



Emergency Response Guide

Dial 9-9-1-1 (on-campus phone)

CSM Public Safety (650) 574-6415

College of San Mateo

Emergency Phone Numbers

- **Emergency:** 9-9-1-1. When using any campus phone, **you do need to dial 9 first** to get an outside line for an emergency call.
- **Police:** 9-9-1-1
- **Fire Department:** 9-9-1-1
- **Medical Emergency:** 9-9-1-1

If in doubt, phone 9-9-1-1

District Office & College of San Mateo Emergency Contact Numbers

- **Public Safety Department**
 - College of San Mateo (650) 574-6415
 - District Office (650) 358-6840
 - **Health Services/Nurse**
 - College of San Mateo Health Center (650) 574-6396
 - **Facilities Planning, Maintenance & Operations**
 - College of San Mateo (650) 574-6113
 - District Office (650) 574-6512
 - **Multimedia and Computer Technical Support**
 - ITS Help Center (650) 574-6543
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Threat or Event of Criminal Behavior

It is critically important that members of our community report threats or crimes in progress in a timely manner to help keep the campus safe.

DO NOT take unnecessary chances.

If you are the victim of, or you witness an on-campus violation of the law such as assault, robbery, theft, overt sexual behavior, or believe an individual poses an imminent threat to a member or members of the college community please contact the Public Safety Department immediately (CSM (650) 574-6415, District Office (650) 358-6840). **If in doubt, call 9-9-1-1**

- 1) Your Name and Location
- 2) Nature of the Incident
- 3) Description of the person(s) involved
- 4) Description of property involved
- 5) Do not hang up until the dispatcher tells you to do so

If a hostile intruder is discovered in your immediate area, and you deem it unsafe to evacuate, retreat to a secure location such as an office or room that can be locked. Turn off lights, remain quiet, keep low to the ground and hide behind a desk or other furniture

Do not attempt to apprehend or interfere with the suspect except for self-protection.

If safe to do so, stop and take time to get a good description of the criminal. Note height, weight, gender, race, approximate age, clothing, method and direction of travel, and his/her name, if known. If the suspect is entering a vehicle, note the license plate number, make and model, color, and outstanding characteristics. All of this takes only a few seconds and is of the utmost help to the investigating officers.

Bomb Threat

If you see a suspicious object or potential bomb on campus, do not handle the object. Clear the area and immediately call the Public Safety Department (CSM (650) 574-6415, District Office (650) 358-6840) or the Police at **9-9-1-1**.

If you receive suspicious mail, do not further handle the letter, envelope or package. Report to your supervisor/dean and call the Public Safety Department (CSM (650) 574-6415, District Office (650) 358-6840) or the Police at **9-9-1-1**.

If you receive a phone call that a bomb or other explosive device has been placed on campus you should attempt to keep the caller talking as long as possible and ask:

- When is the bomb or device going to explode?
- Where is the bomb right now?
- What kind of bomb is it?
- What does it look like?
- Why did you place the bomb?
- Where are you calling from?
- What is your name?

Immediately notify the Public Safety Department (CSM (650) 574-6415, District Office (650) 358-6840) and the Police at **9-9-1-1**. Supply them with the information outlined above. Save your notes so that you may turn it over to Police officers later.

1. Law enforcement officers and the Public Safety Department will conduct a detailed bomb search. Employees are requested to make a cursory inspection of their area for suspicious objects. If a suspicious object is found, it should immediately be reported to the Public Safety Department (CSM (650) 574-6415, District Office (650) 358-6840) or the Police at **9-9-1-1**.
2. If directed to do so by a school administrative official, a police officer or a Public Safety official, evacuate the building quickly by walking to the nearest exit, alerting people as you go. Assist the disabled in exiting the building.
3. To the best of your ability, and without re-entering the building, assist Police officers or college staff in their attempts to determine that everyone has evacuated safely.
4. Once outside, move to a clear area at least 300 feet away from the affected building(s). Keep walkways clear for emergency vehicles.
5. DO NOT return to a building until told to do so.
6. If a campus wide evacuation notice is given, evacuate the campus as per instructions in the Evacuation Procedures guidelines.

Bomb Threat

Civil Disturbance or Demonstration

Most campus demonstrations will be peaceful, and everyone should attempt to carry on business as normally as possible. Avoid provoking or obstructing the demonstrators.

A threatening disturbance should be reported immediately to the Public Safety Department (CSM (650) 574-6415, District Office (650) 358-6840) or Police at **9-9-1-1**. The following actions should also be taken:

- Alert all employees in the area to the situation
- Lock all doors; secure all files, documents, and equipment
- If necessary, cease operations and evacuate the building, alerting people as you go. Assist the disabled in exiting the building.

Public Safety/Police officers/college staff will assess the situation. Participants who refuse to disperse may be arrested for a violation of the State Penal Code.

Disruptive Student

If you are inside a building

1. Keep calm and attempt to calm disruptive student down (if you feel safe to do so).
2. If student will not calm down or leave the class / office, and it is safe to do so, call a class break and step out to notify the College Public Safety Department (CSM (650) 574-6415, District Office (650) 358-6840) or by calling **9-9-1-1** or by sending a runner. Provide the dispatcher with all available information regarding the situation.
3. If an assessment of the situation indicates it is safer to leave classroom or office, evacuate if possible. If disruptive student follows you, proceed directly to Public Safety department.
4. If an instructor observes imminent danger near your room, immediately secure the room and notify a Public Safety Officer of the danger via telephone, radio system or runner.

Earthquake Information

1. If indoors, stay there. **Duck, cover, and hold.** Get under a desk or table and hold on, or stand in a corner or doorway that does not have doors on it (do not go in a doorway with doors; they can swing back and forth violently). Protect your head, neck, and face. If in a high-rise building, stay away from windows and outside walls. Do not attempt to use elevators.
2. After the initial shock, evaluate the situation. If emergency help is necessary, call the Police at **9-9-1-1**. Protect yourself at all times and be prepared for aftershocks.
3. After the shaking subsides, go outdoors; and stay clear of buildings, walls, power lines, and trees.
4. Follow the procedures in this manual for Fire, Hazardous Materials, and Serious Injuries as necessary.
5. Identify and assist the injured.
6. Keep phone lines clear except when necessary to report serious hazards or injuries.
7. Do not return to an evacuated building unless directed to do so by a Public Safety Official, Fire or Police personnel.
8. If outdoors, move quickly away from buildings, utility poles, and other structures.

Evacuation Procedures

1. Be aware of all the marked exits from your area and building.
2. When the building evacuation alarm is sounded or when you are ordered to leave by the Public Safety/college staff, walk quickly to the nearest marked exit and ask others to do the same. Exit the building following any given instructions or to the safest open area or nearest parking lot.
3. Make sure all staff and students have evacuated the classroom/offices.
4. Assist the disabled in exiting the building and escort them to the parking lot if safe to do so, or unless otherwise directed (see Assisting Students with Disabilities guidelines).
5. To the best of your ability, and without re-entering the building, assist the Police/college staff in their attempt to determine that everyone has evacuated.
6. Once outside, proceed to the safest open area or nearest parking lot. Keep walkways clear for emergency vehicles.
7. **Do not return to a building until told to do so.**

Explosion

1. Immediately take cover under tables, desks or other objects that give protection from broken glass or debris.
2. After the effects of the explosion have subsided, notify the Police at **9-9-1-1**. Give your name and describe the location and nature of the emergency.
3. Evacuate the immediate area of the explosion by quickly walking to the nearest exit, alerting people as you go. Notify your supervisor/dean. Be aware of structural damage. Stay away from glass doors and windows. Do not touch or move any suspicious object.
4. Assist others, especially the injured and disabled (see Assisting Students with Disabilities guidelines) to evacuate the building.
5. Once outside, move to a clear area at least 300 feet away from the affected building. Keep the walkways clear for emergency vehicles.
6. To the best of your ability, and without re-entering the building, assist the Police/college staff in their attempt to determine that everyone has evacuated safely.
7. Do not return to a building until told to do so.
8. If a campus wide evacuation notice is given, evacuate the campus as per instructions in the Evacuation Procedures guidelines.

Fire

NOTE: It is suggested that individuals who use wheelchairs or have mobility impairment prepare for an emergency ahead of time by instructing coworkers or fellow students on how to assist in an emergency.

If you see smoke or fire:

1. Call the Fire Department immediately by activating the nearest fire alarm pull station, contacting the Public Safety Department (CSM (650) 574-6415, District Office (650) 358-6840) or by calling **9-9-1-1**.
2. Give your name and the location of the fire. Do not hang up until the dispatcher tells you to do so.
3. If you are outdoors, seek shelter in a safe nearby building.
4. If you are indoors, and it is safe to do so, close all windows and doors; open all curtains and blinds. Relocate all combustibles away from windows.
5. **ALWAYS EVACUATE A BUILDING IF THE ALARM IS SOUNDING.**
6. If time permits, turn off computers, unplug electrical equipment, take your purse or wallet, and close windows and doors before leaving.
7. If you have a mobility impairment, request assistance from those nearest you. If no one is there to render assistance, proceed to the nearest stairway landing, and shout for help.
8. When fire alarms sound, do not use the elevators. An elevator may become a trap. Assist (help carry, if necessary) all disabled persons in using the stairs.
9. If there is a closed door in your exit path, touch the door lightly with the back of your hand to ensure it is not warm. If it is not warm, open slowly. Be prepared to close the door quickly if smoke or flames are present.
10. If there is smoke in your only exit path, crawl on hands and knees, keeping your head as close to the ground as possible to avoid inhaling toxic fumes.
11. Relocate to your designated assembly area, which should be a distance of at least 500 feet from the building, and stay out of the way of emergency personnel.

Flooding & Water Damage

Serious water damage can occur from a number of sources: broken pipes, clogged drains, broken skylights or windows, construction oversights, or inclement weather. **If a water leak occurs:**

1. Call you campus facilities department and advise them of the problem.
2. Advise the dispatcher, or the coordinator, of the location and severity of the leak. Indicate whether any valuables, art collections, or books are involved, or are in imminent danger. (The Public Safety Department will notify the appropriate authorities and dispatch officers to assist.)
3. If there are electrical appliances or electrical outlets near the leak, use extreme caution. **If there is any possible danger, evacuate the area.**
4. If you know the source of the water and are confident of your ability to stop it (i.e., unclog the drain, turn off water, etc.), do so cautiously.
5. Be prepared to assist, as directed, in protecting Campus and personal property that is in jeopardy. Take only those steps that are needed to avoid or reduce immediate water damage: cover large objects with plastic sheeting; carefully move small or light objects out of the emergency area.

Hazardous Materials

If a hazardous material spill occurs:

1. Call the Public Safety Department (CSM (650) 574-6415, District Office (650) 358-6840) or the local Fire Department, **9-9-1-1**
2. If toxic chemicals come in contact with your skin, immediately flush the affected area with clear water for at least 15 minutes. Use chemical showers if available.
3. If you can give responders information as to the chemicals involved or stored in the affected area, it will help them respond more quickly.
4. Notify facilities of the extent and location of the spill. If there is any possible danger, evacuate your area immediately.

If a chemical fire occurs:

1. Remain calm.
2. If time and safety permits, close windows in the room where the fire is located. Close the door behind you as you leave, and immediately sound the building fire alarm.
3. **Call the fire department as soon as possible.**
4. If you can give responders information as to the chemicals involved or stored in the affected areas, it will help them respond more quickly.
5. If the fire is large, very smoky, or rapidly spreading, evacuate the building immediately. Inform others in the building who may not have responded to the alarm to evacuate immediately. The alarm may not sound continuously. If the alarm stops, continue to evacuate. Warn others who may attempt to enter the building after the alarm stops. **ALWAYS EVACUATE A BUILDING IF THE ALARM IS SOUNDING.**
6. When fire alarms sound, do not use the elevators. An elevator may become a trap. Give assistance to (help carry, if necessary) all disabled persons in using the stairs.
7. Relocate to your designated assembly area, which should be a distance of at least 500 feet from the building, and stay out of the way of emergency personnel. Do not return to the building until instructed to do so by Public Safety or public agency personnel.
8. Notify either Public Safety personnel or firefighters on the scene if you suspect that someone may be trapped inside the building.

Unless you have been trained specifically in fighting hazardous material fires, do not attempt to extinguish the fire.

Medical Emergencies

If a serious injury or illness occurs on campus, **call 9-9-1-1**. Give your name, location, telephone number and describe the nature of the medical problem.

Quickly perform these steps:

1. Call **9-9-1-1** or have someone close by do this for you.
2. Call the Public Safety Department (CSM (650) 574-6415, District Office (650) 358-6840) and/or the CSM Health Center/Nurse (650) 574-6396
3. Ask the victim "Are you okay?" and "What's wrong?"
4. Check breathing and pulse
 - a. If you are trained, administer artificial respiration or CPR if necessary
5. Control serious bleeding by applying direct pressure on the wound
6. Keep the victim still and comfortable. Have the victim lie down if necessary.

Continue to assist the victim until help arrives:

7. Try to determine the extent of the injury or probable cause of illness
8. Protect the victim from disturbances, reassure the victim and Do Not move him or her unless absolutely necessary.
9. Look for emergency ID, gather information from witnesses and give all information to the emergency personnel arriving on the scene.

Power Outages

If a power outage occurs:

1. Remain calm.
2. Call the Public Safety Department (CSM (650) 574-6415, District Office (650) 358-6840).
3. Give your name, location, and telephone number. Advise the dispatcher or coordinator of the situation and of any additional locations that are without power. The dispatcher or coordinator will immediately notify the appropriate department or agency of the outage.
4. Provide assistance to other individuals in your immediate area.
5. Secure files, turn off computers, unplug electronic equipment, and lock windows and doors as you leave.
6. If you are in an unlit area, proceed cautiously to an area that has emergency lights.
7. If you are trapped in an elevator, remain calm. Use the emergency telephone, or emergency call button. Public Safety officers, or the fire department, will be dispatched to your location for assistance.
8. Stand by for instruction from your coordinator or from Public Safety personnel.

Psychological Crisis

Psychological Emergency: A person's temporary inability to cope with a life problem, usually accompanied by a high degree of emotional upset and /or behavior that is outside normal parameters. Examples include suicidal ideation, disconnect from reality, extreme agitation, paranoia, and hallucinations.

1. Respond to the person with calmness and acknowledge their distress.
2. Do not leave the person unattended.
3. Contact the Public Safety Department (CSM (650) 574-6415, District Office (650) 358-6840).
4. If no response from Public Safety, contact **9-9-1-1**.
5. Give your name, location and contact phone number.
6. Describe the nature of the situation and provide name(s) of person(s) involved, if known, and any other pertinent information.
7. The Public Safety Department will contact Psychological Services as appropriate.

Shooter/ Lockdown

1. Call **9-9-1-1**
2. If you see or hear gunfire, notify the Public Safety Department (CSM (650) 574-6415, District Office (650) 358-6840) immediately. Provide the dispatcher with all available information regarding the threat.
3. Assess the situation. If it is safer to remain in the classroom/office, then stay put and lock or barricade the doors. Do not open doors unless instructed to do so by a staff or authorized personnel who are recognized by sight or voice. Emergency responders may enter the room using a master key or by providing positive identification.
4. If an instructor observes imminent danger near your room, immediately secure the room and notify the Public Safety Department of the danger via telephone, radio system or runner.
5. The campus may be placed on a heightened security status as a response to an apparent crisis situation. Remain quiet until more can be learned about the situation.
6. Calmly and quietly review emergency evacuation procedures and prepare for possible evacuation.
7. Until the situation has been assessed, remain in classroom or office area unless authorization is received from appropriate authority.

Where to Pick Up Students

- **Disabled Students**

In an evacuation, escort them to the safest open area or nearest parking lot.

- **Students**

People picking up students other than disabled students should use the nearest parking lot.

Assisting Students with Disabilities

To Assist Visually Impaired Persons

1. Explain the nature of the emergency. Alarms or confusion may disorient a person, even when normally familiar with the area.
2. Guide the student (or provide someone to do so). Students will take the guide's arm below the elbow and will follow.
3. Tell the student where you are as you walk.
4. Advise of any obstacles in the path.
5. When you have reached safety: Orient the person to where he or she is and ask if any further assistance is needed before leaving.

To Assist Hearing Impaired Persons

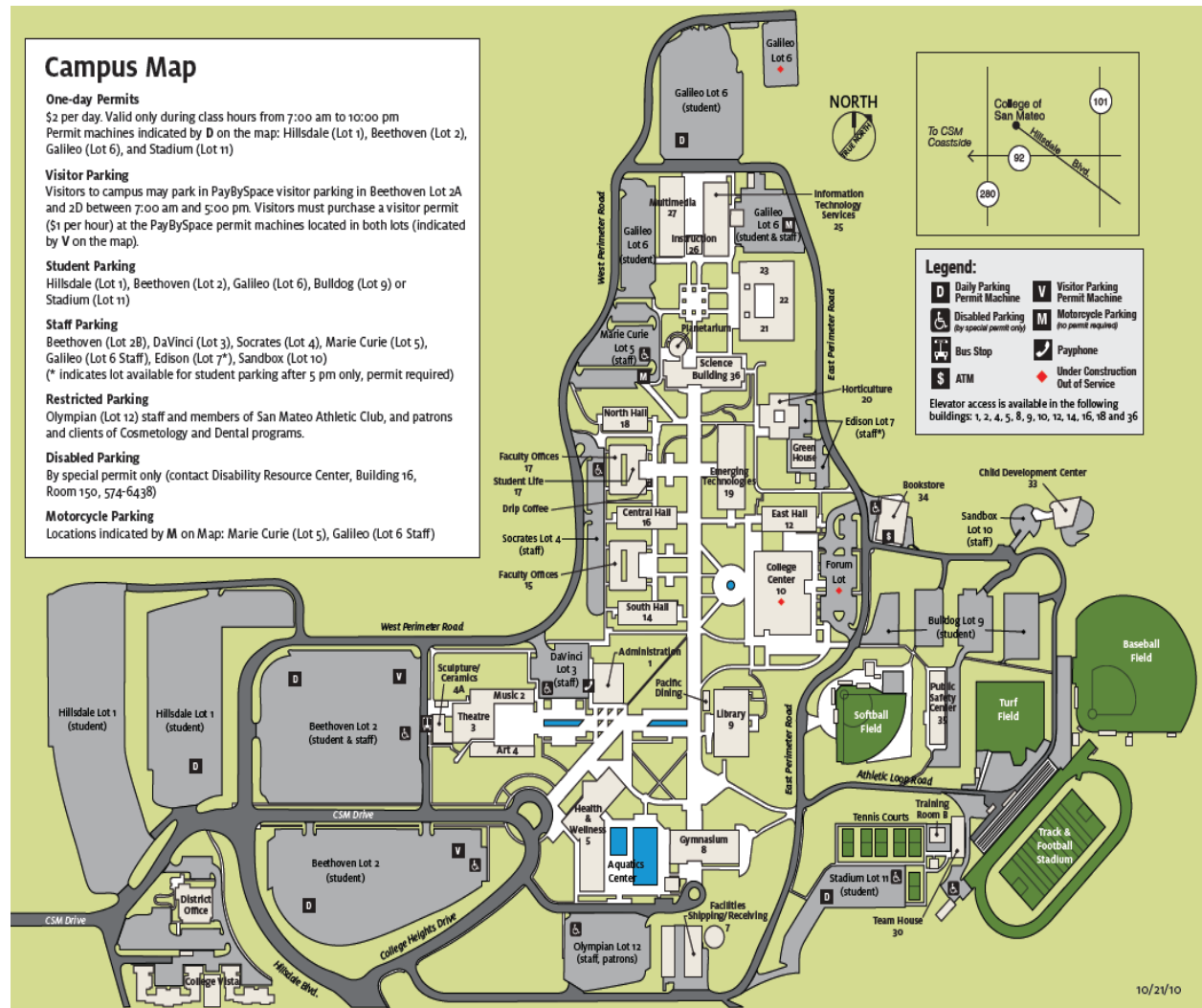
If you must get a person's attention:

1. Flash room lights.
2. Wave your arms.
3. Tap person's shoulder.
4. Gesture what is happening and what to do.
5. Write on board or paper: Nature of emergency & evacuation route.

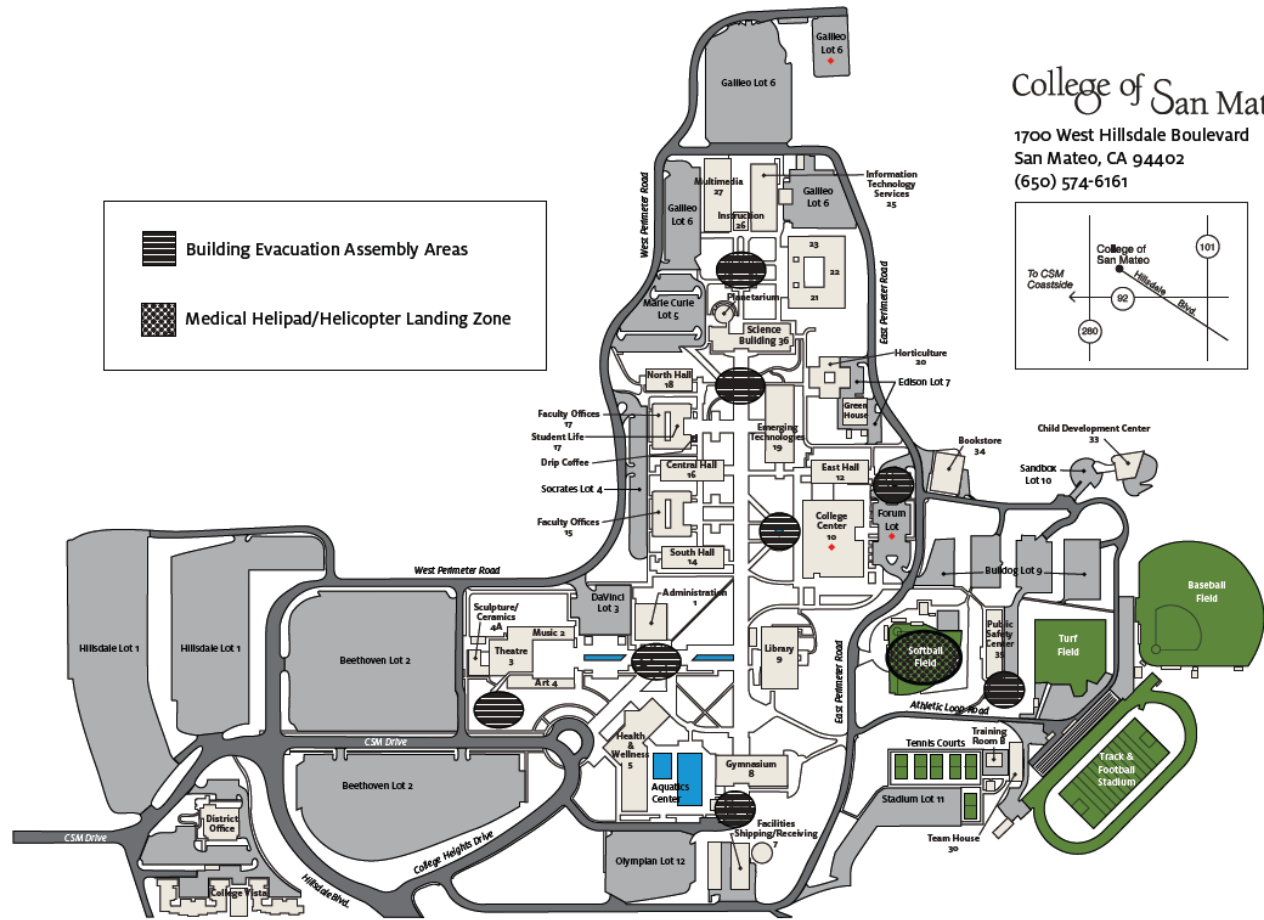
To Assist Mobility Impaired Persons

1. Always ask students first if they have special needs or requirements.
2. Individuals using wheelchairs can be pushed or accompanied to safety.
3. Individuals using canes, crutches, or walkers should evacuate themselves except in the event that rapid evacuation is deemed essential.
4. Call the Public Safety Department or other trained college personnel and wait for help before transferring a person from a wheelchair or transporting a person on a stairway, unless the situation is imminently life threatening.
5. Special evacuation chairs may be used for stairway evacuation or to transport injured or non-ambulatory persons. These are mounted near the stairwells.

Maps – Campus Specific



Assembly Areas – Campus Specific



Assembly Areas – Campus Specific