



# EMERGENCY ACTION EMPLOYEE HANDBOOK

2016

SAN DIEGO  
CHRISTIAN

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In the event of a campus or community crisis SDC has developed this Emergency Action Plan for all employees and students. An orderly and effective response cannot occur unless a plan has been written and exercised prior to the event. Failure to carry out an effective plan may correspond with loss of control and result in confusion, panic and unnecessary loss of life. **All SDC employees should acquaint themselves with the Emergency Response Protocols contained within this manual.**

## I: CONTACT INFORMATION

**For an immediate emergency always dial 911**

<b>Emergency Numbers</b>	
<b>San Diego Christian</b>	
Main SDCC Line	619-201-8700
Operations Department	619-201-8693
IT Help Desk- Manage Solutions	858-429-3000
Student Life	619-201-8721
<b>Community Numbers</b>	
Santee Sheriff Department	(619) 467-3268
Santee Fire Department	(619) 441-1621
SD County Poison Control	(800) 222-1222
CDC (Center For Disease Control)	(800) 232-4636
Sharp Hospital (Grossmont)	(619) 740-6000
American Red Cross	(858) 309-1200

<b>Crisis Management Team (CMT)</b>		
<b>Title</b>	<b>Name</b>	<b>Contact</b>
VP of Advancement and Administration/	Robert Jensen	(619) 402-0073
Director of Student Life	Pete Goodman	(619) 208-3004
Operations Manager	Tori Lane	(619) 201-8718

# II: SDCC EMERGENCY ACTION PLAN

## 1. Purpose

To establish a comprehensive plan of action for all foreseeable emergencies which minimizes the risk of injury to students, faculty, staff, and visitors.

## 2. Emergency Types

**a. Disaster:** a sudden, calamitous event bringing damage, loss, or destruction to all or a portion of the campus. *Examples: earthquakes, fires, floods, explosions, health epidemics.*

**b. Crisis:** an unstable or crucial situation in which a decisive change, with a distinct possibility of a highly undesirable outcome, is impending. *Examples: shootings, hostage situation, terrorist attack, bomb threats, arson.*

## 3. Key Action Points

**a. Safety of Personnel:** Because the safety of personnel on campus is of paramount importance, initial actions should be oriented toward this objective by directing evacuation or keeping personnel in place through lockdown procedures as appropriate.

**b. Chain of Command:** Following any declared disaster or crisis an Emergency Command Center will be established in the main parking lot by the Operations Manager. From there the VP for Advancement & Administration, Robert Jensen, will direct all emergency efforts under the authority of the President. All departments and staff will coordinate communications with the Emergency Command Center. In the event he is unavailable, another member of the cabinet will take direct command, followed by the Director of Operations.

**c. Employee Responsibility:** Following any crisis or disaster event, all employees should immediately check in at the command center and then see to the care of students and others in need. They may be called upon to perform a variety of tasks as needed and should be prepared to function in whatever role they are asked of by the Command Center leadership. [\(See Pg. 8\)](#)

**d. Publicity.** The VP for Advancement and Administration shall be responsible for communicating an emergency action message to all SDC personnel through the RAVE response system. If unavailable the responsibility will fall to the Director of Operations.

He will also serve as the sole liaison with the media regarding any campus emergency and all communication questions should be referred to him. No one should make a statement to the media without first obtaining his approval. The meeting location will be located in the front of the LaHaye Center.

**e. Security:** All campus entrances/exits are subject to closure during an emergency. Security personnel may require anyone entering or exiting the campus to provide appropriate identification. The Operations Department, under the direction of the Command Center and in coordination with police/fire officials will control access to the campus during an emergency.

#### **4. Advanced Preparation**

**a. Plans:** This master Emergency Action Plan will be maintained, updated and distributed by the Operations Manager. The companion EAP Guides will be positioned in easily accessible locations in each classroom and updated by Operations as needed.

**b. Information and Training:** There will be a mandatory informational/training meeting designated for all employees at the start of each school year as well as a separate training session for students held during NSO each fall and spring semester. During these events, the Emergency Action Plan will be discussed in detail so that all SDC members will be prepared in the case of a crisis. Employees will be required to sign the acknowledgment form affirming their attendance each year.

**c. Hazard Identification:** Entities that are the primary occupants of a facility must ensure that hazards and potential hazards are identified and eliminated. Hazards that cannot be eliminated by appropriate individual action should be brought to the attention of the Operations Department by submitting a Work Request or contacting Operations directly.

**d. Emergency Equipment and Supplies:** The Operations Department will be responsible to ensure that adequate emergency equipment and supplies are available to provide for the initial 48 hours following a disaster. A complete First Aid kit and accompanying emergency supplies will be available in every classroom inside the teaching stations as well as the main desk of each department. Quarterly inspections will be done by the supplier, Cintas Inc. to ensure the proper supplies are available and up to date.

**The following supplies will be available in each area**

<ul style="list-style-type: none"><li>• Band-Aids (Various Sizes)</li><li>• Adhesive Tape Roll</li><li>• Triangular bandages, cravats</li><li>• Gauze pads 3"x3"</li><li>• Elastic (ace) wrap 4 inch</li><li>• Antibiotic ointment</li><li>• Hand sanitizer wipes</li><li>• Burn relief gel</li><li>• Eyewash bottle</li></ul>	<ul style="list-style-type: none"><li>• EMT shears</li><li>• Tweezers</li><li>• CPR mask with filter</li><li>• Gloves (2)</li><li>• Water/Food</li><li>• Plastic bags (2)</li><li>• Safety pins</li><li>• Ice pack</li></ul>
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**e. Rehearsals/Drills:** SDC will conduct two emergency drills annually, one per semester. These will be coordinated by the Operations Department with the VP of Advancement & Administration observing and completing an evaluation as to the effectiveness of the drill. Any discrepancies and critiques should be noted in the evaluation. The Emergency drills that will be practiced are Building Evacuation (fall semester) and Emergency Lock Down (spring semester). The drills can focus on varying emergencies from year to year; such as earthquake, fire, hazardous materials or shooting.

**f. Crisis Counselors:** In the event of a disaster or crisis, counselors are available for crisis counseling and are trained in advance for crisis intervention. The VP of Student Services will evaluate the need for the assistance of crisis counselors and to call them to the scene as needed. They can be reached individually as follows:

- Ingvild Denison: (619) 921-8115
- Gabriel Cardenas: (619) 227-3363

## **5. Crisis/Disaster Management**

**a. Emergency Notification:** Upon declaration of an emergency a message will be sent through the RAVE system by the VP of Advancement to all students and employees, along with the standard fire alarm notice if applicable.

**b. Evacuation:** In the event of a fire alarm or RAVE message emergency threat that requires all students and employees to exit their building immediately the following procedures should be followed:

- 1) All students and employees should seek the nearest available exit and leave their building immediately.
- 2) Students and faculty should gather at the **Emergency Assembly Area**.
  - a. Located in the main parking lot along the West fence line. ([See Pg. 22](#))
- 3) All students must stay in this area until fully accounted for and given permission to leave by a school or state official.

**Examples: Evacuations will be called for during any threat of fire, bomb/explosion, health epidemic and following earthquakes and all lockdown procedures.**

**c. Lockdown:** A Lockdown is declared when a situation exists that threatens the safety of students and staff and requires that they remain in their classrooms or offices. In the event of an emergency threat that requires an immediate lockdown a RAVE text message will be sent to all students and employees and/or a verbal announcement will be made. In such instances the following procedures should be followed:

- 1) Close and Lock Door (*if door doesn't lock try to move something to bar it closed*).
- 2) Turn off lights/projectors/TVs/Sound Systems.
- 3) Move Away from Windows.
- 4) Wait inside the room until you are given express clearance to leave.
- 5) Take down the names of those present and provide assistance to any in need. The list of names will be used to account for staff and students.
- 6) Following such an announcement, exit the building through normal evacuation routes and move to the **Emergency Assembly Area**. ([Pg. 22](#))
- 7) Students must stay in this area until fully accounted for and given permission to leave by school or state officials.

**Examples: A lockdown will be called for any immediate threat of violence (shooting, hostage, dangerous person) or a missing person report.**

**d. Emergency Assembly Area:** During an evacuation or following a lockdown procedure all personnel should gather at the Western (fence) side of the main parking lot, check in with their departments or the Student Life Director and stay there until dismissed by a school or city official.

**e. Reporting:** As soon after the disaster as possible, department representatives must report to the Emergency Command Center:

- An accounting of personnel
- Injury status and medical requirements
- Known or probable extent of damage to facilities

**f. Representative for Crisis/Publicity:** In the case of an emergency there will only be one spokesperson who will report to media, or other related inquirers. This spokesperson is the

Vice President for Advancement and Administration. If he fails to be present, this responsibility will be carried out by any other available cabinet member, followed by the Director of Operations. (See [Pg. 23](#) for list of media talking points.)

**g. Media Staging Center:** In the case of an crisis and there are media present, there will be one area to which their presence is allowed. This area will be in front of the LaHaye Center, next to the Water Fountain. The media will only be allowed in this area, unless otherwise noted. Again, the Vice President for Advancement is the only one who will report to the media about any related crises.

**h. Triage Center/First Aid:** In the event of a crisis in which medical care is needed on-site the Head Athletic Trainer will be responsible for setting up a triage/first-aid center in the welcome center waiting area of the LaHaye Center.

**i. Coordination with Civil Authorities:** The Operations Department, under the leadership of the Command Center, will coordinate with civil authorities for assistance with disaster recovery.

**j. Family Member Inquiries:** Inquiries by family members during a crisis will be handled by the Student Life Department, under the leadership of the VP of Academics. They will determine procedures for admittance to the campus or the release of students.

## **6. Follow-Up**

Emergency Actions will require a variety of follow-up activities. These will be led by the VP of Advancement & Administration in coordination with the various department heads as appropriate:

- Facility and equipment repair (Operations)
- Security of the damaged area (Operations)
- Insurance claims (Finance/Accounting)
- Temporary or permanent changes of venue for activities (Student Services)
- Adjustments to class schedules (Registrar)
- Counseling for victims (Student Life)
- Further media relations (VP of Advancement/Administration)

### III: EMPLOYEE RESPONSIBILITIES

Employee Assignments	
<b>During an emergency</b>	
<ul style="list-style-type: none"> <li>General staff and faculty should see to their own safety and that of all SDC students first and foremost, facilitating full evacuations or lockdown procedures as needed.</li> </ul>	
<b>Following an emergency:</b>	
<ul style="list-style-type: none"> <li>All employees should immediately check in at the command center and then see to the care of students and others in need. They may be called upon to perform certain duties as required and should be prepared to function in whatever role they are called upon by the Command Center leadership in the event of an emergency.</li> </ul>	

Leadership Assignments			
Title	Location	Supervisor	Responsibilities
<b>Command Center</b>	Main Parking Lot in front of LaHaye Center	VP of Advancement & Administration	<ul style="list-style-type: none"> <li>Coordinates and oversees the emergency response of the school site</li> <li>Works under direct authority of the President of SDC in collaboration with city and state officials, fire and police department as needed</li> <li>Develops measures to assure safety of all staff, students, and volunteers</li> </ul>
<b>Emergency Assembly Area</b>	West Side of Main Parking Lot	VP of Advancement & Administration	<ul style="list-style-type: none"> <li>Accounts for all students, faculty and staff</li> <li>Assembles students in an orderly manner and keeps them in place until crisis is contained</li> </ul>
<b>Publicity &amp; External Communication</b>	LaHaye Center by Fountain	VP of Advancement & Administration	<ul style="list-style-type: none"> <li>Oversees all external communication and media responses</li> <li>Secures the School Site, controls traffic coming in and out</li> </ul>
<b>Safety/Security Team</b>	Command Center	Operations Manager	<ul style="list-style-type: none"> <li>Turns off school site utilities when necessary</li> <li>Assists in extinguishing small fires or other immediate needs in coordination with 1<sup>st</sup> responders</li> <li>Provides damage teams as necessary and marks hazardous areas</li> </ul>
<b>Student Release Team</b>	Emergency Assembly Area	Director Student Life	<ul style="list-style-type: none"> <li>Monitors and records when students leave campus in conjunction with police and security officials</li> <li>Supervises the reunion of families with their student in an orderly manner</li> </ul>
<b>Triage/First Aid Team</b>	LaHaye Welcome Center	Head Athletic Trainer	<ul style="list-style-type: none"> <li>Sets up and staffs the Triage Center</li> <li>Injured people should have their name visibly written on their person in case they are moved.</li> </ul>



## IV: EXPECTATIONS OF AN EMERGENCY EVENT

### Expectations

- A flood of phone calls (if system is working – due to loss of power or internet)
- A major traffic jam in front of school (if roads are clear)
- Unauthorized persons (neighbors, friends, etc.) volunteering to help
- Students trying to leave
- Transportation, telephone and other utility services would be disrupted
- Medical, fire, and rescue personnel would not be able to respond because of overtaxing.
- Students may have to remain at school for seventy-two (72) hours. In this event the following resources will be available:
  - **Food/Water:** Dining Hall
  - **Emergency Supplies:** Classroom teaching stations and department reception desks
  - **Lodging:** Classrooms and Chapel space as needed.

### **\*\* All available staff will be called upon to stay and care for students.**

- Faculty and staff should prepare their own families and homes for an emergency event and be prepared to assist the school until the crisis is over and permission to leave is given.

# V: DETAILED EMERGENCY RESPONSES

The following tables offer detailed action steps to be followed in the event of each subsequent emergency. A concise collection of the following procedures are available in every classroom as well.

## 1. Aggressive Person/Soliciting/Loitering

In the event a person engages in any violent behavior (threatening students, staff, faculty or visitors), attempts to solicit in any way or is seen loitering on campus adhere to the following procedures:

### For Aggressive Person:

- **Call 911 immediately.**
- Be prepared to describe the situation; including what kinds of behavior/language being displayed, if there is a weapon and the specific location of incident
- Stay calm and do not aggravate or confront the person(s)
- Depending upon the situation, attempt to evacuate the area in order to isolate the person(s)
- If possible, go into a nearby room and lock the doors until the situation is resolved
- Wait for SDC authorities or police to arrive and follow their directions

### Suspicious Person:

If any suspicious individual is seen on campus who appears to be loitering and not directly involved with any of the 3 Riverview Parkway entities, please **do not attempt to confront.**

- If there is any reason to suspect the individual is dangerous please **call 911** immediately
- Otherwise contact the Operations Department and inform them of the situation
- Include a description of the individual and where they were last seen

### Soliciting

**SDC has a strict NO SOLICITING policy** on all campus grounds without authorized permission from school officials. Should anyone be approached on campus by an unapproved solicitor please respond with the following actions:

- Inform the individual they need to report to the front desk of the LaHaye Center immediately and cease any further communication
- Contact the Operations Department and inform them of the situation along with a description of the individual.
- If it appears the person did not go to the front desk as instructed provide information on where they may have gone
  - If no one in Operations can be reached directly contact the front desk

- A detailed explanation of **SDC's Policy towards solicitation and loitering** on campus can be found in the [Appendix on page 22](#)

## 2. Medical Emergencies - Accidents/Injuries

In the event of a medical emergency or accident leading to personal injury or illness on SDC premises adhere to the following procedures:

### Procedures:

- **Call 911**
- Stay with the sick/injured individual until help arrives
- Administer first aid or any other needed action based on the emergency
- **First Aid Kits** are located in every classroom teaching station and every department reception desk
- Once the crisis is over complete an [Incident Report Form](#) and return to the Operations Department as soon as possible (See [Pg. 24](#) for *Incident Report Form*)

### Action Steps for Common Medical Emergencies

<b>Choking</b>	<ul style="list-style-type: none"> <li>• If you think someone is choking, ask, "Are you choking?"</li> <li>• If they nod, tell them you are going to help</li> <li>• Kneel or stand firmly behind them, wrap your arms around them so that your hands are in front</li> <li>• Make a fist with one hand</li> <li>• Put the thumb side of your fist slightly above their navel (belly button) and well below the breastbone</li> <li>• Grasp the fist with your other hand and give quick upward thrusts into their abdomen</li> <li>• Give thrusts until object is forced out and they can breathe, cough, or talk or until they stop responding</li> </ul>
<b>Heart Attack</b>	<ul style="list-style-type: none"> <li>• Have victim sit quietly (if still conscious)</li> <li>• <b>Call 911</b> as soon as possible</li> <li>• Be ready to start the following steps of CPR or AED machine use if victim stops responding</li> </ul>

<b>Slips/Falls</b>	<p>If you suspect a back or neck (spinal) injury, do not move the affected person. Permanent paralysis and other serious complications can result</p> <p><b>Assume a person has a spinal injury if:</b></p> <ul style="list-style-type: none"> <li>• There is evidence of a head injury with an ongoing change in the person's level of consciousness</li> <li>• The person complains of severe pain in his/her neck or back</li> <li>• The person will not move his/her neck</li> <li>• An injury has exerted substantial force on the back or head</li> <li>• The person complains of weakness, numbness or paralysis or lacks control of his/her limbs, bladder or bowels</li> <li>• The neck or back is twisted or positioned oddly</li> </ul>
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**If You Suspect a Back or Neck Injury:**

- Keep the person in as much of the same position as he/ she was found. Keep the person still. Place heavy towels on both sides of the neck or hold the head and neck to prevent movement.
- Provide as much first aid as possible without moving the person's head or neck. If the person shows no signs of circulation (breathing, coughing or movement), begin CPR, but do not tilt the head back to open the airway. Use your fingers to gently grasp the jaw and lift it forward.
- If you absolutely must roll the person because he or she is vomiting, choking on blood or in danger of further injury, use at least two people. Work together to keep the person's head, neck and back aligned while rolling the person onto one side.

**CPR Action Steps**

**If Victim Stops Responding, Begin CPR Compressions:**

- Kneel at victim's side
- Make sure victim is lying on their back on a firm, flat surface. If the victim is lying face down, carefully roll onto back
- Quickly move or remove clothes from the front of the chest that will get in the way of doing compressions and using an AED device
- Put the heel of one hand on the center of the victim's chest between the nipples. Put the heel of your other hand on top of the first hand
- Push straight down on the chest 1½ to 2 inches with each compression. Push hard and fast
- Push at a rate of 100 compressions a minute
- After each compression, release pressure on the chest to let it come back to its normal position

**Giving Breaths:**

- Hold airway open with a head tilt/chin lift
- Pinch the nose closed
- Take normal breath and cover the victim's mouth with your own, creating an airtight seal
- Give 2 breaths (blow for 1 second each). Watch for chest rise as you give each breath

**If Access to an AED Machine is Available:**

- Open casing and remove machine
- Follow instructions exactly as given on the machine for proper use
- AED devices are located on the second floor of both Building B and Founders

### 3. Fire

In the event of a fire on SDC property adhere to the following procedures:

Procedures	
	<ul style="list-style-type: none"> <li>• Activate manual pull alarms which are located throughout the buildings. Activating one pull alarm will sound all alarms within the building</li> <li>• After activation of the fire alarms, evacuate the building and <b>call 911</b>, and notify Operations as soon as possible.</li> <li>• Upon hearing alarms, all occupants of building must proceed to approved evacuation exits as instructed on the emergency exit maps (<a href="#">See Pg. 22</a>)</li> <li>• SDC personnel may check the building to see that all occupants have evacuated.</li> <li>• After above steps have been accomplished, qualified personnel may attempt to extinguish the fire, if safe to do so, with portable extinguishers located throughout the buildings.</li> <li>• No one is to reenter the building until an SDC authority or the Fire Department gives the "All Clear".</li> <li>• Even if you were able to extinguish the fire yourself, you will still need to report the fire to the fire department for investigation.</li> </ul>

Action Steps (Fire)			
R	Rescue	Rescue all persons in immediate danger	
A	Alarm	<ul style="list-style-type: none"> <li>• Activate the fire pull station</li> <li>• Yell "FIRE!"</li> <li>• Call 911</li> </ul>	<p><b>With the call:</b></p> <ul style="list-style-type: none"> <li>• Give location of fire (building and room number)</li> <li>• Your name</li> <li>• Type of fire (if known)</li> </ul>
C	Contain	Contain the fire by closing all doors and windows	Do not open doors that are hot to touch
E	Extinguish <i>(If Possible)</i>	If the fire is small enough, use a fire extinguisher, smother with a blanket, towel or pitcher of water	<p><b>If using the fire extinguisher:</b></p> <p><b>P:</b> Pull the pin  <b>A:</b> Aim the hose  <b>S:</b> Squeeze the handle  <b>S:</b> Sweep at the base of the fire</p>
	Evacuate	Follow the standard evacuation procedures outlined above	<ul style="list-style-type: none"> <li>• Close all doors behind you as you leave</li> <li>• Do NOT use elevators</li> <li>• Do NOT run</li> </ul>

***If Arson is Suspected:***

- Inform the responding police/fire personnel
- Assist the police/fire department in their investigation as needed
- Help locate any possible suspect and/or witnesses

### 4. Natural Disasters

In the event of an earthquake or other natural disaster adhere to the following procedures:

Procedures:		
<b>Earthquake</b>	<b>If Indoors:</b> <ul style="list-style-type: none"> <li>• Take cover under desks, tables, or heavy furniture</li> <li>• Take cover in interior doorways or narrow halls</li> <li>• Stay away from windows and beware of falling objects</li> <li>• Examine yourself and others for possible injuries</li> </ul>	<b>If Outdoors:</b> <ul style="list-style-type: none"> <li>• Move away from buildings</li> <li>• Avoid trees, electrical poles, overhead wires, fallen wires or other hazardous elements</li> </ul>
<b>Flooding</b>	<ul style="list-style-type: none"> <li>• Call the <b>Operations Department</b> and give specific location and effects of flooding</li> <li>• Evacuate area if it imposes risk to your personal safety</li> <li>• Stay away from electrical devices</li> <li>• If water has entered a building or walkway, do not walk through it; it may contain hazardous materials</li> <li>• Broken water pipes, water leaks and overflowing or clogged drains that do not present an emergency situation should only be reported to the Operations Department</li> </ul>	
<b>Tornado/ Severe Weather</b>	<ul style="list-style-type: none"> <li>• When severe weather is forecasted, SDC leadership will monitor the situation on the county emergency radio and the customary public broadcasting systems</li> <li>• When a tornado warning is issued all students and employees will be notified through a RAVE text message at which point everyone should proceed to a designated location</li> <li>• Assume a kneeling position against a wall, head down, hands covering head. An interior room of the building with no windows is the safest place</li> <li>• Close all windows and doors upon leaving any area</li> </ul>	

**Following a Natural Disaster Emergency:**

- Evacuate the building and check in at the **Emergency Assembly Area** after the disaster is over and help others evacuate the building as needed ([See Pg. 22](#))
- Avoid fallen electrical lines and leaking gas lines
- Students should report to their Resident Assistant or Resident Director. Faculty and Staff should report to their Department Head or Director
- Account for persons present (*Student Life*)
- Allow the Operations Department to evaluate the buildings for gas, fire, electrical and structural problems
- After the building is cleared of safety problems you may return to your room or office and check for any safety hazards. Never enter or reenter a building until it has been determined safe by school authority officials
- Report any problems or changes to your room or office to the Director of Operations

**5. Hazardous Materials Incident**

In the event of a hazardous material spill (chemical, biological, radiological, or toxic) adhere to the following procedures:

Procedures:		
<b>S</b>	<b>Stop the Spread</b>	<ul style="list-style-type: none"> <li>Do not endanger yourself</li> <li>Obtain the Material Safety Data Sheet (MSDS) from science lab</li> </ul>
<b>W</b>	<b>Warn Others</b>	<ul style="list-style-type: none"> <li><b>Call 911</b> and call the Operations Department</li> <li>Give specific location: building name and number and description of problem</li> </ul>
<b>I</b>	<b>Isolate the Area</b>	<ul style="list-style-type: none"> <li>Remove persons from exposure area</li> <li>Keep others away from the spill</li> </ul>
<b>M</b>	<b>Minimize Exposure</b>	<ul style="list-style-type: none"> <li>Use appropriate Personal Protective Equipment</li> <li>Follow MSDS recommendations</li> </ul>

Specific Action Steps	
<b>Chemical &amp; Solvent Spills</b>	<b>Biological Release/Spill</b>
<p><b>In the event of a chemical or solvent leak:</b></p> <ul style="list-style-type: none"> <li>Confine the spill</li> <li>Evacuate and secure the immediate area; limit access to authorized personnel</li> <li>Notify area supervisor and the <b>Operations Department</b></li> </ul> <p><b>If skin contamination has occurred:</b></p> <ul style="list-style-type: none"> <li>If in contact with the chemical, remove clothing and flush with warm tap water for 15 minutes</li> <li>If an immediate hazard exists or medical assistance is required call 911</li> </ul>	<p><b>In the event of a biological release/spill:</b></p> <ul style="list-style-type: none"> <li>Decontaminate the spill with appropriate disinfectant and personal protection</li> <li>For a large spill or release of highly infectious materials, notify everyone in the area, secure the area, evacuate and call the <b>Operations Department</b></li> </ul> <p><b>If a blood-borne pathogen exposure or needle-stick injury has occurred:</b></p> <ul style="list-style-type: none"> <li>Go to the nearest sink and wash affected area with warm water and soap</li> <li>If the issue is a life and death emergency, <b>Call 911.</b></li> </ul>
<b>Toxic Fumes Release</b>	<b>Radioactive Leak Spills</b>
<p>If you smell gas or other toxic fumes or experience irritation, coughing, burning eyes, and/or difficulty breathing:</p> <ul style="list-style-type: none"> <li>Evacuate the area immediately and notify the <b>Operations Department</b></li> <li>If you smell gas in a dark room, do not turn on lights; this action could ignite gas</li> <li>Do not touch, activate or de-activate any power switches, fire alarms, lights, etc.</li> <li>Do not re-enter the area until cleared by emergency personnel</li> </ul>	<p><b>In the event of a radioactive spill/leak:</b></p> <ul style="list-style-type: none"> <li>Limit the spread of the spill</li> <li>Evacuate and secure the immediate area; limit access to authorized personnel</li> <li>Call the <b>Operations Department</b></li> <li>If advised to clean, use disposable gloves and a lab coat, clean from perimeter into the center</li> </ul> <p><b>If skin contamination has occurred:</b></p> <ul style="list-style-type: none"> <li>Wash affected area with tepid water for 15 minutes and call for further medical help</li> </ul>

## 6. Violence on Campus: Active Shooter, Hostage, Terrorist Situation

In the event of violence on campus or an active shooter situation adhere to the following procedures:

### Active Shooter on Campus

- **Lock-Down:** Close and lock all the windows and doors and turn off lights.
- **Get Down:** Get everyone down on the floor, ensuring no one is visible from outside the room.
- **Call 911:** Describe what is taking place.
- **Stay Put:** Remain there until a police officer states, **“All Clear”**. The shooter may attempt to lure victims from their safe hiding place. Do not respond to any voice commands until you can verify with certainty that they are being issued by a Police Officer.

### Active Shooter Is Near Your Location

- Try to remain calm. Call 911 if possible and alert police of the shooter’s location. If you can’t speak, leave the line open so the Dispatcher can listen to what is taking place.
- If the room you are in can be locked and barricaded entirely do so.
- If your room cannot be secured, attempt to safely reach a nearby location or exit the building.
- If you decide to move from your current location, have an escape route and plan in mind. Move quickly, keep hands visible and follow instructions of any police officers you encounter
- Do not attempt to remove injured people. Leave wounded victims and notify authorities of their location as soon as you are safe from danger. Do not touch anything that was in the vicinity of the shooter.
- Any attempt to overpower them with force should be considered as a last resort after all other options have been exhausted and escape is deemed impossible.

### Active Shooter In Your Office Or Classroom:

- **TAKE ACTION!!** Your chance of survival when confronted face to face with an active shooter is far greater if you take action rather than stay passive and hiding. While this is contrary to our natural tendency to seek safety, in these situations it is your best chance of staying alive.
- **THROW!!** An attacker is usually unprepared for counter-measures and will often be unable to aim and shoot accurately when distracted by any type of projectile aimed at the head in quick succession. Throw anything you can find at the shooters head as quickly as possible.
- **TACKLE!!** Attempt to overpower and subdue the individual by every means necessary.

### Responding Police Officer Tactics:

- **Recognize:** Responding officers will normally be in teams of two (2); they may be dressed in regular patrol uniforms, or other tactical gear such as bulletproof vests and helmets.
- **Remain:** Police officers responding to an active shooter situation are trained to proceed immediately to the area where shots were last heard. Their purpose is to stop the shooting as quickly as possible. The first officers to arrive **will not stop to aid** injured people; rescue teams composed of other officers and emergency medical personnel will follow to treat and remove injured persons. Remain where you are until such help arrives.
- **Respond:** Always do exactly as the officers tell you; do not be afraid of them. Put down anything you may be carrying and keep your hands visible at all times. Once you have escaped, the entire area is still a crime scene and police will not let anyone leave until the situation is fully under control. **Obey all directives given to you by emergency personnel at all times!** Until you are released, remain at the **Emergency Assembly Area**. ([See Pg. 22](#))

## 7. Bomb/Bomb Threat

In the event of the discovery of a bomb/suspicious package or receiving a call which threatens the safety or security of San Diego Christian adhere to the following procedures:



Procedures:	
Device Located	Phone Threat
<ul style="list-style-type: none"> <li>• Upon discovery of a suspicious device, immediately <b>Call 911</b> and notify the Operations Department</li> <li>• If a device is located in a classroom, immediately and calmly evacuate</li> <li>• Under no condition attempt to touch or move the device</li> <li>• Turn off cell phones or electronic devices – they can activate explosive devices</li> <li>• Don't assume safety after finding one device, there may be more than one</li> </ul>	<ul style="list-style-type: none"> <li>• Obtain as many details as possible if a bomb threat is made</li> <li>• Immediately after the call, write down the exact words of the caller</li> <li>• <b>Call 911</b></li> <li>• Evacuate the building and move to a designated area at least 300 feet away from affected building. Preferably the <b>Emergency Assembly Area (Pg. 22)</b></li> <li>• While evacuating the building, have staff look for unusual devices and listen for suspicious noises. Report suspicious items immediately</li> <li>• Do NOT return to the building until a school or public official has given the "All Clear"</li> </ul>

Bomb Threat Checklist	
<p>Checklist: (Complete all possible items immediately following the call.)</p> <p>1. Time Call Received: _____</p> <p>3. Caller's Name (if known) _____</p> <p>4. Sex: <input type="checkbox"/> Male <input type="checkbox"/> Female</p> <p>5. Age: <input type="checkbox"/> Adult <input type="checkbox"/> Child</p> <p>6. Bomb Facts (Questions to Ask)</p> <p>a. When will it explode? _____</p> <p>b. Where is the bomb right now? _____</p> <p>c. What kind of bomb is it? _____</p> <p>d. What does it look like? _____</p> <p>e. Why did you place the bomb? _____</p> <p>7. Voice Characteristics: _____</p> <p>8. Background Noise: _____</p> <p>9. Person Receiving Call: _____ Date: _____</p>	

## 8. Assault/Harassment

In the event of a physical/verbal assault or harassment situation in which an individual is confronted in a violent or aggressive way or feels they are being harassed in any form of physical, verbal or emotional abuse adhere to the following procedures:

### Procedures:

- **If you feel your physical safety is in danger, call 911**
- Contact the **Operations Department** and report the situation immediately
- Get detailed descriptions of any persons involved and give this information over the phone or to the arriving officer
- Do NOT intervene in the situation; wait until the proper authorities arrive and follow their directions

### Forms Of Aggression To Report Immediately

<b>Harassment</b>	Any verbal, visual or physical conduct that is directed at an individual or a group because of race, color, national origin, age, sex, physical or mental disability or any other criterion protected by law; when such conduct is sufficiently severe, pervasive or persistent so as to have the purpose or effect of interfering with an individual's or group's academic or work performance or creating a hostile educational, work or living environment
<b>Hazing</b>	Any intentional, knowing or reckless act meant to induce physical pain, embarrassment, humiliation, deprivation of rights or that creates physical or mental discomfort for the purpose of being initiated into, affiliating with, holding office in or maintaining membership in any organization, club or athletic team sponsored or supported by the college and whose membership is totally or predominately other students from the college
<b>Stalking</b>	Any "willful course of conduct" involving repeated or continuing harassment against another individual, which would cause a reasonable person to feel frightened, intimidated, threatened or molested - such as: <ul style="list-style-type: none"> <li>• Following or appearing within the sight of another</li> <li>• Approaching another individual in a public or private place</li> <li>• Appearing at the workplace or residence of another</li> <li>• Contacting by phone, email or text messages</li> </ul>
<b>Sexual</b>	Any unwelcome requests for sexual favors, conversation containing sexual comments, sexual advances, sexually explicit emails/texts or other forms of communication and inappropriate physical touch
<b>Ethnic Intimidation</b>	Any malicious intimidation or harassment of another person because of race, color, religion, gender or national origin

**Guidelines for Reporting Sexual/Physical Assault Next Page**

## 9. Physical/Sexual Assault

### If You Have Been the Victim of Physical/Sexual Assault

If you or someone you know has been sexually or physically assaulted or has been exposed to any form of sexual exploitation, SDC strongly encourages you to consider taking the following actions:

- **Find a safe environment** and ask a trusted individual to stay with you for support. Know that the incident was not your fault
- **Contact the SDC Department of Safety & Support by calling 619-201-8698.** You will be connected with an advocate who can talk about all of the reporting options, and can accompany you through the process of receiving medical help
- **Seek medical attention** as soon as possible, (within 72 hours is recommended). It is important to have a forensic medical exam to check for internal injuries, receive medication for sexually transmitted infections, discuss options for HIV prevention, and gather forensic evidence. *For life-threatening conditions, call 911 or go to the nearest hospital Emergency Department*
- **Do what you can to preserve evidence.** Do not wash your face or hands, bathe, brush your teeth, drink or eat, douche, or change clothes if you can avoid it. If you do change your clothes, put all clothing you were wearing at the time of the assault in individual paper bags (not plastic). It is important to preserve as much evidence as possible should you later decide to press criminal charges; ideally within the first 24 hours. (The quality and quantity of evidence collected later than this may be substantially diminished)
- **File a Police Report by dialing 911.** The police will ask you for as much information in as much detail as you can give about the circumstances of the crime and the assailant. The questions asked may be difficult to answer but are designed to help you accurately recall the incident
  - Do not be afraid to say you are not sure or don't remember. Feel free to request an explanation if you do not understand what is being asked
  - You will be asked to sign a formal statement about the assault. Be sure to read it over carefully and correct any errors before you sign it
- **Seek support and counseling.** Information, support and advice are available for anyone who wishes to discuss issues related to sexual assault and/or incidents of sexual exploitation
  - *The degree to which confidentiality can be protected depends upon the professional role of the person being consulted and should be addressed with that person before specific facts are disclosed*

## 10. Utility Failure

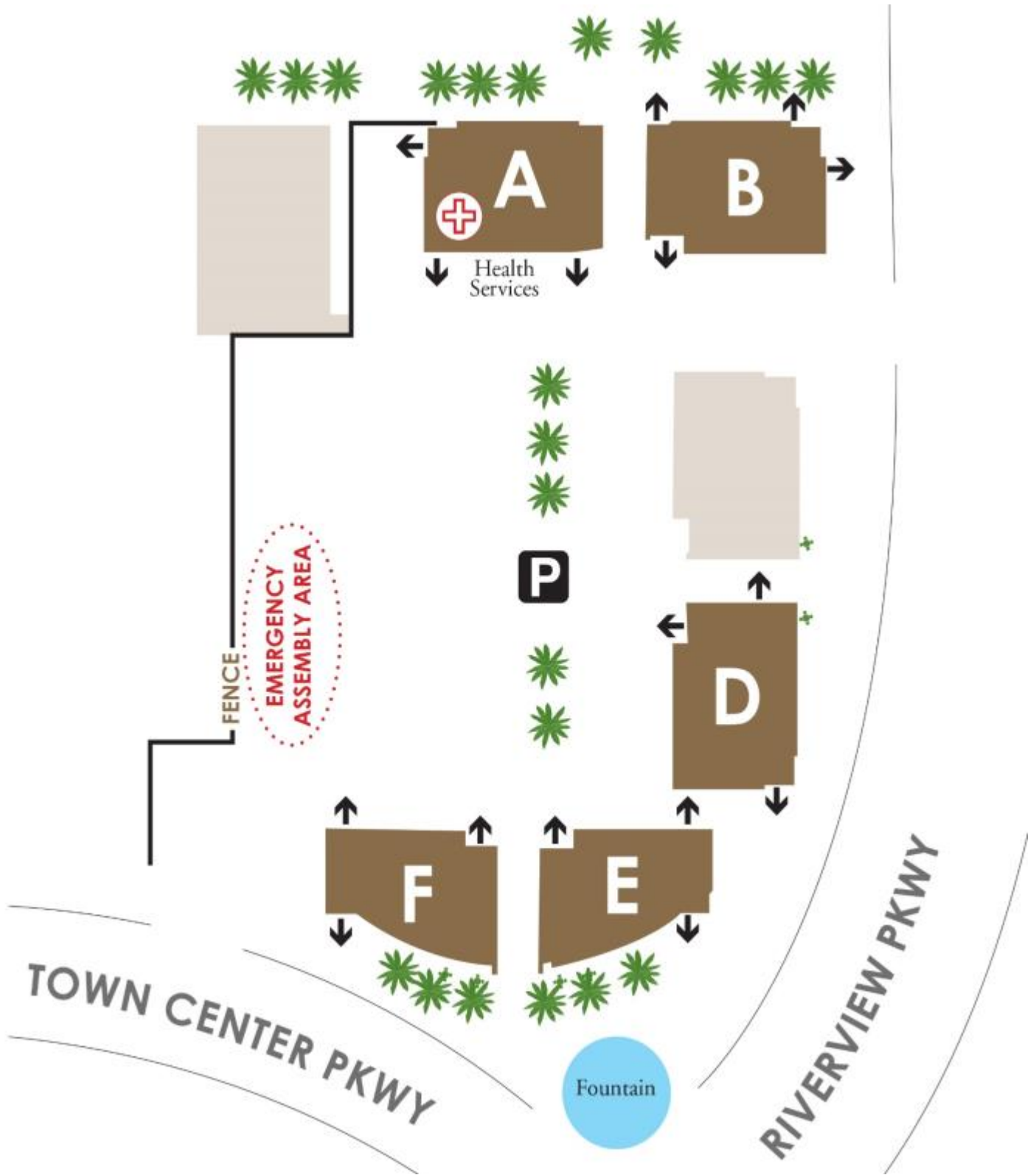
In the event of certain utility failures on SDC Campus Grounds adhere to the following procedures:

Procedures:			
FAILURE	WHAT TO EXPECT	CONTACT	RESPONSIBILITY OF USER
<b>Computer/Phone</b>	Certain IT items not functional	I.T. Dept.	Use backup devices as needed
<b>Electrical Systems</b>	Power failure	Operations Dept.	Use flashlights, exit building
<b>Natural Gas Failure or Leak</b>	Odor, use no open flames, evacuate area if necessary	Operations Dept.	Turn off gas equipment, extinguish any open flames, and evacuate area
<b>Sewer Systems</b>	Drains backed up	Operations Dept.	Do not flush toilets, do not use water
<b>Steam Systems</b>	No heat, no hot water	Operations Dept.	Prepare to be without heat or hot water, leave building if necessary
<b>Fire Alarm and Detection</b>	No fire alarms	Operations Dept.	Implement fire watch procedures
<b>HVAC</b>	No heating or cooling. No ventilation	Operations Dept.	Prepare for a change in temperature or a lack of ventilation for short time period
<b>Elevators Not Working</b>	All vertical movement will be by stairwell	Operations Dept.	Direct users to nearest stairwell
<b>Elevators stopped between floors</b>	Passengers trapped on the elevator	Operations Dept.	Stay with passengers and communicate with them; keep them calm
<b>Fire Internal</b>	Fire in the building	<b>911</b>	Evacuate area; sound the alarm; extinguish if applicable
<b>Fire External</b>	Fire outside the building. No risk to building	<b>911 (If needed)</b>	Close doors and windows, shut down ventilation system
<b>Flood Internal</b>	Water in the building	Operations Dept.	Protect property and materials, do not walk through water
<b>Flood External</b>	Water outside the building.	Operations Dept.	Do not walk through standing water
<b>Structural Damage</b>	Visible cracks or damage, improper door and window alignments	Operations Dept.	Prepare to evacuate, you may not be able to reenter

- The Operations Department Number will automatically route to the Director of Operations' personal cell phone. In the event of an emergency in which he does not answer, contact the **FRONT DESK**.
- During normal business hours and weekends the Operations Department phone line will route to the Director of Operations personal cell phone.

# VI: APPENDIX

## Campus Evacuation Map



## **Soliciting & Loitering Policy**

### **Soliciting:**

SDC has a strict NO SOLICITING policy on both the main campus and student housing property, unless prior arrangement has been cleared through a cabinet member. Should an employee or student be approached on campus by someone attempting to sell anything or ask for money of any kind please respond with the following steps:

1. Inform the individual they need to report to the front desk of the LaHaye Center immediately and cease any further communication.
2. Contact the Operations Department and inform them of the situation along with a description of the individual. If it appears the person did not go to the front desk as instructed provide information on where they may have gone.
  - a. If no one in Operations can be reached directly please contact Robert Jensen or Teresa Demchak.

➤ *NOTE: should the individual respond by saying they do have permission to approach you, please be aware they are not telling the truth. Any organization or individual granted permission to solicit would be given clearance to do so only under strict supervision or from a vendor-type display table outside. NO ONE will be given clearance to ever go 'door to door' alone for any reason on our campus.*

### **Loitering:**

While it is important for us to represent Christ well and show compassion to others, it is also vital we maintain a safe campus environment. For this reason if any individual is seen on campus who appears to be loitering and not directly involved with any of the 3 Riverview Parkway entities, please do not attempt to confront but contact the Operations Department immediately and inform them of the situations. Include a description of the individual and where they were last seen. *If there is any reason to suspect the individual is dangerous please call 911 immediately; followed by contacting the Operations Dept.*

- This includes all of our actual property as well as the along both streets and the back, undeveloped lot. While we may or may not have grounds to ask someone to leave particular areas it will still be helpful to at least make the Operations department aware of their presence.

## Media Talking Points

### **General Points: (Points to start with before an official response)**

- The safety of the people is our number one concern
- We are running all available resources to resolve the situation
- We will continue to provide information about the situation as we learn it

### **Sample Statements for Pre-Information Release:**

- We are in the process of gathering the most up-to-date information to share with you. We expect the information to be issued shortly. We do not have an exact time but we expect it within an hour
- We have a staging area for the media in front of the LaHaye Center, next to the water fountain. Please respect that area, as we are still a working college and want to maintain an atmosphere conducive for the proper response and recovery to this situation, as well as our college academia
- We have released all the information that we have at this time. As soon as we have additional facts, we will share them with you

### **Structural/Natural Disaster Response:**

- We are responding to the situation as outlined and previously rehearsed/prepared for in our Emergency Action Plan (EAP)
- We have enacted a Management Team for this situation that is readily and carefully enacting and following our EAP
- Through this EAP, our first priority is to ensure a safe and well-coordinated response and recovery to this event. Our goals are to protect people, protect property and protect the environment
- We are doing, and will continue to do, everything possible to ensure a safe and quick resolution to this situation

### **Disturbance on Campus: (Violence, Bomb Threat, Shooter, Harassment)**

- We are responding to the situation as outlined and previously rehearsed/prepared for in our Emergency Action Plan (EAP)
- We have enacted a Management Team for this situation that is readily and carefully enacting and following our EAP
- Through this EAP, our first priority is to ensure a safe and well-coordinated response and recovery to this event. Our goals are to protect people, protect property and protect the community
- We are doing, and will continue to do, everything possible to ensure a safe and quick resolution to this situation

### **In Case of Death:**

- As names are confirmed, we will notify the relatives first before we release any names to the public. This can take time, but we want to avoid errors. We know the process may seem slow, but we hope you will understand

**Incident Report Form**

Date of Incident:		Time:	AM	PM
Location of Incident:				
Name of Injured Person:				
Date of Birth:	Relationship to SDC:   Student   Employee   Visitor   Vendor			
Contact Information :				
Description of Incident:				
Did an injury take place requiring physician/hospital visit?   YES   NO				
Were local law enforcement or any emergency response teams called to the scene?   YES   NO				
Description of Injuries or property damaged/stolen:				
Name of Person Filing Report:				
Relationship to SDC:				
Contact Information:				

By signing and dating this form you attest that all the above information is true and accurate the best of your knowledge:

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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**RETURN COMPLETED FORM TO OPERATIONS DEPARTMENT**  
200 Riverview Parkway • Santee, CA 92071 • (619) 201-8693 • sdcc.edu



**Employee Acknowledgment Form**

I have attended the SDC Employee Emergency Action Response Training Session and recognize that I am fully responsible to read and understand the Emergency Response Employee Handbook regarding San Diego Christian's Emergency Action Plan and my personal responsibility in the event of an emergency.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**RETURN COMPLETED FORM TO OPERATIONS DEPARTMENT**

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