

***San Diego State University • Emergency Preparedness Program  
Department of Public Safety • (619) 594-1991***

# ***Emergency Procedures***



***Be Calm – Be Prepared – Be Safe!***

## *Emergency Phone Procedures*

***Police – Fire – Medical***      Dial **9-1-1**

### *Reporting an Emergency*

***When you dial 9-1-1 to report an emergency, give the following information:***

1. Nature of emergency (describe clearly and accurately).
2. Exact address or building, floor, and area or department.
3. Telephone number from which you are calling.
4. Your full name. ***Do not hang up*** as additional information may be needed.

If you are unsure about the seriousness of a situation, dial (619) 594-1991 to speak with a 24-hour dispatcher in Public Safety. Please program these numbers into your cell phone.

## ***Emergency/Duress Phones***

Emergency/duress phones (blue lighted phones) are located throughout campus, inside each elevator, and in each parking lot. Phones provide immediate access to Public Safety (no need to dial 9-1-1); follow directions on phone. A map showing locations of emergency/duress phones is available on the University Police Web site at <http://www.dps.sdsu.edu/>.

## ***Other Campus Phone Numbers:***

- **Environmental Health and Safety**, campus phone 46778 or (619) 594-6778 M-F 8:00-4:30, after hours contact Public Safety  
*Chemical, biological, and radioactive spills and releases*
- **Physical Plant**, 44754 or (619) 594-4754  
*Custodial services, utility problems*
- **Public Safety**, 41991 or (619) 594-1991 (dial **9-1-1** for emergencies)  
*University police*

***Reporting an Emergency***

***Emergency Phone Numbers***

## ***Introduction***

Emergencies, accidents and injuries can occur at any time and without warning. San Diego State University has established procedures for you to follow so that the effects of such situations can be minimized.

This guide will acquaint you with basic safety procedures. Please read it thoroughly BEFORE an emergency occurs, and become familiar with campus emergency response procedures. This will enhance your chances of protecting yourself and others in an emergency situation.

For further information, visit the SDSU Emergency Preparedness Web site at <http://bfa.sdsu.edu/emergency/>.

## ***How to Prepare***

### ***What can I do to be better prepared?***

- Read this pamphlet carefully and keep it handy. The SDSU Emergency Preparedness Web site at <http://bfa.sdsu.edu/emergency/> and the Pacific Bell telephone directory also contain vital emergency information.
- Cooperate with all practice drills and training programs. Volunteer as a campus Safety Coordinator.

- Know your building's floor plan. Know where the stairs and fire extinguishers are located. Know the locations of alternate exits from your area.
- If you work in an office, know exactly how many doors you will pass along your evacuation route before you reach the nearest exit door; in heavy smoke, exit signs may be invisible. Even in heavy smoke, you can count the number of doors you pass, so you will know when you reach the exit door.
- Be prepared for a 72-hour stay on campus in case of a serious emergency. Keep on hand such personal items as:
  - Medications (must be properly safeguarded)
  - Flashlight and batteries
  - Books, pack of cards, etc.
  - Some food items such as nutrition bars
  - Water in bottles or other containers
  - Sweater, comfortable shoes
- Take advantage of training programs such as:
  - Injury and illness prevention program
  - Automatic External Defibrillator (AED), offered by Aztec Rec Center
  - Cardiopulmonary Resuscitation (CPR), offered by Aztec Rec Center
  - First Aid classes, offered by the American Red Cross
  - R.A.D. self-defense classes, offered by Public Safety
  - Workplace Violence presentations, offered by Public Safety, Crime Prevention (619) 594-1985
- Prepare yourself and your family at home so they will know what to do, where to go, and how to cope in an emergency situation. <http://www.redcross.org>. For further training visit: [www.certsandiego.org](http://www.certsandiego.org).

## *Medical Emergencies*

In the event of a serious illness or injury on campus, **immediately call 9-1-1** from a campus phone. If using a cell phone, dial **619-594-1991**. If you notice any jewelry with an inscription of medical information, bring it to the dispatcher's attention. Give appropriate first aid until Public Safety personnel arrive; have someone escort personnel to the scene. **Do not move the victim until Public Safety arrives.**

### ***FIRST AID TIPS:***

#### ■ **BLEEDING**

**Call 9-1-1.** Press directly onto the wound with sterile gauze, sanitary napkin, clean handkerchief, or bare hand. Maintain steady pressure for 5 to 15 minutes. If bleeding is from an arm or leg, elevate that limb until emergency personnel arrive.

#### ■ **CHOKING**

**Call 9-1-1.** Do nothing if the victim is moving air by coughing or gasping. If no air movement, apply four abdominal thrusts by grabbing the victim from behind with your hands over the "belly button" area; quickly squeeze in and up.

#### ■ **SEIZURE**

**Call 9-1-1.** Protect victim from self-injury. Keep victim comfortable until emergency personnel arrive. Watch for vomiting.

#### ■ **SHOCK**

**Call 9-1-1.** Keep victim warm and calm, with legs slightly elevated, until emergency personnel arrive.

## ■ UNCONSCIOUS / UNRESPONSIVE

### **Call 9-1-1.**

**Check for Breathing:** If victim is not breathing, initiate Rescue Breathing.

**Rescue Breathing:** Gently tilt the head back to open the airway; watch chest and listen for air from mouth. If not breathing, pinch the nose and give 2 slow, full breaths. Watch the chest rise and fall during each breath. Breathe into the victim's mouth once every 5 seconds until emergency personnel arrive.

**Check for a pulse** by gently pressing the side of the victim's throat. If no pulse, and if an **AED**\* is available, open AED and apply. Administer CPR as required. If you don't know CPR, continue with Rescue Breathing.

Additional information may be found in the First Aid section of the your local Telephone Directory or by calling Student Health Services (619) 594-4325.

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\*An **AED** (Automatic External Defibrillator) is available in each Public Safety vehicle. Other AED devices are located at a variety of campus locations (e.g., Physical Plant). See the SDSU Emergency Preparedness Web site at <http://bfa.sdsu.edu/emergency/> for further locations.

***Medical Emergencies***

# Earthquake

## ***What happens during a major earthquake?***

- Things may fall and break: ceiling tiles, bookcases, file cabinets, and other furniture that has not been anchored to walls or floors.
- The motion may be severe; if you are standing, you may be thrown to the ground.
- Many services may stop working: lights, telephones, elevators, heat and air conditioning.
- Some exterior windows may break, causing shattered glass and strong drafts.
- Possible fires from broken natural gas lines, electrical short circuits, or other causes.
- The shaking may last only a minute or two, but there may be a number of aftershocks (over several days/weeks/months).

## ***During the earthquake:***

- If you are outside, stay outside. Move quickly to an open area away from buildings, trees, power lines, roadways.
- If inside a building, stay inside. Do not evacuate or go outside: falling debris could cause injury.

- Take cover beneath a desk or table or shelter in a doorway. PROTECT YOUR HEAD AND NECK.
- Keep away from overhead fixtures, windows, filing cabinets, bookcases, and other objects that could fall on you.
- Assist any disabled persons in the area and find a safe place for them.
- DO NOT USE ELEVATORS.

## ***What if you are in an elevator?***

- If you are in an elevator, you are probably better protected than most people. The elevator will not fall down the shaft, and nothing heavy can fall on you.
- If the power fails, the elevator will stop and lights will go off. Public Safety will respond as quickly as possible and advise you how rescue will occur. Upon rescue, take directions from emergency personnel.

### ***After the earthquake:***

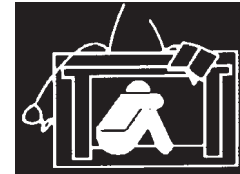
- Check for injuries, give or seek first aid. **DO NOT MOVE INJURED PERSONS UNLESS NECESSARY.**
- Alert emergency responders (Police, Fire, Medical) to situations requiring their attention.
- Assist any disabled persons in the area and find a safe place for them.
- Turn on a battery-powered radio, if you have one, to learn about what has happened.
- Replace telephone handsets that have been shaken off. Do not try to use telephones except to report fires or medical emergencies.
- Check doors for heat before opening. **DO NOT OPEN DOOR IF HOT.**
- Use handrails in stairwells; stay to the right. **DO NOT USE ELEVATORS.**
- Walk — **DO NOT RUN.** Do not push or crowd.
- Keep noise to a minimum so you can hear emergency instructions.
- Move to your assembly point by safest route available, unless otherwise instructed.
- Wait for and follow instructions from your Safety Coordinator. Be prepared for aftershocks, and be prepared to evacuate to lower floors, if necessary.
- If away from your workplace at the time of the quake, do not return to your workplace unless so instructed by emergency personnel.

### ***What happens to the university during this time?***

Plans have been made for all essential university functions to continue on a temporary basis.

Personnel and facilities are designated to carry on operations on a limited basis. Alternate office facilities will be established, if necessary.

SDSU will restore normal operations as soon as possible.



***Practice DUCK and COVER!***

***Earthquake***

## Evacuation

Determine in advance the nearest exit from your work location and the route you will follow to reach that exit in an emergency. Establish an alternate route to be used in the event your route is blocked or unsafe.

**DURING EVACUATION:** If time and conditions permit, secure your workplace, and take with you important personal items such as car keys, purse, medication, glasses.

- Follow instructions from emergency personnel.
- Check doors for heat before opening. (Do not open door if hot.)
- WALK — DO NOT RUN. Do not push or crowd.
- Keep noise to a minimum so you can hear emergency instructions.
- Use handrails in stairwells; stay to the right.
- Assist people with disabilities.
- Move to your assembly point unless otherwise instructed.



***WALK – don't run!***

### ***If relocating outside the building:***

- Move quickly away from the building.
- Watch for falling glass and other debris.
- Stay with your Safety Coordinator, who will keep track of employees and others from your area.
- Keep roadways and walkways clear for emergency vehicles.
- If you have relocated away from the building, DO NOT RETURN until notified that it is safe to do so.

### ***Evacuation chair Locations***

- Administration Building, third floor, in hallway outside restrooms at north end of building
- Student Disability Services, Calpulli Center, Suite 3101 (CLA 3101)
- Public Safety, 1st Floor, West End
- Foundation, 3590 Camino del Rio North
- Cuicacalli, Main lobby, behind institute front desk
- Library, off hallway leading to LL

## ***Evacuation of Disabled Persons***

### ***Non-ambulatory persons:***

Evacuation may not be necessary or advisable. Many stairwells are designed to provide temporary protection from fire or other danger. An able-bodied volunteer should stay with a wheelchair user in the platform area of the stairwell while a second person notifies emergency personnel or paramedics of the exact location of the wheelchair user.

### ***If immediate evacuation is necessary, be aware of the following considerations:***

- Wheelchairs have movable parts; some are not designed to withstand stress or lifting.
- You may need to remove the chair batteries; life-support equipment may be attached.
- In a life-threatening emergency, it may be necessary to remove an individual from the wheelchair. Lifting a person with minimal ability to move may be dangerous.
- Wheelchairs should not be used to descend stairwells, if at all possible.
- Non-ambulatory persons may have respiratory complications. Remove them from smoke or fumes immediately and determine their needs and preferences.

### ***Always consult with the person in the chair regarding how best to assist him/her:***

- The number of people necessary for assistance.
- Ways of being removed from the wheelchair.

- Whether to extend or move extremities when lifting because of pain, catheter leg bags, spasticity, braces, etc.
- Whether to carry forward or backward on a flight of stairs.
- Whether a seat cushion or pad should be brought along if the wheelchair is being left behind.
- In lieu of a wheelchair, does the person prefer a stretcher, chair with cushion/pad, or car seat?
- Is paramedic assistance necessary?

### ***Visually Impaired Persons:***

Most visually impaired persons will be familiar with their immediate work area. In an emergency situation, describe the nature of the emergency and offer to act as a “sighted guide” – offer your elbow and escort him/her to a safe place. As you walk, describe where you are and advise of any obstacles. When you have reached safety, orient the person as to where you are and ask if any further assistance is needed.

### ***Hearing Impaired Persons:***

Because persons with impaired hearing may not perceive emergency alarms, an alternative warning technique is required. Two methods of warning:

- Write a note describing the emergency and nearest evacuation route. (“Fire. Go out rear door to the right and down, NOW!”)
- Turn the light switch off and on to gain attention, then indicate through gestures what is happening and what to do.

## Fire Safety

### *Prepare in advance:*

Know the locations of alternate exits from your area. If your work station is located within an office, know exactly how many doors you will pass along your evacuation route before you reach the nearest exit door – in heavy smoke, exit signs may be invisible. Even in heavy smoke, you can count the number of doors you pass, so you will know when you reach the exit door.

### *Fire on your floor:*

- Immediately call **9-1-1** and report location of fire.
- Activate fire alarm; alert others; move everyone away from area of fire.
- Use fire extinguisher on small (wastebasket-size) fires **ONLY** if it is safe to do so.

#### **FIRE EXTINGUISHER INSTRUCTIONS**

- P** PULL safety pin from handle.
- A** AIM (nozzle, cone, horn) at base of the fire.
- S** SQUEEZE the trigger handle.
- S** SWEEP from side to side (watch for re-flash).

- For larger fires, **GET OUT**; close doors to confine fire as much as possible.
- If clothing catches fire, **STOP...DROP...ROLL.**
- Follow directions of emergency personnel, if present.

### *When a fire alarm is activated on your floor:*

- Proceed to the nearest exit.
- Feel door, top and bottom, for heat (use back of hand). If hot, do not open. If door is not hot, open slowly. Stand behind door and to one side; be prepared to close it quickly if fire is present.
- Use stairway for exit; do not use elevator. Close stairwell door behind you.
- Stay low when moving through smoke; walk down to the ground floor and exit.
- Do not return to area until instructed to do so by emergency personnel.

### *If trapped in a room:*

- Place cloth material around/under door to prevent smoke from entering.
- Retreat. Close as many doors as possible between you and the fire.
- Be prepared to signal from window but **DO NOT BREAK GLASS** unless absolutely necessary (outside smoke may be drawn in).

### *If caught in smoke:*

Drop to hands and knees and crawl or crouch low with head 30 to 36" above floor, watching the base of the wall as you go. Hold your breath as much as possible; breathe shallowly through nose using blouse or shirt as filter.

### *If forced to advance through flames:*

Hold your breath. Move quickly, covering head and hair. Keep head down and close eyes as often as possible.

## ***Chemical Spills, Toxic Fumes Release, Radioactive Leaks / Spills, Biological Release / Spills***

**Immediate Emergency:** Call **9-1-1**, Public Safety

**Non-Emergency:** Call 46778 or (619) 594-6778, Environmental Health and Safety

### ***CHEMICAL AND SOLVENT SPILLS***

- If spill involves personal injury, remove clothing; flush with warm tapwater for 15 minutes; call **9-1-1**.
- If immediate hazard exists or medical assistance is required, call **9-1-1**.
- For small spills / those not involving immediate danger to life or property:
  - Confine the spill.
  - Evacuate and secure the immediate area; limit access to authorized personnel.
  - Notify area supervisor.

Any spill that could *POTENTIALLY* cause injury to a person or property must be reported to Environmental Health and Safety.

### ***TOXIC FUMES RELEASE***

- If you smell gas or other toxic fumes or experience irritation, coughing, burning eyes, and/or difficulty breathing, evacuate the area immediately.
- If you smell gas in a dark room, do not turn on lights; this action could ignite gas. Do not touch, activate, or de-activate any power switches, fire alarms, lights, etc.
- Evacuate immediately and notify Public Safety. Do not re-enter the area until advised to do so by emergency personnel.

### ***RADIOACTIVE LEAK / SPILL***

#### ***In the event of a radioactive spill / leak***

- Limit the spread of the spill
- Notify others in the area that a spill has occurred. There is no need to evacuate the area.
- Call the Radiation Safety Officer in Environmental Health and Safety.
- If advised by the Radiation Safety Officer to clean the spill, put on disposable gloves and a labcoat and clean from the spill perimeter into the center.

#### ***If skin contamination has occurred***

- Go to the nearest sink and wash the affected area with tepid water.
- Call the Radiation Safety Officer in Environmental Health and Safety.

### ***BIOLOGICAL RELEASE / SPILL***

#### ***In the event of a biological release / spill***

- Decontaminate the spill with appropriate disinfectant and personal protection.
- For a large spill or release of highly infectious materials, notify everyone in the area, secure the area, then call Environmental Health and Safety immediately.

#### ***If a bloodborne pathogen exposure or needlestick injury has occurred***

- Go to the nearest sink and wash affected area with warm water and soap.
- Call Environmental Health and Safety and seek medical attention immediately.

## Power Outage

Notify Physical Plant at 44754 during regular business hours (between 7 a.m. and 4:30 p.m.). After hours, notify Physical Plant and Public Safety at 41991 or (619) 594-1991.

- If evacuation of the building is required, assist any disabled persons and exit by stairway. **DO NOT USE ELEVATORS.**
- Laboratory personnel should secure experiments/activities that may present a danger when electrical power is off or when it is unexpectedly restored. Notify the lab supervisor immediately. If conditions are hazardous, notify Environmental Health and Safety or (after hours) Public Safety.
- When mechanical ventilation is interrupted, close fume hood sash; close all containers and put away chemicals. In some areas, respirators may be required until the situation is stabilized. Use natural ventilation, if available.

- Unplug all electrical equipment, televisions, computers, and audio-visuals; turn off light switches unless needed. When power returns, a surge may blow out light bulbs and other equipment if left on.
- Contact Public Safety for information regarding scope and expected duration of outage.
- If evacuation is necessary, use flashlights or light sticks to evacuate to assembly point (see “Evacuation”).

### *If people are trapped in an elevator:*

- Tell passengers to remain calm and that you will get help.
- Telephone Public Safety at **41991** or (619) 594-1991.
- Talk to passengers until a police officer arrives.
- If trapped use the internal duress line to contact Public Safety.

## Physical Threat or Assault / Workplace Violence

If you are witness to violent acts or behavior, immediately **move away from the incident**, then dial **9-1-1** to summon Public Safety. Dialing **9-1-1** from a campus phone **connects you directly** to SDSU Public Safety Dispatch; there is no need to dial “8” for an outside line. If you hear about an incident on campus, please stay away from that area and wait for news from Public Safety. Program 619-594-1991 in your cell phone.

### **WORKPLACE VIOLENCE**

If one or more of the following situations or activities is present in your workplace, then consider your workplace to be at **potential** risk of violence:

- Working alone at night and during early morning hours.
- Exchange of money.
- Availability of valued items such as money and jewelry.
- Availability of prescription drugs.

- Working with patients, clients, customers or students known or suspected to have a history of violence.
- Employees or former employees with a history of assaults or who exhibit belligerent, intimidating or threatening behavior.
- Employees who have been the object of belligerent, intimidating or threatening behavior from family members or significant others.

Every campus office or department should perform an initial assessment to identify its particular workplace security issues. If that assessment determines university employees are at significant risk, the responsible manager or supervisor should contact Public Safety for additional information and training.

Tips on recognizing the warning signs of potentially violent individuals and personal conduct to minimize risk can be downloaded from the workplace violence awareness publication on the University Police web page at: [www.police.sdsu.edu](http://www.police.sdsu.edu).

## Bomb Threat

Bomb threats are usually received by telephone, sometimes by note or letter. Most bomb threats are made by callers who want simply to create an atmosphere of anxiety and panic – but all such calls must be taken seriously. If you receive a threat of any kind, immediately call Public Safety at **9-1-1**. If possible, get a coworker to do this while you continue talking with the caller:

- Permit the caller to say as much as possible without interruption. Then,
- Ask a lot of questions:
  - *Where is the bomb?*
  - *When is the bomb going to go off?*
  - *What kind of bomb is it?*
  - *What does the bomb look like?*

- Take notes on everything said and on your observations about background noise, voice characteristics, caller's emotional state, etc. Use the *Bomb Threat Report* below.
- Public Safety will advise you if evacuation is necessary. Follow instructions given by Public Safety.

If there has been a threat, and you see a package or foreign object, **DO NOT TOUCH IT**. Immediately call **9-1-1** to report any unusual objects or items.

Bomb threats are assumed to be real and considered a threat to the university and its operations. If an explosion occurs at any time, report immediately to **9-1-1**.

### Bomb Threat Report

**Questions to ask:**

1. When is the bomb going to explode? \_\_\_\_\_
2. Where is it right now? \_\_\_\_\_
3. What does it look like? \_\_\_\_\_
4. What kind of bomb is it? \_\_\_\_\_
5. What will cause it to explode? \_\_\_\_\_
6. Did you place the bomb? \_\_\_\_\_
7. Why? \_\_\_\_\_
8. What is your address? \_\_\_\_\_
9. What is your name? \_\_\_\_\_

**Exact wording of the threat:** \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Sex of caller: \_\_\_\_\_ Age? \_\_\_\_\_ Accent/ethnicity? \_\_\_\_\_

Length of call: \_\_\_\_\_

Number at which call is received: \_\_\_\_\_

Name of person who answered phone: \_\_\_\_\_

Time: \_\_\_\_\_ Date: \_\_\_\_\_

**Caller's Voice:**

- |                                   |                                   |  |
|-----------------------------------|-----------------------------------|--|
| <input type="checkbox"/> Calm     | <input type="checkbox"/> Normal   | <input type="checkbox"/> Ragged/Raspy    |
| <input type="checkbox"/> Angry    | <input type="checkbox"/> Distinct | <input type="checkbox"/> Clearing throat |
| <input type="checkbox"/> Excited  | <input type="checkbox"/> Slurred  | <input type="checkbox"/> Deep breathing  |
| <input type="checkbox"/> Slow     | <input type="checkbox"/> Nasal    | <input type="checkbox"/> Cracked voice   |
| <input type="checkbox"/> Soft     | <input type="checkbox"/> Stutter  | <input type="checkbox"/> Disguised       |
| <input type="checkbox"/> Loud     | <input type="checkbox"/> Lisp     | <input type="checkbox"/> Accent _____    |
| <input type="checkbox"/> Laughter | <input type="checkbox"/> Fast     | <input type="checkbox"/> Deep            |
| <input type="checkbox"/> Crying   | <input type="checkbox"/> Familiar | <input type="checkbox"/> Other _____     |

**If voice is familiar, who did it sound like?**  
 \_\_\_\_\_

**Threat Language:**

- |   |  |
|---|--|
| <input type="checkbox"/> Well spoken (educated)       |  |
| <input type="checkbox"/> Foul language                | <input type="checkbox"/> Taped message |
| <input type="checkbox"/> Irrational                   | <input type="checkbox"/> Incoherent    |
| <input type="checkbox"/> Message read by threat maker |  |
| <input type="checkbox"/> Remarks _____                |  |

**Background Sounds:**

- |  |  |
|--|--|
| <input type="checkbox"/> Street noises | <input type="checkbox"/> Office machinery  |
| <input type="checkbox"/> Animal noises | <input type="checkbox"/> Factory machinery |
| <input type="checkbox"/> Clear         | <input type="checkbox"/> Static            |
| <input type="checkbox"/> Voices        | <input type="checkbox"/> PA system         |
| <input type="checkbox"/> Music         | <input type="checkbox"/> Local             |
| <input type="checkbox"/> House noises  | <input type="checkbox"/> Long distance     |
| <input type="checkbox"/> Motor         | <input type="checkbox"/> Booth             |
| <input type="checkbox"/> Other         |  |

## Departmental Safety Coordinators

Departmental Safety Coordinators are trained in emergency response and play a vital role in the campus safety structure and in building evacuations. A Safety Coordinator is appointed by each campus department. (They, in turn, may assign one or more floor monitors for each floor their department occupies.)

*In an emergency situation, the Safety Coordinators in your building assist in:*

- Evacuating the building.
- Guiding building residents to a designated emergency assembly area.
- Contacting department supervisors to account for employees.

Know the Safety Coordinators in your building and list them below, along with your Assembly Point location and alternate location. If unknown, call Environmental Health and Safety at 46778 or (619) 594-6778.

### Departmental Safety Coordinator

### Other Safety Coordinators in Building

Name

Telephone Ext.

Department

### Pre-designated Assembly Point:

### Alternate Assembly Point:

An Assembly Point location map is available on the Emergency Preparedness Web site at

<http://bfa.sdsu.edu/emergency/>.

While this booklet is not comprehensive, it does cover a variety of emergencies that might take place on campus, describing the actions you should take in response to such emergencies. Common sense must prevail when instructions are not available or do not fit your particular situational needs.

For questions or further information, refer to the SDSU Emergency Preparedness Web site at

<http://bfa.sdsu.edu/emergency/> or contact Public Safety at (619) 594-1991.



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