

# Concordia University Irvine



## Emergency Management Plan Online Version 2015

## Table of Contents

Chapter 1: Main Plan.....	1-1
Introduction .....	1-2
Purpose .....	1-2
Scope.....	1-2
Planning Assumptions.....	1-3
Levels of Emergency .....	1-3
Emergency Declaration .....	1-4
Immediate Notifications .....	1-4
Timely Warnings .....	1-5
Emergency Supplies .....	1-5
Duties and Roles .....	1-6
President .....	1-6
Policy Group (Executive Staff).....	1-6
University Incident Commander .....	1-6
The Emergency Preparedness Coordinator .....	1-6
Emergency Operations Team/General Staff.....	1-6
Command Staff .....	1-6
Concordia Emergency Response Teams .....	1-7
Faculty and Staff .....	1-7
Students .....	1-7
Organization.....	1-8
University Executive.....	1-8
Policy Group (Executive Staff).....	1-8
Incident Command.....	1-8
Incident Command System .....	1-9
Key Principles of the Incident Command System .....	1-9
Designation of University Incident Commander.....	1-9
University Incident Command Structure Roles and Responsibilities.....	1-10

President .....	1-10
Policy Group .....	1-10
University Incident Commander .....	1-10
Emergency Operations Team/General Staff .....	1-10
Operations Section.....	1-10
Logistics Section .....	1-10
Finance Section .....	1-10
Planning Section.....	1-10

Chapter 3: Safety Procedures.....	3-1
Earthquakes .....	3-2
Utility Problems and Failures .....	3-2
Power Outage .....	3-2
Plumbing Problems/Flooding.....	3-2
Gas Leaks.....	3-3
Elevator Failure .....	3-3
Fires.....	3-3
Medical.....	3-4
Violence or Disruption in the Classroom or Office .....	3-4
Hostile Intruder, Barricaded Person or Hostage Situation .....	3-4
Wildlife/Stray Animals on Campus .....	3-6
If you encounter an animal:.....	3-6
If someone is bitten by an animal:.....	3-6
Residential Education and Services Emergency Guide .....	3-7
Maintenance Emergency .....	3-7
Medical Emergency.....	3-7
Rape/Assault/Sexual Assault.....	3-7
Psychiatric/Emotional Disturbance.....	3-8
Suicide .....	3-9

# Chapter 1: Main Plan

The purpose of Chapter 1 of the Emergency Management Plan is to outline the basic understanding of responsibilities and governance of the University's emergency response. The Emergency Management Plan is designed to provide planning and emergency response guidelines for the University's Policy Group (Executive Staff), Emergency Operations Team, operational units and campus community in the event that a serious threat, crisis or emergency occurs on or near property owned or supervised by the University or affects members of the campus community.

## Introduction

The Emergency Management Plan is designed to provide planning and emergency response guidelines for the University's Policy Group (Executive Staff), Emergency Operations Team, operational units and campus community in the event that a serious threat, crisis or emergency occurs on or near property owned or supervised by the University or affects members of the campus community.

The basic emergency procedures outlined in this plan are designed to enhance the protection of lives and property through the effective use of campus and community resources. The plan will be updated periodically to reflect changes at the University and in the surrounding community.

This plan has been constructed in a modular format. Individual action plans for potential critical incidents are listed in tabbed sections. In an emergency, University decision makers can quickly consult those concise action plans for guidance under conditions of stress when time is of the essence. After the action plan comes a 10-part appendix, which addresses the Emergency Operations Center, the Incident Command System and the University Communication Plan. The appendix also provides a contact list for faculty and staff, as well as general information on critical incident and disaster preparedness. Faculty, staff and students should familiarize themselves with the resource material in the appendix so they can handle a critical incident or disaster in the most effective and safe manner.

## Purpose

The Emergency Management Plan is intended to establish policies, procedures and organizational structure for response to emergencies that are of sufficient magnitude to cause a significant disruption of the functioning of all or portions of the University. This plan describes the roles and responsibilities of faculty, staff and students during emergencies. The basic procedures are designed to protect lives and property through effective use of University and community resources. Since an emergency may come suddenly and without warning, the procedures are designed to be flexible in order to accommodate contingencies of various types and magnitudes.

## Scope

This plan is a University-level plan that guides the emergency response of University personnel and resources during an emergency. It is the official emergency response plan of the University and precludes actions not in concert with the intent of this plan or the organization created by it. **However, nothing in this plan shall be construed in a manner that limits the use of good judgment and common sense in matters not foreseen or covered by the elements of the plan.**

This plan and organization is subordinate to federal, state and local plans during a disaster declaration by those authorities. This Emergency Management Plan is consistent with established practices relating to coordination of emergency response. Accordingly, this plan incorporates the use of the **Incident Command System** to facilitate interagency coordination, promote the use of common emergency response terminology and command structure and facilitate the flow of information between responding agencies.

### Planning Assumptions

Emergency planning requires a commonly accepted set of assumed operational conditions that provide a foundation for establishing protocols and procedures. These assumptions are called planning assumptions and the standard practice is to base planning on the worst-case conditions. Using these models, this plan incorporates the following planning assumptions:

- Utilities – including water delivery, electrical power, natural gas, telephone communications, microwave and repeater based radio systems, cellular telephones and information systems – may be interrupted.
- Regional and local services may not be available.
- Major roads, overpasses, bridges and local streets may be damaged.
- Damage and shaking may cause injuries and displacement of people.
- Normal suppliers may not be able to deliver materials.
- Contact with family and homes may be interrupted.
- People may become stranded at the University. Conditions may be unsafe to travel off campus.
- The University will need to conduct its own rapid damage assessment, situational analysis and deployment of on-site resources and management of emergency operations on campus.

### Levels of Emergency

Emergency conditions vary with each incident and activation. As a guide, three levels of emergency are generally specified in campus emergency plans, as follows:

- **Level 1 – Minor Emergency:** Any incident, potential or actual, that will not seriously affect the overall functional capacity of the University.
- **Level 2 – Major Emergency:** Any incident, potential or actual, that affects an entire building or area and will disrupt the overall operations of the University. Outside emergency services will probably be required, as well as major efforts from campus support services. Major policy considerations and decisions will usually be required from the University during a major emergency. The Emergency Operations Center may be activated depending on conditions.

- **Level 3 – Disaster:** Any event or occurrence that seriously impairs or halts the operations of the University. In some cases, mass personnel casualties and severe property damage may be sustained. A coordinated effort of all campus-wide resources is required to effectively control the situation. Outside emergency services will be essential but possible not available. In all cases of a level 3 disaster, the Emergency Operations Center will be activated and the appropriate support and operational plan will be executed.

### **Emergency Declaration**

The University President, or his or her designee, shall declare a local campus state of emergency when deemed necessary.

During the period of any major campus emergency, the Department of Campus Safety, as required, shall place into immediate effect the appropriate procedures necessary to meet the emergency, safeguard life and property and maintain educational facilities. The Policy Group shall immediately consult with the President regarding the emergency and the possible need for a declaration of a local campus state of emergency.

When a declaration is made, only registered students, faculty, staff, contractors and residents are authorized to be on campus. Those who cannot present proper identification showing a legitimate purpose for being on campus will be asked to leave. Unauthorized persons remaining on campus may be subject to arrest in accordance with California Penal Code 409 and 626.6(a). Exceptions may be granted in the event that shelter facilities must be provided to area residents or for mutual aid. Only those faculty and staff members who have been assigned by the Emergency Operations Center or granted permission by the Department of Campus Safety will be allowed to enter the immediate disaster area. In the event of earthquakes, aftershocks, fires, storms or other major disasters on or about campus or involving University property, the Department of Campus Safety and/or Emergency Response Teams will be dispatched to determine the extent of any damage or potential threat to University property.

### **Immediate Notifications**

Students, faculty, staff and visitors are encouraged to report all crimes and public safety related incidents to the Department of Campus safety in a timely manner to aid in providing accurate Immediate Notifications or Timely Warnings to the University community when appropriate and to ensure inclusion in the annual crime statistics. In the event of a serious incident which may pose an immediate or on-going threat to members of the Concordia Irvine community, an Immediate Notification or Timely Warning will be sent to students and employees. The notifications and warnings are generally written and distributed to the University community by the Executive Director of Campus Safety or designee.



Notifications and warnings may be distributed via the University's mass notification system which includes e-mails, text messages or voice mails. Notifications and warnings may also be posted on the University's website, the Campus Safety website, Facebook page, Twitter account or other means of social media. Campus Safety Alert posters may also be posted by the Department of Campus Safety in campus buildings when deemed necessary.

Immediate Notifications will be issued upon the confirmation of a significant emergency or dangerous situation involving an immediate threat to the health or safety of the University community. The University will post updates during a critical incident utilizing the same distributions systems.

### **Timely Warnings**

Timely Warnings will be issued to inform the University community of crimes or situations that may represent a serious or continuing threat. The warnings will be issued in the same manner as Immediate Notifications. Timely Warnings are usually distributed for the following Uniform Crime Reporting Program (UCR) classifications: major incidents of arson, murder/non-negligent manslaughter and robbery. Incidents of aggravated assaults and sex offenses are considered on a case by case basis, depending on the facts of the case and whether there is a continuing threat to the University community. Timely Warnings may also be issued for other crime classifications as deemed necessary.

### **Emergency Supplies**

A locked container holding essential emergency supplies is maintained in a secure location. This container is stocked with food, water, flashlights, first aid kits, tools and other equipment. The supplies are maintained by the Department of Campus Safety and may be accessed only upon authorization of the University Incident Commander or Executive Director of Campus Safety.

## **Duties and Roles**

### **President**

This plan is promulgated under the authority of the President of the University. All decisions concerning the discontinuation of University functions, cancellation of classes or cessation of operations rest with the President or his/her designee. After consulting with the University Incident Commander and the Policy Group, the President shall be responsible for declaring a major institutional emergency.

### **Policy Group (Executive Staff)**

The Policy Group is comprised of senior University executives who will advise the President on policy decisions during the emergency.

### **University Incident Commander**

The University Incident Commander is in charge of the Emergency Operations Team. The University Incident Commander is the individual responsible for the command and control of all aspects of an emergency situation.

### **The Emergency Preparedness Coordinator**

The Emergency Preparedness Coordinator is responsible for the maintenance of the Universities Emergency Management Plan and consults directly with the University Incident Commander during an actual emergency.

### **Emergency Operations Team/General Staff**

The Emergency Operations Team is composed of senior managers who will direct their departments and subordinates in carrying out the University's emergency response and recovery functions. The Emergency Operations Team will meet in the Emergency Operations Center located in Admin 101. An alternate location is located at Sigma Square.

The General Staff will make up the ICS positions of Operations Section Chief, Planning Section Chief, Logistics Section Chief, and the Administration Section Chief.

### **Command Staff**

The Command staff's role is to support the Incident Commander. The Command staff consists of the Safety Officer, Public Information Officer, and the Liaison Officer.

The Safety Officer monitors incident operations and advises the Incident Commander on all matters relating to operational safety, including the health and safety of emergency response personnel.

The Public Information Officer (PIO) is responsible for communicating with the public, media, and/or coordinating with other agencies, as necessary, with incident-related information requirements. The PIO is responsible for developing and releasing information about the incident to the news media, incident personnel, and other appropriate agencies and organizations.

The Liaison Officer is the point of contact for representatives of other agencies both public and private to provide them input on University policies, resource availability, and other incident related matters.

### **Concordia Emergency Response Teams**

In the event of a major emergency, the University will need manpower in excess of Department of Campus Safety staff to evacuate persons, direct traffic, provide security, perform search and rescue, provide transportation, and perform damage assessment and other duties. In conjunction with the City of Irvine, CUI will use the Community Emergency Response Team program.

Community Emergency Response Teams (CERT) are formed and trained in how to respond to emergencies. Volunteers should be sought, especially those with skills based on medical, law enforcement, fire or military experience. CERT members will be supplied appropriate safety equipment.

### **Faculty and Staff**

Faculty and staff are seen as leaders by students and should be prepared to direct students to assembly areas in the event of an emergency and account for every student. Every member of the faculty and staff should read and become familiar with applicable emergency plans, procedures and evacuation routes. Faculty and staff must be prepared to assess situations quickly but thoroughly and to use common sense in determining a course of action. All faculty and staff are responsible for securing their work areas, especially in advance of challenging weather.

### **Students**

Students should familiarize themselves with the emergency procedures and evacuation routes in the building in which they live or use frequently. Students should be prepared to assess situations quickly, but thoroughly, and to use common sense in determining a course of action. They should evacuate to assembly areas in an orderly manner when directed to do so by emergency personnel or when an alarm sounds.

Faculty, staff and students should also be able to execute emergency lockdown and other safety procedures as outlined in this Emergency Management Plan.

## **Organization**

### **University Executive**

University President

### **Policy Group (Executive Staff)**

Executive Vice President/Provost

Executive Vice President for Finance/Chief Financial Officer

Executive Vice President for University Advancement

Executive Vice President/Chief Enrollment Officer

Executive Vice President/Special Assistant to the President for External Relations

Vice President for Academic Affairs/Associate Provost

Associate Vice President/General Counsel

Assistant Provost for Adult Graduate and Online Learning

### **Incident Command**

Executive Director of Campus Safety

#### **Alternate**

Executive Director of University Service

### **Emergency Operations Team/General Staff**

Dean of Students

Director of Campus Safety

Director of University Services

Director of Marketing and Communications

Director of Human Resources

Controller

Director of Information Technology Services

Associate Dean of Residential Education and Services

Director of Counseling Services

Director of Health Services

Campus Pastor

### **Command Staff**

Emergency Preparedness Coordinator

Public information Officer

Safety Officer

## **Incident Command System**

The Incident Command System is a modular emergency management system designed for all hazards and levels of emergency response. This system creates a combination of facilities, equipment, personnel, procedures and communications operating within a standardized organizational structure. The system is used by the Federal Emergency Management Agency and throughout the United States as the basis for emergency response management. Use of the Incident Command System at the University facilitates the University's ability to communicate and coordinate response actions with other jurisdictions and external emergency response agencies.

### **Key Principles of the Incident Command System**

- Modular organization based on activating only those organizational elements required to meet the current objectives.
- Common terminology applied to organization elements, position titles, facility designations and resources.
- Unified command structure so that organizational elements are linked to form a single overall structure with appropriate span-of-control limits.
- Comprehensive resource management for coordinating and inventorying resources for field responses.
- Integrated communications so that information systems operate smoothly among all response agencies involved.
- Generic positions whereby individuals are trained for each emergency response role and follow prepared action check lists.
- Consolidated action plans that contain strategy to meet objectives at both the field response and Emergency Operations Center levels.

### **Designation of University Incident Commander**

It is essential to all emergency response planning and action that a single University Incident Commander be designated. This person must be in a position to bring the needed response to whatever incident may occur and as such will be at a Director level or higher.

## **University Incident Command Structure Roles and Responsibilities**

### **President**

Ultimate authority rests with the President of the University. All decisions concerning the discontinuation of University functions, cancellation of classes or cessation of operations rest with the President or his/her designee. After consulting with the University Incident Commander and the Policy Group, the President shall be responsible for declaring a major institutional emergency.

### **Policy Group**

The Policy Group is composed of senior University executives who will advise the President on policy decisions during the emergency.

### **University Incident Commander**

The University Incident Commander is in charge of the Emergency Operations Center. The University Incident Commander is the individual responsible for the command and control of all aspects of an emergency.

### **Emergency Operations Team/General Staff**

The Emergency Operations Team is composed of senior managers who will direct their departments and subordinates in carrying out the University's emergency response.

### **Operations Section**

The Operations Section provides safety, security, first aid, evacuation direction, crowd control, traffic direction, search and rescue and damage assessment and operates the Emergency Operations Center.

### **Logistics Section**

The Logistics Section provides University communications, media liaison, emergency maintenance, IT systems and restoration, alternate housing, food, supplies and transportation.

### **Finance Section**

The Finance Section provides emergency-oriented funds, procurement and administrative support.

### **Planning Section**

The Planning Section prepares all incident documentation, resource management, situational awareness and operational intelligence. This section also oversees the staging area and deployment of resources to operations.

## **Chapter 3: Safety Procedures**

This section of the Emergency Management Plan provides the guidelines that students, faculty and staff should take during an emergency. This plan cannot list every possible event that the University may face; however, it does address the most common issues that may arise.

## **Earthquakes**

In the event of an earthquake, individuals who are indoors should stay indoors, stay clear of windows and seek protection under a desk, table or bed. Once it is feasible, you should exit the building.

Individuals who are outdoors should remain outdoors and move to an open area away from buildings to avoid falling objects. After an earthquake, until instructed otherwise by a University or government authority, individuals should do the following:

- Limit telephone use to emergency calls only.
- Refrain from turning on light switches or appliances or lighting matches.
- Refrain from using elevators.
- Wear sturdy shoes at all times.
- Try to remain calm and assist others. University Emergency Response Team members and government emergency personnel will be coming to help.

## **Utility Problems and Failures**

Utility problems and failures should be reported to University Services and Campus Safety immediately.

### **Power Outage**

Report all power failures to Campus Safety and University Services immediately.

- Persons in a building experiencing a power outage should consider evacuation. Due to lack of power and loss of HVAC the building may become intolerable for occupancy.
- If the buildings fire alarm system should activate, evacuation is MANDATORY.
- Evacuees should proceed immediately to the designated assembly area.
- If buildings are evacuated, DO NOT reenter the buildings until cleared to do so by Campus Safety.

### **Plumbing Problems/Flooding**

Report all plumbing problems/flooding to Campus Safety and University Services immediately.

- Cease using all electrical equipment until repairs are made.
- If necessary, vacate the area and prevent anyone else from entering by using signs or barricades.
- Avoid standing water due to potential electrical shock.
- Consider evacuation of the building.



## Gas Leaks

If you smell natural, propane or other compressed gases, you should:

- Call Campus Safety and University Services immediately.
- Cease all activity.
- Do not switch on the lights or any electrical equipment. Electrical arcing can trigger an explosion.
- Evacuate the buildings and the area immediately.
- Go to the Assembly Areas upwind of the leak (see page 4-6).
- Keep others out of the area.
- Monitor the wind and stay upwind of the gas.
- Wait for emergency responders and inform them of the situation.
- **Do not** re-enter until emergency responders have made an announcement that it is safe to do so.

## Elevator Failure

If you are trapped in an elevator:

- Remain calm.
- Use the elevator emergency phone/call box or a cell phone to notify Campus Safety.
- Do not attempt to pry open doors.

## Fires

In the event of a fire, individuals should follow these instructions:

- Any person who sees a fire and does not hear an alarm should activate a fire alarm and call 911 immediately.
- Individuals must immediately exit any building in which a fire alarm is sounding, regardless of whether fire or smoke is present.
- If smoke is present in a room, keep close to the floor and move to the door. If the door is hot, do not open the door. Instead, exit through the window (if possible). If the room is located on an upper level, call 911 to report the location and then hang a piece of clothing or other material out the window to attract attention.
- If an alarm is heard and the room door is not hot, leave the room and leave the door unlocked. Then proceed to the nearest exit. Do not use elevators.
- Do not return to the building until instructed by emergency responders.

## Medical

In the event of a medical emergency:

- Call 911 and then call the Department of Campus Safety at 949-214-3000.
- Stay with the person who is ill or injured until instructed otherwise.

## Violence or Disruption in the Classroom or Office

- Remain calm, listen to the person's complaint or statement attentively and ask him/her to wait quietly while a resolution is sought.
- Call or instruct someone to call 911 immediately.
- If unable to speak freely, call 911 and leave the telephone off the hook.
- Do not attempt to disarm anyone who has a weapon.

## Hostile Intruder, Barricaded Person or Hostage Situation

- If a hostile intruder is discovered on the campus, the individual making the discovery should:
  - Notify police immediately by calling 911.
  - Notify the Department of Campus Safety immediately.
- Do not approach the intruder or intervene in any on-going crime. However, try to provide a description of the intruder and any specific characteristics (height, weight, hair color, race, and type and color of clothing) and types of weapons, if any.
- If confronted by an armed person or taken hostage:
  - Try to remain calm.
  - Follow instructions and be alert. The captor is emotionally imbalanced. It is important to be clear-headed and calm.
  - Don't speak unless spoken to and then only when necessary.
  - Don't talk down to the captor.
  - Don't appear hostile.
  - Maintain eye contact with the captor, but don't stare.
  - Treat the captor as an important person.
  - Be alert and observant. Some of those who are held captive may be released or may be able to escape. If a person is afforded this opportunity, the safety of others may depend upon his/her memory. The person should be observant and take mental notes on what he/she sees.
  - Be prepared to answer the police on the telephone.
  - Attempt to establish a rapport with the captor.
  - If medications, first aid or restroom privileges are needed by anyone, say so.

- If gunshots are heard within a building or word is received to lockdown the classroom or office, do the following:
  - Close and lock or barricade room doors and turn off the lights to that area.
  - Close windows and window treatments.
  - Try to keep others calm and quiet.
  - Stay in the locked or barricaded room until informed by police or Department of Campus Safety personnel that it is safe to come out.
  - Using a classroom telephone or cell phone, call 911 first, and then notify the Department of Campus Safety at 949-214-3000.
  - Crouch down in areas that are out of sight from doors and windows.
  - If in a hallway, seek shelter in the nearest office or classroom.
  - If outdoors, immediately take cover.
- Under no circumstances should the fire alarm be activated. Persons may be placed in harm's way when they attempt to evacuate the building. Should the fire alarm sound, do not evacuate the building unless:
  - First-hand knowledge exists that there is a fire in the building or a Police Officer or Campus Safety Officer has advised people to evacuate the building.
- It may be necessary to evacuate other facilities in the area if they are threatened by gunfire. Department of Campus Safety personnel and police will direct the evacuation. If applicable, bring the class roster along.
- Department of Campus Safety personnel will be posted to ensure no one enters the building until local emergency services personnel arrive and the area is determined to be safe.
- Once local emergency services authorities arrive, the University Incident Commander will coordinate any information or assistance with them. Only trained law enforcement personnel should attempt to perform a methodical search of buildings in which the hostile intruder is located.
- A senior law enforcement officer on the scene will notify the University Incident Commander when reentry to the building can be made and the classes and office areas are safe to open. There is no specified time limit for when students and faculty will be permitted back into or allowed to exit the isolated area. This will depend solely upon the information received and findings of local authorities.

### **Wildlife/Stray Animals on Campus**

Concordia University Irvine is located in the Orange County Wildland Urban Interface and is home to many wildlife species such as bobcats, rattle snakes, coyotes, opossums, squirrels, birds, and others. At times we may have stray animals or animals from our neighbors.

#### **If you encounter an animal:**

- Wildlife on campus should not be harassed in anyway and are not to be feed.
- If you encounter a wild or stray animal, call Campus Safety immediately.
- Campus Safety will call Animal Control.
- Keep people away from the area.

#### **If someone is bitten by an animal:**

- Immediately wash the wound with soap and water for at least 15 minutes.
- Seek medical attention immediately. All bites need to be examined by a physician
- If the bite is severe call 911.
- Try to remember what the animal looks like.
- If possible take a photo.
- If possible keep the animal in view so animal control can catch and test it for rabies.
- If the animal is dead DO NOT TOUCH IT.

If the biting animal tests for rabies or the animal cannot be found, you will need to get the rabies vaccine as soon as possible. Without treatment, a person bitten by a rabid animal may die.

## Residential Education and Services Emergency Guide

### Maintenance Emergency

Is the situation an emergency (i.e. something requiring immediate action)? An emergency would be:

- Anything that could become a bigger problem if there is no response (water overflowing or leaking, etc.).
- Anything that puts students in potential danger or compromises their safety or security (broken window with large pieces falling out, etc.).

#### **In an emergency:**

- Call the Department of Campus Safety at 949-214-3000.
- Contact the on-duty Resident Director at 949-357-5041.

#### **If a non-emergency:**

- Leave a message for the on-duty Resident Director at 949-357-5041.

### Medical Emergency

- Call 911
  - Report situation to the operator. Follow his/her instructions.
- Call the Department of Campus Safety at 949-214-3000.
  - Inform the Department of Campus Safety that 911 has been called and give them the location of the emergency.
  - Never try to move someone unless not moving them is life-threatening.
  - Try to defuse high emotions and clear area of spectators.
  - Maintain confidentiality.

### Rape/Assault/Sexual Assault

Create a safe and secure environment:

- Is the victim safe and secure (indoors, maintaining confidentiality)?
- Is the perpetrator still in the vicinity (stranger or acquaintances)?

If the victim gives permission for further assistance:

- Call 911.
  - Report the situation to the operator. Follow his/her instructions.
- Call the Department of Campus Safety at 949-214-3000.
  - Do not give out any names. Instead, say “I need to report an assault/sexual assault at (state location).”
  - Inform the Department of Campus Safety that 911 has been called. Ask the Department of Campus Safety to call the Residential Education and Services staff member on duty.

While waiting for help to arrive:

- Avoid physical contact with the victim.
- Help calm the victim and provide support.
- Remind the victim that the situation is not his/her fault.
- Instruct the victim not to wash, bathe or change clothes.
- If the victim has already bathed or changed clothes, put clothes in a plastic bag.
- MAINTAIN CONFIDENTIALITY.

If the victim does not give permission for assistance:

- Help the victim feel he/she is in control. Encourage the victim to report the incident to the police and to use support services that are available. Others are better equipped to handle the situation.
- Inform the victim that a Residential Education and Services staff member must be notified for legal reasons.
- Contact the Residential Education and Services staff member on duty.

### **Psychiatric/Emotional Disturbance**

Assess the situation. Is the person dangerous to himself/herself or to others? The main objective is to keep others safe.

If the person is dangerous:

- Call 911.
  - Report the situation to the operator. Follow his/her instructions.
- Call the Department of Campus Safety at 949-214-3000.
  - Do not give out any names. Instead, say “I need to report a dangerous personal crisis at (state location).”
  - Inform the Department of Campus Safety that 911 has been called. Ask the Department of Campus Safety to call the Residential Education and Services staff member on duty.

### Important notes:

- Get help. Never stay alone with a dangerous individual.
- Keep others away and stay at a safe distance.
- If confronted, remain calm. Try to get the individual to move to a more suitable location.
- Never try to take a weapon away from someone.

### If the person is not dangerous:

- Assess the situation further. What exactly is the nature of the problem? How severe is it?
- Contact the Residential Education and Services staff member on duty.
- Be sensitive to how someone may be feeling. Keep others away.
- DO NOT ACT AS A THERAPIST. If it is not clear whether something is a crisis, it probably is a crisis.
- Make no promises about possible outcomes.

### If the person might be dangerous or may become dangerous:

- Follow the same procedures as for a dangerous person.

## Suicide

### Suicide threat (verbal or otherwise):

- Assess the situation. Use the PAL Technique:
  - P: Does the person have a plan?
  - A: Does the person have access to carry out the plan?
  - L: How lethal is the plan?
- Keep the person safe. Ask for pills, weapons or whatever the means.
- Stay with the person.
- Call 911 if needed.
- Contact the Department of Campus Safety at 949-214-3000.
- Call the Residential Education and Services staff member on duty.

### **Suicide Attempt:**

- Call 911.
  - Report the situation to the operator. Follow his/her instructions.
- Call the Department of Campus Safety at 949-214-3000.
  - Do not give out any names. Instead, say, "I need to report a dangerous personal crisis at (state location)."
  - Inform the Department of Campus Safety that 911 has been called. Ask the Department of Campus Safety to call the Residential Education and Services staff member on duty.
- Be observant:
  - Is the person a threat to others?
  - How did the person attempt suicide? Look for bottles, pills, weapons, etc.
- Clear the area. Keep involvement of others to a minimum.

### **Completed Suicide:**

- Call 911.
  - Report the details of the situation to the operator. Follow his/her instructions.
- Call the Department of Campus Safety at 949-214-3000.
  - Do not give out any names. Instead, say, "I need to report a dangerous personal crisis at (state location)."
  - Inform the Department of Campus Safety that 911 has been called. Ask the Department of Campus Safety to call the Residential Education and Services staff member on duty.
- Do not touch anything or anyone.
- Protect the scene. Leave everything the way it is.
- Instruct onlookers to clear the area.
- MAINTAIN CONFIDENTIALITY. Information should only be given to professional Residential Education and Services staff members or emergency response personnel.