Outdoors

- When reporting you have finished sweeping and evacuating your area, state "<Building/floor (area)> has been swept". Do **NOT** use the word, "Clear".
- Direct people to your building's Assembly Area(s).
- If the route to the Assembly Area is blocked or it is unsafe, move to an open area far enough away from the building to avoid glass, other falling objects and smoke.
- Keep emergency access areas/lanes clear and be alert for responding emergency vehicles.
- Ask evacuees to remain at the Assembly Area. If they chose to leave, document who they are so we can account for them.
 - Full name
 - Employee department or if they are a student
- Collect names of those who have reported to your Assembly Area, if possible.
 - Ask Faculty for the title of their class if in-person instruction was in progress and if there any missing students.
- Advise UPD or emergency responders of any missing people, injuries, those who could not evacuate or other hazards you observed or that were reported to you.
- Prevent non-emergency responders from entering an evacuated building until it is deemed safe and the "All Clear" has been given. Silencing of the alarms doesn't mean the building is safe to reoccupy.
 - While fire department focuses on the building safety, we need time to reset fire alarms, blow out smoke from microwave popcorn burning, etc. before we can let people back in.
 - If a firefighter tells you it's "All Clear" check with UPD, Risk Management personnel (Emergency Manager, Risk Management AVP and EHS Director) and/or Facilities Management/Electricians. that the building is ready to be reoccupied.

- Place “Building Closed” signs (handwritten or pre-printed – See Forms section at end) on exterior doors and/or use Caution tape to block doors and pathways to alert people to not enter the building.

Assisting Persons with Disabilities, Access and Functional Needs

Basic Etiquette

- Treat adults as adults - They expect to be treated with the same dignity and respect that you do
- Look at and speak directly to the person, not through a companion, care-taker, or interpreter
- Use language that is respectful and straightforward

Offer Your Assistance

- Always **ask** the person how you can help before attempting any assistance. If the offer is not accepted, respect their request
- Every person and every disability is unique
- Don’t make assumptions about the person’s abilities
- Even though it is important to evacuate the location where the person is, respect their independence to the extent possible
- Ask if they have limitations that may affect their safety and provide support only as requested

Mobility Issues

- Assist any person with mobility issues out of the building, if requested
 - If you are unable to safely assist the person out of the building (unable to use evacuation chair), bring them to the nearest stairwell
 - Provide a safety “buffer” or “zone” around the person to ensure they don’t get knocked down or trampled over
 - Note their exact location (floor, which stairwell)
- If the stairwell is an “enclosed” emergency stairwell, place the person inside the stairwell and ensure door between the stairwell and office / classroom space is closed
- Have them call 911 with their exact locations
- Once you are outside Immediately inform UPD or emergency responders of the person’s location. Rescuing that person will become their first priority

Wheelchair Etiquette

- Individuals who use wheelchairs may require different degrees of assistance. Some may also use canes or other assistive devices and may not need their wheelchair all the time.
- While speaking, try to sit down or squat to give the individual a more comfortable viewing angle.
- A person’s wheelchair is part of their own personal space. Never move, lean on, rock,

or touch their wheelchair without permission. In addition to being rude, it can be dangerous.

- Some people may need assistance getting out of a chair, but CAN then proceed without assistance.
- When giving directions, make sure you consider things such as locations of ramps/curb-cuts and other physical obstacles that may hinder their travel

Hearing Loss

- Do not shout at a hearing-impaired person unless they request you to. Speak in a normal tone but make sure your lips are visible
- Hearing aids do not guarantee that the person can hear and understand speech. They increase volume, not necessarily clarity, especially in an environment with background noise (like alarms blaring)
- Show consideration by facing the light source and keeping things away from your face while speaking
- Remember that facial expressions and natural gestures enhance communication. If wearing a mask you may need to remove it so your speech can more easily be read
- Look directly at and speak directly to the person rather than looking at the interpreter or any others who may accompany the individual
- Check to see if you have been understood. If you are asked to repeat, be patient and comply
- Using pencil and paper or typing notes on a phone in an emergency is acceptable

Vision Loss

- When meeting someone with a visual disability, identify yourself and others with you ("Jane is on my left and Jack is on my right.")
- Let them decide if they want your assistance or would prefer to use their cane or service animal
- When walking, offer them your arm for guidance. They will likely keep a half-step behind to anticipate curbs and steps
- Provide information about approaching items; stepping off a curb, need to open a door, etc.
- Let the person know when you are leaving a room / moving away from them

Other Disabilities

- Approach and speak to the person in a calm manner
- A slow rate of speech helps some people with disabilities process information
- Use direct, concrete phrases with no more than one or two steps
- Speak in plain language - "try" instead of "give it a shot" or "look for" instead of "keep your eye out"
- Allow extra time for the person to respond to what you are saying, as much as possible
- The person may repeat what you have said, repeat the same phrase over and over, talk about topics unrelated to the situation, or have an unusual or monotone voice.

- This is their attempt to communicate and is not meant to irritate or be disrespectful
- Provide frequent updates on what's happening and what will happen next

Service Animals

- Remember that most disabilities are not visible
- Service Animals do not have to be licensed or certified and may not be wearing a vest
- They should never be separated from their human partner unless they pose a threat or undue hardship
- Don't pet or feed service animals or guide dogs as they are working

Building Evacuation Drill Procedures

- Be sure to wait for building alarm to sound **before** evacuating. Drill times are estimates and may be delayed due to unexpected issues.
- Wear your orange BEST vest and hard hat and use a megaphone, if available.
- Attempt to identify anyone who refuses to leave.
- Fill out "Evacuation Drill Evaluation Form" (See Forms section at end). Be sure to include time the "All Clear" is announced.
- Use this information to complete the "BEST survey" form that will be emailed after the drills are concluded.

Shelter-in-Place Procedures

Some emergencies may require you to take shelter indoors to escape from things like severe weather, heavy smoke, violent intruder or hazardous materials release. If a shelter-in-place is ordered, return to or remain indoors.

- Have news apps available on your phone so you can monitor the situation.
- Move to an interior room or building space away from as many windows as possible.
- Avoid the first-floor areas which have doors that open to the outside.
- Do not use elevators.
- Bring everyone into rooms.
- Shut all windows and doors.

If appropriate to the hazard, make the room as airtight as possible by sealing doors and ventilation ducts with whatever is handy. Avoid creating sparks that could ignite flammable vapor.

- Take attendance and call UPD to report who is in the room with you.
- Try to remain calm and review evacuation procedures with the group.
- Check all methods of communication for messages giving you further instructions.
- Stay where you are until otherwise notified to move. Wait for a police officer, emergency responders or campus management for further directions.

Important note regarding phones during any type of emergency: during a widespread emergency, the large number of people calling and texting at the same time can overload telephone and cell phone services and make calls difficult, impossible, or delayed.

Fires or Explosions

At the first sign of fire or smoke begin evacuating the building, activate the fire alarm as you leave and call 911.

Identify yourself and report the following:

1. Location including building name
2. Room/location of fire
3. Type of fire
4. Smoke or flame
5. Smoke odor

If you are advised of a smoky or burning smell contact Environmental, Health & Safety at (510-885-4138). If you feel safe doing so, get a fire extinguisher and investigate the cause. This is for your safety and you are not expected to fight the fire.

If you discover a small contained fire (garbage can or microwave) and are trained and feel comfortable, you can attempt to put out the fire. You are **never** required to fight a fire.

Fire Extinguisher Instructions (PASS):

1. **PULL** safety pin from handle.
2. **AIM** nozzle at base of fire.
3. **SQUEEZE** the trigger handle.
4. **SWEEP** from side to side.

NOTE: DO NOT LOCK DOORS BEHIND YOU unless personnel are so concerned for the security of their property that they are refusing to evacuate.

If you become trapped inside a building during a fire:

- Call 911 and provide your location and that you need help to get out.
- Close (do not lock) any doors between you and the fire if you can do so safely.
- Stay near a window and close to the floor.
- If possible, signal for help.

Earthquake Procedures

Major Earthquake:

- “Drop, Cover and Hold On” until the shaking stops.
- Do not evacuate until advised to do so, unless you believe there is imminent danger to

building occupants.

- Take note of hazards within the building but do not stop to document if you need to evacuate. If possible, complete the BEST Building Survey Form. (See Forms section at end.)
- If services are working notify the Emergency Manager, Becky Pereira, via text 510-579-8890 of your survey results. Follow up with an email to rebecca.pereira@csueastbay.edu.
- Do NOT re-enter a building until advised by professional emergency responders, UPD or campus management.

Minor Earthquake:

After the shaking stops, conduct a survey of your assigned area.

- Use the “BEST Building Survey Form”, if possible. (See Forms section at end.)
- Document building damage (large cracks in walls or columns, items falling from the ceiling, broken windows, etc.) and injuries.
- If there is building damage or injuries also text the Emergency Manager, Becky Pereira, at 510-579-8890.
- Email the results of your survey to Emergency Manager, Becky Pereira, at rebecca.pereira@csueastbay.edu, even if there is no damage or injuries. Include pictures of building damage, if possible.
- A more thorough assessment will then be conducted.

Medical Emergency Procedures

If a serious injury or illness occurs, remain calm and proceed as follows:

- Call 911 (UPD will be dispatched on the Hayward Campus).
- Give your name
- Describe the nature and severity of the medical problem
- Location of the patient
- Estimated age and gender of the patient
- Describe whether or not the patient is conscious and breathing
- Look for emergency medical ID
- Get volunteers to help direct UPD and/or emergency services to the patient’s location
- Have an AED brought to the patient’s location as a precaution
- Administer first aid to the extent possible based on your level of training, if you feel safe doing so. You are not required to provide first aid care.
- **DO NOT LEAVE PATIENT.**

In the case of minor injury or illness, an injured student may go to the Student Health Center. Employees can decide if they want to seek medical care or continue working.

All injuries must be reported to supervisors or instructors and accident/injury forms need to be completed. This is not a BEST responsibility but, BEST members should remind those present, if possible.

NOTE: All California State University East Bay Police Officers are trained in basic first aid, CPR and AED. UPD will not transport people to off-site medical care. They may escort students to the Student Health Center.

Hazardous Materials Procedures

If a hazardous material release poses an immediate hazard or medical assistance is required, call 911. Be as specific as possible about the type, amount and location of material released.

- Eliminate open flames and spark-creating operations, if trained to do so.
- Evacuate the area and restrict access to the affected area.
- Evacuations should be upwind and uphill from the release location. This may require selecting an alternate location from the “assigned” Assembly Area.
- Once safe, notify Environmental Health & Safety (EHS) at 510-885-4138.
 - If unable to reach EHS, contact UPD at 510-885-3791 and ask them to notify EHS.

For small liquid or solid releases **not** involving immediate danger to lives or property, the material “owners” may clean it up if:

- It’s safe to do so.
- They have been trained to clean up / handle the material.
- They have the necessary equipment and supplies.

EHS must be notified immediately after cleanup is complete or if assistance is needed.

BEST members are **NOT** to clean up hazardous materials unless they have been trained to do so as part of their regular job duties.

Violent Intruder Procedures

Your safety is the #1 priority! You are **NOT** expected to provide assistance if your life is in danger. If you hear alarming noises, don’t wait for confirmation to react. Do not call 911 until you are in a safe location.

- RUN – Away from the direction of gunshots and do not turn around to look. Keep running until you are far away from the area.
 - Help others escape, if possible. Do **NOT** delay your escape for those who will not come.
- HIDE – Find a place such as an office, storage room, classroom, etc.
 - Lock the door, shut off the lights and close blinds.

- Barricade the door(s), if you can do so quietly and stay away from windows and doors.
- Remain quiet. Silence your phone, including turning off vibrate.
- FIGHT – This is the last resort. Improvise weapons and attack in a group if hiding with others.

Utility Disruptions Procedures

Power Outage:

If a power outage occurs emergency lights should activate on each floor. Guide others to exit the building using a flashlight or mobile phone light. If emergency lighting is not working call Facilities Development & Operations (FDO) at 510-885-4444.

Elevator Failure

- Check if anyone is stuck in an elevator. Do your best to keep them calm.
- Advise them to not attempt to leave the elevator as it could result in result in serious injury or death is the elevator begins to move.
- Advise them to use the elevator phone to contact UPD or you can call (510) 885-3791.
- Continue speaking to and comforting them until UPD for FDO arrives.

BEST Equipment

Emergency equipment is issued by the Emergency Management department. It is the responsibility of each BEST to maintain their equipment and make sure it is in working order and not expired. BEST equipment should be kept in a visible location and readily available for use in a campus emergency. It is recommended you place your orange vest on your chair. This will allow you to collect it quickly and identifies you as a BEST member to others.

Red Backpack

- Band-Aids
- Batteries AA (for flashlight)
- Batteries D (for megaphone)
- Caution Tape
- Disposable Face Masks
- Duct Tape
- Emergency Blankets
- Emergency Food Bars
- Emergency Water (may be cans, boxes or pouches)
- Flashlight
- Hard Hat
- Nitrile Gloves
- Notepad
- Pens

- Safety Glasses
- Sharpie
- Vest (Orange)
- Whistle with Lanyard
- Work Gloves - Leather

Megaphone

NOTE: All BEST members are given orange vests, even if they do not have a backpack.

Additional Resources

More information about Emergency Procedures can be found on the [Emergency Management website](#).

The [Building Emergency Safety Team \(BEST\) website](#) has additional resources for BEST members.

If you have questions, contact Becky Pereira, Emergency Manager (rebecca.pereira@csueastbay.edu or 510-885-3793).

Record of Changes

Revision #	Effective Date	Description of Change	Made By
1	Sept 2025	Initial Release	Rebecca Pereira

BEST Forms