EMERGENCY PROCEDURES

IMPORTANT: This document contains procedures to assist you in responding to an on-campus emergency. A variety of scenarios are included, but this document does not purport to cover any and all possible emergencies. When in doubt, call Chapman University Public Safety.

If you dial 911 from any campus phone, you will be connected to Chapman University Public Safety. When you call 911 from a campus phone, the location of the phone will be disclosed to the Public Safety Dispatcher. 

NOTE: A 911 call from your cell phone will go to a central station and you could experience considerable delay in being routed to local officials. If you use your cell phone to contact Chapman University Public Safety, dial 714-997-6763. You may designate a speed dial in your cell phone to speed access to this number.

For any on-campus emergency requiring Ambulance (Paramedic), Fire Department or Police Department, please dial 714-997-6763, or extension 6763 from a campus phone. You may also dial 911 from any campus phone or *22 from any campus payphone free of charge. A Chapman University Public Safety officer will respond and will solicit outside assistance as necessary.
MEDICAL AND FIRST AID

1. If a serious injury or illness occurs on campus, immediately phone the Chapman University Public Safety Department:

   From Chapman phone: extension 6763 or 911
   From outside line: (714) 997-6763
   From Campus pay phone: *22

2. Remain calm. Give your name. Describe the nature of the medical problem and the campus location of the affected individual(s). Remain with him or her until help arrives.

3. If you are trained and/or comfortable in doing so, quickly:
   a. Check breathing and give artificial respiration if necessary.
   b. Control serious bleeding by direct pressure on the wound.
   c. Keep the affected individual(s) still and comfortable. Have them lie down, if necessary.

Special Department Instructions: __________________________________________________________
CIVIL DISTURBANCE

1. The University supports the free exchange of ideas by members of the community when done in an orderly fashion in accordance with our policies. Most campus demonstrations are peaceful. In these circumstances everyone should attempt to carry on business as usual. Avoid provoking or obstructing the participants.

2. If at any time you believe there is an immediate threat to your safety or the safety of others, call the Chapman University Public Safety Department:
   - From Chapman phone: extension 6763 or 911
   - From outside line: (714) 997-6763
   - From Campus pay phone: *22

3. Upon observing a civil disturbance on campus that appears to be unsafe for the community, call the Dean of Students at extension 6721 or from an outside line at 714-997-6721. The Dean of Students will call Public Safety if necessary. If the Office of the Dean of Student’s is not available, call Public Safety at extension 6763. To avoid causing further disturbances, be discrete and use a private office when making the call.

4. Public Safety and a university administrator will assess the situation and take appropriate action.
   - If safety is a concern:
     a. Alert all employees in the area to the situation.
     b. If directed by Public Safety, cease operations, lock all doors and secure all files, documents and equipment. If evacuation is indicated, you will be assisted by Public Safety.

5. If a class or lecture is disrupted, the participants should be requested to leave. If they refuse, call Public Safety at extension 6763 and your immediate supervisor.

Special Department Instructions: ____________________________________________
EXPLOSION, AIRCRAFT CRASH OR SIMILAR INCIDENT

A violent accident such as an explosion or aircraft crash on campus could endanger lives or render a building or area unsafe. In such an event:

1. Immediately take cover under a table, desk or other object that provides protection against glass or debris.

2. After the immediate effects of the incident have subsided, call the Chapman University Department of Public Safety:
   - From Chapman phone: extension 6763 or 911
   - From outside line: (714) 997-6763
   - From Campus pay phone: *22

   Give your name and describe the location and nature of the emergency.

3. If necessary or directed to do so by a Public Safety officer or university staff, activate the building alarm system.

4. Notify your supervisor, then evacuate the immediately affected area.
   a. Be aware of structural damage.
   b. Stay away from glass doors and windows.
   c. Do not touch or move any suspicious object.

5. Help others, especially the injured and persons who are disabled, evacuate the building.

6. Once outside, move to the designated evacuation zone for your building. If this area is deemed unsafe; your Building Coordinator or Zone Captain will designate an alternate site. Keep the walkways clear for emergency vehicles.

7. To the best of your ability, and without re-entering the building, help your Building Coordinator, Public Safety officers or other university staff determine that everyone has evacuated safely.

8. An Emergency Command Post will be set up near the emergency site or at the designated university Emergency Operations Center (EOC). Keep clear of the command post unless you have important information to report.

9. DO NOT RETURN TO A BUILDING UNTIL TOLD TO DO SO BY A CHAPMAN UNIVERSITY PUBLIC SAFETY OFFICER OR OTHER UNIVERSITY OFFICIAL.

Special Department Instructions: ________________________________________________________________

EXPLOSION, AIRCRAFT CRASH OR SIMILAR INCIDENT
VIOLENT OR CRIMINAL BEHAVIOR / TERRORIST THREAT

1. Everyone is asked to assist in making the Chapman University campus a safe place by being alert to suspicious situations and by reporting them as outlined below.

DO NOT TAKE ANY UNNECESSARY CHANCES.

2. If you are a victim or observe a terrorist threat or any on-campus criminal activity such as battery, assault, robbery, theft, aggressive or inappropriate sexual behavior, etc., call the Chapman University Department of Public Safety:

   From Chapman phone: extension 6763 or 911
   From outside line: (714) 997-6763
   From Campus pay phone: *22

Be prepared to supply Public Safety with:

1. Your name.
2. Nature of the incident.
3. Campus location of the incident.
4. Description of person(s) involved.
5. Description of property involved.

3. Assist Public Safety officers when they arrive by describing characteristics of possible suspect(s) such as height, weight, hair color, physical appearance and similar other detail. Identify other potential witnesses who may be interviewed by Public Safety Officers and ask them to share similarly descriptive information.

4. Public Safety officers will conduct the required campus search and will evacuate areas as necessary and will enlist the support of local law enforcement as may be required/necessary. If evacuation is ordered, assist anyone who needs help in exiting the building. Follow the instructions of Public Safety and law enforcement officials.

5. Report to your departmental office the presence of anyone who appears to be loitering, soliciting, or otherwise on campus without an apparent legitimate reason. These people may be kindly asked to leave the campus if they do not offer evidence of proper permission or a proper reason for being on campus. Public Safety (ext. 6763) is to be called if such persons offer any resistance or refuse to leave when asked.

Special Department Instructions: ________________________________

VIOLENT OR CRIMINAL BEHAVIOR / TERRORIST THREAT
EARTHQUAKE

1. During an earthquake, remain calm and quickly follow the steps outlined below.

2. If indoors, seek refuge in a doorway or under a desk or table. DROP to knees, clasp both hands behind the neck, bury face in arms, make body as small as possible, close eyes and cover ears with forearms. Stay away from glass windows, shelves and heavy equipment.

3. If outdoors, move quickly away from buildings, utility poles and other structures.

4. Protect yourself at all times and be prepared for aftershocks. Do not run outside unless your building is believed to be in imminent danger of collapse.

5. After initial shock, evaluate the situation. If emergency help is needed, call:

   Department of Public Safety
   From Chapman phone: extension 6763 or 911
   From outside line: (714) 997-6763
   From Campus pay phone: *22

6. Attempt to coordinate with your supervisor and Floor Warden or Building Coordinator and begin turning off all potentially hazardous equipment such as gas and electric switches and appliances.

7. If this can be done safely after the immediate effects of the earthquake have subsided, evacuate the building by walking to the nearest exit, alerting people as you go. Be aware of structural damage and assist anyone who needs help to safety.

8. Once outside, move to the designated evacuation zone for your building. If this area is deemed unsafe, your Building Coordinator or Zone Captain will designate an alternate site. Move away from the affected building(s). Keep the walkways clear for emergency vehicles.

9. To the best of your ability and without re-entering the building, help Public Safety and your Floor Warden and/or Building Coordinator determine that everyone has evacuated safely.

10. An Emergency Command Post will be set up near the emergency site or at the designated university Emergency Operations Center (EOC). Keep clear of the command post unless you have important information to report.

11. DO NOT RETURN TO A BUILDING UNTIL TOLD TO DO SO BY A CHAPMAN UNIVERSITY PUBLIC SAFETY OFFICER OR OTHER UNIVERSITY OFFICIAL.

12. Damaged facilities should be reported to Facilities Management at extension 6658.

Special Department Instructions: __________________________________________________________
UTILITY FAILURE

1. If the electricity or another utility fails during regular working hours (8 a.m. through 5 p.m., Monday through Friday), immediately notify Facilities Management at extension 6658.

2. If there is potential danger to the building occupants, or if the utility failure occurs after hours, on a weekend or a holiday, notify the Chapman University Public Safety Department:
   From Chapman phone: extension 6763 or 911
   From outside line: (714) 997-6763
   From campus pay phone: *22

3. Notify your supervisor and Floor Warden or Building Coordinator, then carefully evacuate the building by walking to the nearest exit, alerting others to do the same as you exit.

4. Help others, especially the injured and persons who are disabled, evacuate the building.

5. Once outside, move to the designated evacuation zone for your building. If this area is deemed unsafe; your Building Coordinator or Zone Captain will designate an alternate site. Keep the walkways clear for emergency vehicles.

6. To the best of your ability, and without re-entering the building, help your Building Coordinator, Public Safety officers or other university staff determine that everyone has evacuated safely.

7. An Emergency Command Post will be set up near the emergency site or at the designated university Emergency Operations Center (EOC). Keep clear of the command post unless you have important information to report.

8. DO NOT RETURN TO A BUILDING UNTIL TOLD TO DO SO.

ADDITIONAL INFORMATION AND PROCEDURES:

**Electrical/Light Failure:** Certain campus buildings are equipped with an emergency light system that will provide enough illumination in corridors and stairs for safe exiting. Your department may also have flashlights available. For immediate assistance, phone Public Safety at extension 6763.

**Elevator Failure:** All campus elevators are equipped with emergency alarms. If you discover an elevator failure, immediately phone Public Safety at extension 6763.

**Plumbing Failure/Flooding:** Cease using all electrical equipment, including light switches. Vacate the area and immediately phone Public Safety at extension 6763.

**Serious Gas Leak:** Cease all operations. Immediately vacate the area and phone Public Safety at extension 6763.

**Ventilation:** If you smell smoke or burning odors from the ventilation system, immediately phone Public Safety at extension 6763.

Special Department Instructions: ____________________________________________________________
CONTAMINATION: EXPOSURE TO CHEMICALS, BLOOD, RADIATION AND OTHER HAZARDOUS MATERIALS

1. Any spillage or unplanned release of a dangerous chemical, hazardous waste, compressed gas or radioactive material or blood or bodily waste is to be reported immediately to Chapman University Public Safety which will immediately contact the Chapman University Environmental Health & Safety Officer and the Risk Manager. On any such spill or release, phone the Chapman University Public Safety Department:

   From Chapman phone: extension 6763 or 911
   From outside line: (714) 997-6763
   From Campus pay phone: *22

2. When reporting, be specific about the nature of the material involved and the campus location. Public Safety will contact the necessary specialized authorities and medical personnel. Locate the Material Safety Data Sheet (MSDS) for any materials known to be involved in the spillage/release and have those available for any emergency responders.

3. All persons should evacuate the affected area at once and seal it off to prevent possible contamination of others. Assist persons who need help in exiting the building.

4. Anyone who might be contaminated because they were in the immediate area affected by the spill must avoid contact with others as much as possible, remain in the vicinity, and give their names to Public Safety officers. Offer first aid to anyone who was injured. Immediately begin decontamination as necessary, using the most convenient eyewash, handwash or shower station available. Emergency responders will help assess the need for additional specialized decontamination and treatment.

5. If necessary or if directed by Public Safety, activate the building alarm system and follow the remaining steps. Note: The alarm and complete building evacuation should only be activated under extreme circumstances.

6. Notify your supervisor and/or the Building Coordinator or Floor Warden. If complete building evacuation is necessary, evacuate the building by quickly walking to the nearest exit, alerting people as you go. Leave the elevators for any persons who are disabled or otherwise unable to evacuate using the stairs. Direct any persons who are disabled to available elevators when they are located on floors above or below ground level. Assist them in exiting the building on ground level floors.

7. Once outside, move to the designated evacuation zone for your building. If this area is deemed unsafe, your Building Coordinator or Zone Captain will designate an alternate site. Be aware of the wind pattern, as your goal in evacuation is to move to an area that is away from the path of noxious odors and substances. Keep the walkways clear for emergency vehicles.

8. To the best of your ability, and without re-entering the building, help Public Safety Officers or university staff determine that everyone has evacuated safely.

9. As necessary, an Emergency Command Post will be set up near the emergency site or at the designated university Emergency Operations Center (EOC). Keep clear of the command post unless you have important information to report.

10. **DO NOT RETURN TO A BUILDING UNTIL TOLD TO DO SO BY A CHAPMAN UNIVERSITY PUBLIC SAFETY OFFICER OR OTHER UNIVERSITY OFFICIAL.**

Special Department Instructions: ____________________________________________
BOMB THREAT

1. If you observe a suspicious object or potential bomb on campus, DO NOT HANDLE THE OBJECT. Clear the area and immediately call:

   Department of Public Safety
   From Chapman phone: extension 6763 or 911
   From outside line: (714) 997-6763
   From Campus pay phone: *22

   Refer to the following steps for further instruction.

2. Any person receiving a phone call that a bomb or other explosive device has been placed on campus should get as much information as possible from the caller, including:
   a. When is the bomb going to explode?
   b. Where is the bomb?
   c. What kind of bomb is it?
   d. What does it look like?
   e. Why did you place the bomb?

3. Keep talking to the caller as long as possible and record:
   a. Time of call.
   b. Age and sex of the caller.
   c. Speech pattern, accent.
   d. Emotional state.
   e. Background noises.

4. If the bomb threat is received by mail, do not further handle the letter, envelope or package. If you received the threat by Email, do not delete the Email. Evacuate the area at once, report to your supervisor or other university official who is in the area, and call Public Safety.

5. The Police and/or Public Safety officers will conduct a detailed bomb search. Employees are requested to make a cursory inspection of their area for suspicious objects and to report the location to the Police or Public Safety officers. DO NOT TOUCH ANY SUSPICIOUS OBJECT. All persons are encouraged to remain alert to their surroundings at all times and to immediately report to Chapman University Public Safety any object believed to be suspicious.

6. Evacuate the building by quickly walking to the nearest exit and direct others to do the same. If you are above or below ground level, direct disabled persons to elevator lobbies until further direction by Public Safety Personnel. Assist anyone who needs help in exiting the building.

7. Public Safety Officers will activate the building alarm, if so indicated.

8. Once outside the building, move to the designated evacuation zone for your building. If this area is deemed to be unsafe, your Building Coordinator or Zone Captain will designate an alternate site. Keep the walkways clear for emergency vehicles.

9. To the best of your ability and without re-entering the building, help Public Safety or university staff determine that everyone has evacuated safely.

10. An Emergency Command Post will be set up near the emergency site or at the designated university Emergency Operations Center (EOC). Keep clear of the command post unless you have important information to report.

11. DO NOT RETURN TO A BUILDING UNTIL TOLD TO DO SO BY A CHAPMAN UNIVERSITY PUBLIC SAFETY OFFICER OR OTHER UNIVERSITY OFFICIAL.

Special Department Instructions: ___________________________________________
DUTY ASSIGNMENTS

CONTROL

The President implements emergency procedures and directs the assignment of duties as outlined.

ASSIGNMENT OF DUTIES

Every staff member has a responsibility to perform certain duties in times of emergency, as assigned. Specific assignments are outlined below.

The Executive Vice President and Chief Operating Officer or a designated representative will assume overall direction of disaster procedures including:

a. Evacuation of student and university personnel when their safety is threatened.

b. Relocation of students and university personnel to designated areas of safety when such action is deemed necessary.

Building Coordinator: Consistent with the guidelines established in the Chapman University Multi-Hazard/Disaster Response Handbook, the Building Coordinator is designated as the primary emergency contact for a specified building where they are responsible for (a) implementation of the building emergency plan, (b) assisting with the safe evacuation of the work area, and (c) assessment of injuries and damage to the work area or personnel/property during an emergency.

Floor Warden: Consistent with the guidelines established in the Chapman University Multi-Hazard/Disaster Response Handbook, Floor Wardens are designated employees who assist the Building Coordinator in building evacuations by directing persons out of their respective areas.

Other Members of the Chapman University Emergency Operations Center (EOC) and Emergency Preparedness Team as described in the Chapman University Multi-Hazard/Disaster Response Handbook will assist and provide support and resources necessary to facilitate a well-managed recovery of operations at the disaster site.

Faculty: Each instructor will be responsible for the direct supervision of their class. Each instructor will:

a. Direct the evacuation of students to designated assembly areas, in accordance with warning signals, written notification or orders from a university official.

b. Report the names of students who are unaccountably absent.

c. Seek medical attention for injured students.

Designated personnel, under the direction of Public Safety and/or the Chapman University Emergency Operations Center (EOC), will be responsible for the use of emergency equipment, the handling of supplies, and the safe use of available utilities. They will:

a. Survey the area of responsibility and report damage to the Chapman University Emergency Operations Center (EOC) and any Police or Fire Emergency Command Post in operation.

b. Assist in rescue operations, as required.

c. Assist in fire-fighting activities, if directed to do so.

d. Assist in controlling main shut-off valves for gas, water and electricity.

e. Disburse emergency equipment as needed.

Director of Student Health Services or designated representative will assume overall direction of medical procedures.

The Chapman University Food Service Vendor will make food and water available to the Emergency Operations Center (EOC) and any Police/Fire Emergency Command Post in operation.

Special Department Instructions: _____________________________________________________________
FIRE

1. Be familiar with the locations and use of emergency exits, manual fire alarms, and fire extinguishers in your area. You are encouraged to know the identity of the Floor Warden(s) and Building Coordinator for your area and work with them to map out a personal strategy to use in the event of a fire or other disaster.

2. If there is a fire that is very small and contained, such as in a wastebasket, immediately pull the building fire alarm and call Public Safety.

Characteristics of fires that CAN generally be extinguished with portable fire extinguishers:
- It is limited to the original materials ignited.
- It is contained in a wastebasket or other receptacle.
- The flames are no higher than the fire fighter’s head.
- The fire has not depleted the oxygen in the room.
- The room temperature is only slightly increased.
- There is good visibility.
- There is a clear evacuation path behind the firefighter.

Characteristics of fires that SHOULD NOT be extinguished with portable fire extinguishers:
- It involves flammable solvents and has spread over more than 60 square feet.
- It cannot be reached from a standing position.
- It is partially hidden behind a wall or ceiling.
- It cannot be fought without respiratory protection.
- Radiated heat is easily felt on exposed skin.
- Smoke is filling the room very quickly decreasing visibility.
- Fire, heat or smoke may block the evacuation path.

3. If a fire is not immediately controllable, or if the extinguisher fails to put out the fire, close all doors to contain the spread of the fire. DO NOT LOCK THE DOORS.

4. Immediately pull the building fire alarm as you exit.

5. Alert other occupants to evacuate the building. Assist anyone who needs help in exiting the building.

6. Call Public Safety. Give your name and describe the location and size of the fire.

   Department of Public Safety
   From Chapman phone: extension 6763 or 911
   From outside line: (714) 997-6763
   From campus pay phone: *22

7. Locate the Floor Warden and/or Building Coordinator and communicate the details of the fire and status of other occupants.

8. Once outside, move to the designated evacuation zone for your building. If this area is deemed to be unsafe, your Building Coordinator or Zone Captain will designate an alternate site. Keep the walkways clear for emergency vehicles.

9. Await further instructions from the Building Coordinator and/or Public Safety.

10. An Emergency Command Post will be set up near the emergency site or at the designated university Emergency Operations Center (EOC). Keep clear of the command post unless you have important information to report.

11. **DO NOT RETURN TO A BUILDING UNTIL TOLD TO DO SO BY A CHAPMAN UNIVERSITY PUBLIC SAFETY OFFICER OR OTHER UNIVERSITY OFFICIAL.**

Special Department Instructions:________________________________________________________________________
ASSISTING PERSONS WHO ARE DISABLED

Non-Ambulatory Persons

IMPORTANT: People in wheelchairs who have respirators attached, MUST have priority assistance if there is smoke or fumes, as their ability to breathe is seriously jeopardized.

WARNING: Some people have limited ability to move. Lifting them may be dangerous to their health. ALWAYS consult the person first as to his/her needs.

Things to consider when evacuating WITHOUT chair:
1. Ways of being removed from chair.
2. The number of people necessary for assistance.
3. Whether a stretcher, chair with cushion pad, car seat or paramedic assistance will be needed after evacuation.

Things to consider when evacuating WITH chair:
1. Powered chairs - turn motor OFF and remove batteries before transporting.
2. If seatbelt is available, secure person in chair. LOCK foot rests.
3. Many wheelchairs have weak or movable parts NOT constructed to withstand stress of lifting.
4. Lift chair using RIGID FRAME AREAS ONLY (such as hand grips on the back of the chair and leg bars).

If carrying the person down more than two flights, a relay team may be needed.

Limited Ambulatory Persons

For evacuation purposes . . . persons should be treated as if they were injured.

Carrying options:
1. Use a two-person locked-arm position "chair."
2. Have the person sit in a sturdy chair. (One with arms is best.) If possible, secure in chair with belt, rope or tie.

Carry them out to safety. If more than two flights, a relay team may be needed.

Visually Impaired Persons

NOTE: Most visually-impaired persons will be familiar with their immediate area.

Tell the person the nature of the emergency.

Offer to guide him/her. This is preferred method when acting as "sighted guide."

As you walk:
Tell the person where you are.
Advise of any obstacles.

When you have reached safety:
Orient the person to where he/she is.
Ask if any further assistance is needed.

Hearing Impaired Person

Persons with impaired hearing MAY NOT hear or perceive emergency alarms.

VISUAL:
1. Turn light switch ON and OFF to gain attention.
2. Gesture - What is happening. What to do.

WRITTEN:
1. Define the emergency on paper or blackboard.
2. Give nearest evacuation route. Example: Fire - out rear door, turn right, go down. NOW!

Special Department Instructions: __________________________________________________________
TERRORIST ACTION / ACTIVE SHOOTER

If it is possible to do so safely, exit the building or area as soon as you become aware of an incident, moving away from the immediate path of danger, and take the following steps:

Notify anyone you may encounter to exit the building or area immediately if it can be done safely.

1. Evacuate to a safe area away from the danger, and take protective cover. Assist anyone who needs help. Stay there until told by emergency responders to relocate.

2. Call the Chapman University Public Safety Department:

   From Chapman phone: extension 6763 or 911
   From outside line: (714) 997-6763
   From Campus pay phone: *22

   Tell the dispatcher:
   a. Your name.
   b. Location of the incident (be as specific as possible).
   c. Number of shooters (if known).
   d. Identification or description of shooter(s).
   e. Type and number of weapons that may be involved.
   f. Your exact location.
   g. Number of persons in the immediate area who may be at risk.
   h. Injuries to anyone, if known.

3. If you are not immediately affected by the situation, take protective cover, staying away from windows and doors until otherwise notified by police, Public Safety officers or other university officials.

If you are directly involved in an incident, but it's not possible to exit the area safely, the following actions are recommended:

If you are not in an enclosed room, then go to the nearest enclosed room or office.

1. Close and lock the door, if an interior lock is available.
2. Turn off the lights.
3. Seek protective cover. Stay away from doors and windows.
4. Keep quiet and act as if no one is in the room.
5. Do not answer the door.
6. Call the Chapman University Public Safety Department:

   From Chapman phone: extension 6763 or 911
   From outside line: (714) 997-6763
   From Campus pay phone: *22

   Provide the dispatcher with the following information:
   a. Your name.
   b. Location of the incident (be as specific as possible).
   c. Number of shooters (if known).
   d. Identification or description of shooter(s).
   e. Type and number of weapons that may be involved.
   f. Your exact location.
   g. Number of persons in the immediate area who may be at risk.
   h. Injuries to anyone, if known.

7. Wait for police to assist you out of the building.
8. An Emergency Command Post will be set up near the emergency site or at the designated university Emergency Operations Center (EOC). Keep clear of the command post unless you have important information to report.

NOTE: In the event of such an incident in the areas that comprise the Chapman University campus, the University relies on the services of the City of Orange Police Department, which is trained and equipped to respond to an emergency incident that may involve an act of terrorism and/or an active shooter. During the initial phase of any such incident, the City of Orange Police Department will evaluate the situation to determine the best course of action for the safety of the Chapman University community.

Special Department Instructions: ___________________________________________________________