CSUN | CALIFORNIA STATE UNIVERSITY NORTHRIDGE

Department Emergency Action Plan

Department Name:_____

Date of Plan: _____

Important Phone Numbers

Emergency	911 (from a campus phone or cell phone)
Environmental Health & Safety	818-677-2401
Physical Plant Management	818-677-2222
Klotz Student Health Center	818-677-3666
Emergency Preparedness Manager	818-677-5973

CSUN | DEPARTMENT OF POLICE SERVICES

Disaster Ready Matadors

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Introduction

The complexity of a campus like California State University Northridge requires the full support of its departments and staff to successfully implement CSUN's Emergency Operations Plan. Department Emergency Action Plans (EAP) are an integral part of the overall Program.

Departments are expected to develop their own Emergency Action Plans because they best understand the nature of their work, potential work place hazards, the layout of their worksites, and special needs specific to their Department.

Develop your EAP to address preparedness measures and emergency response. The EAP is a way for your Department to plan for potential emergencies ranging from small accidents to regional disasters. Advanced planning and a Department EAP will help reduce risk and loss of life. It is important that all employees and students read and understand their worksite emergency action plan.

Implementation Checklist

If possible, attend Department Emergency Action Plan training hosted by the Department of Police Services. Check the following website for the current schedule: http://www.csun.edu/emergency/training If you cannot attend the training, follow these steps to complete the template on your own:

- ✓ Identify all department worksites. These are locations where your personnel regularly conduct assignments.
- ✓ Identify staff that will play key roles during an emergency: Emergency Coordinator, Department Manager, Building Marshal(s). If your department does not already have an Emergency Preparedness Committee these staff and any other interested individuals will form your Emergency Preparedness Committee.
- ✓ Perform a walkthrough of all worksites, taking note of exits, escape routes, stairwells, fire alarm pull stations, shelter in place locations, fire extinguishers, AED's, first aid supplies, and any hazards unique to the department.
- ✓ Assess your department's specific needs including visitors, special populations, and unique hazards. Develop procedures for any specific needs.
- ✓ Discuss your department's preferred method of emergency communications and gather all phone numbers.
- ✓ Use your department's Business Continuity Plan to identify your department's most critical functions and list them here.
- ✓ Finalize your department EAP by having senior level officials approve and sign the plan.
- ✓ Send a copy to CSUN Emergency Preparedness Manager, Jenny Novak.
- ✓ Hold a department meeting to educate all staff about the contents of the plan, make sure everyone has a clear understanding of what to do during different emergency scenarios.
- ✓ Participate in building evacuation and/or earthquake drills; use these as an opportunity to test your plan.
- ✓ Keep the plan current by updating it and holding refresher training for your department at least once per year.

If you require assistance or have questions about this process, please do not hesitate to contact Jenny Novak, Emergency Preparedness Manager at extension 5973 or Jenny.Novak@csun.edu

Identification of Department Worksites and Emergency Assembly Points

Each department at CSUN has unique needs and features. Some departments have only one worksite, while others have many worksites in different buildings across campus. To ensure the entire department is prepared, procedures will need to be developed for each worksite. A worksite is loosely defined as a contiguous area within one floor of one building that can be easily depicted on a single floor plan.

Department Worksite #1	
Building:	
Floor:	
Emergency Coordinator:	
Principal Building Marshal:	
Emergency Assembly Point:	
Department Worksite #2	
Building:	
Floor:	
Emergency Coordinator:	
Principal Building Marshal:	
Emergency Assembly Point:	
Department Worksite #3	
Building:	
Floor:	
Emergency Coordinator:	
Principal Building Marshal:	
Emergency Assembly Point:	
Department Worksite #4	
Building:	
Floor:	
Emergency Coordinator:	
Principal Building Marshal:	
Emergency Assembly Point:	
Department Worksite #5	
Building:	
Floor:	
Emergency Coordinator:	
Principal Building Marshal:	
Emergency Assembly Point:	

Staff Emergency Assignments

Emergency Coordinator(s): The Department should appoint one or more Emergency Coordinators depending on the number and distance between worksites. This individual will function as the primary emergency contact for the assigned worksite(s) and coordinate all localized emergency planning efforts. The Emergency Coordinator will be responsible for writing and updating the Department Emergency Action Plan, organizing training on the plan, and posting emergency procedures to ensure that all staff are aware of their emergency roles and responsibilities. This individual will also maintain any emergency supplies and equipment for the worksite(s). This person may or may not also have Building Marshal responsibilities.

Building Marshals: Each worksite should identify Building Marshals to assist with evacuation in the case of an emergency. Each Building Marshal will have a designated area of responsibility in an emergency. A general rule of thumb is that each Building Marshal should be responsible for evacuating no more than 20 individuals. Building Marshals must attend basic training provided by CSUN's Emergency Preparedness Manager and maintain the following equipment: One hard hat, one vest, one flashlight with working batteries, and one whistle. Building Marshals also participate in building specific evacuation training, drills, and/or meetings.

Principal Building Marshal(s): Each building will have a Principal Building Marshal assigned. This individual is responsible for collecting information from all Building Marshals during an evacuation, and reporting this information to the on-site Incident Commander (CSUN Police). Principal Building Marshals also assist with organizing building specific evacuation training and drills. In cases where multiple departments share the same building, your Principal Building Marshal may be from a different department.

Department Manager: Each Department should delegate authority to one manager who will maintain decision-making authority for that department during an emergency situation. Two alternates should also be identified to ensure that emergency authority is maintained during times where the primary manager may not be on campus.

Emergency Preparedness Committee: It is recommended that the Department establish an Emergency Preparedness Committee to discuss updates to emergency plans, supplies, and staff assignments on a regular basis.

Department Emergency Coordinators

Worksite(s):			
Name			
Work Phone:		Cell Phone:	
Email Address:			
Worksite(s):			
Name			
Work Phone:		Cell Phone:	
Email Address:			
Worksite(s):			
Name			
Work Phone:		Cell Phone:	
Email Address:			
Worksite(s):			
Name			
Work Phone:		Cell Phone:	
Email Address:			
Worksite(s):			
Name			
Work Phone:		Cell Phone:	
Email Address:			

Department Emergency Preparedness Committee

	Name	Phone Number
Member 1:		
Member 2:		
Member 3:		
Member 4:		
Member 5:		
Member 6:		
Member 7:		
Member 8:		
Member 9:		
Member 10:		

Delegation of Authority

In the event of an emergency, department decision-making authority rests with the following Department Manager. If the primary Department Manager is not present, the following two alternates have been designated to make critical decisions for the Department. Department Managers will report resource needs to Divisions / Colleges, who will coordinate with the Emergency Operations Center, if activated.

Department Managers			
Primary Manager Name			
Work Phone:		Cell Phone:	
Email Address:			
Alternate #1 Manager Name			
Work Phone:		Cell Phone:	
Email Address:			
Alternate #2 Manager Name			
Work Phone:		Cell Phone:	
Email Address:			

Department Building Marshals

1	Worksite:			
	Name			
	Area of Responsibility			
	Work Phone:		Cell Phone:	
	Email Address:			
2	Worksite:			
	Name			
	Area of Responsibility			
	Work Phone:		Cell Phone:	
	Email Address:			
3	Worksite:			
	Name			
	Area of Responsibility			
	Work Phone:		Cell Phone:	
	Email Address:			
4	Worksite:			
	Name			
	Area of Responsibility			
	Work Phone:		Cell Phone:	
	Email Address:			
5	Worksite:			
	Name			
	Area of Responsibility			
	Work Phone:		Cell Phone:	
	Email Address:			

6	Worksite:			
	Name			
	Area of Responsibility			
	Work Phone:		Cell Phone:	
	Email Address:			
7	Worksite:			
	Name			
	Area of Responsibility			
	Work Phone:		Cell Phone:	
	Email Address:			
8	Worksite:			
	Name			
	Area of Responsibility			
	Work Phone:		Cell Phone:	
	Email Address:			
9	Worksite:			
	Name			
	Area of Responsibility			
	Work Phone:		Cell Phone:	
	Email Address:			
10	Worksite:			
	Name			
	Area of Responsibility			
	Work Phone:		Cell Phone:	
	Email Address:			

Department Resources

Employees Trained in CPR or First Aid

Please list all employees who hold a current certification in CPR or First Aid and their regular work locations:

Name	Worksite	Office Number	Phone	CPR	First Aid

Locations of Automatic External Defibrillators (AED's), First Aid Kits, or Emergency Supplies

Please list the locations of AEDs, First Aid Kits, and Emergency Supplies. Also note when items in the first aid kits or emergency supplies need to be restocked / replaced due to expiration dates.

Type (AED, Emergency Supplies, First Aid Kits)	Restock Date	Location

General Evacuation Procedures

1. Building evacuation will occur via one of the following mechanisms:
   - Whenever a building fire alarm is sounded.
   - Upon notification by a CSUN Police Officer or Building Marshal.
   - If a fire is seen within the building, occupants should activate the building fire alarm to initiate the evacuation protocol.

2. Building Marshals will take the following steps to assist with evacuation:
   a) Put on orange hard hat, whistle, and vest.
   b) Assess problems around worksite. Look for damage, injuries and persons who may require evacuation assistance.
   c) Instruct occupants to evacuate building to the designated emergency assembly points – quickly check restrooms.
   d) Assist individuals with access and functional needs to the extent that they are safely able to do so.
   e) DO NOT use elevators.
   f) Note if alarm pull stations have been activated.
   g) Ensure stairwell doors are closed.

2. The CSUN Police Incident Commander will maintain authority during an evacuation. An Incident Command Post will be established, and will be marked by a green flag.

3. Building Marshals will report the status of their worksites to the Principal Building Marshal, who will collect this information for the Incident Commander. If no Principal Building Marshal is on scene, Building Marshals and Faculty can report status information directly to the Incident Command Post.

4. Building Marshals may be asked to help establish a perimeter around the building and assist with keeping people away from the area during the incident. The location of the perimeter will differ depending on the type of emergency situation. The Principal Building Marshal will receive this information from the Incident Commander and will communicate needs to all Building Marshals.

5. DO NOT USE campus radios or cell phones if there is a bomb or bomb threat on campus. If there is NOT a bomb or bomb threat on campus utilize the campus radios, telephones or cell phones to maintain communications between faculty, staff and students.

Site Specific Evacuation Procedures

Please fill in the locations of the following critical components of your site specific evacuation plan for each worksite. Include a map with these components, as well as locations/areas of responsibility for Building Marshals if these have been determined. Work with the Emergency Preparedness Manager to request maps for your area(s).

Worksite:	
Fire Alarm Pull Stations	
1	
2	
3	
4	
Staircases	
1	
2	
3	
4	
Outdoor Exits (including emergency exits)	
1	
2	
3	
4	
5	
Describe two escape routes from each work area to exits	
Emergency Assembly Point	

Worksite:	
Fire Alarm Pull Stations	
1	
2	
3	
4	
Staircases	
1	
2	
3	
4	
Outdoor Exits (including emergency exits)	
1	
2	
3	
4	
5	
Describe two escape routes from each work area to exits	
Emergency Assembly Point	

Evacuation Policy for Individuals with Access and Functional Needs

Building Marshals should familiarize themselves with these procedures in order to assist in planning for the evacuation of individuals with physical and sensory disabilities.

IN ALL EMERGENCIES, AFTER AN EVACUATION HAS BEEN ORDERED:

1. Evacuation of individuals with access and functional needs will be given the highest priority. Evacuating a disabled or injured person by only one person with no assistance as a last resort.
2. Attempt a rescue evacuation ONLY if you have had rescue training.
3. Check on people with special needs during an evacuation, determine if they have established a "buddy system," and ensure their safe evacuation.
4. Always ASK someone with an access or functional need how you can help BEFORE attempting any rescue technique or giving assistance. Ask how he or she can best be assisted or moved, and whether there are any special considerations or items that need to come with the person.
5. If the situation is life threatening, call 9-1-1 from a campus phone or 818-677-2111 from a cell phone.
6. Do NOT use elevators, unless authorized to do so by police or fire personnel. Elevators could fail during a fire, earthquake or flood.

EMERGENCY RESPONSES BY FUNCTIONAL NEED

1. BLIND OR LOW VISION

a) Most blind or low vision persons will be familiar with the immediate area they are in and may have learned locations of exits and fire alarms in advance.
b) Tell the person the nature of the emergency and offer to guide him/her by offering your left/right elbow (this is the preferred method when acting as a "Sighted Guide"). Do NOT grasp a visually impaired person's arm.
c) Give verbal instructions to advise about the safest route or direction using compass directions, estimated distances, and directional terms or information (i.e., elevators cannot be used or if there is debris or a crowd.)
d) As you walk, tell the person where you are and advise of any obstacles, e.g. stairs, overhanging objects, uneven pavement, curbs, and narrow passageways.
e) When you have reached the designated Emergency Assembly Point, orient the person to where he/she is and ask if any further assistance is needed.
f) Some individuals may have dog guides that may be disoriented during the emergency, and may require additional assistance.
g) White canes and other mobility aids should NOT be left behind.

2. DEAF OR HARD OF HEARING

a) Many structures are not equipped with visual (flashing light) evacuation alarms and persons with impaired hearing may not know that an emergency is occurring. An alternative warning technique is required. Two (2) methods of warning are:
   1. Write a note stating what the emergency is and what the evacuation route is i.e. "Fire - go out the rear door to Parking Lot".
   2. Turn the room lights on and off to gain attention - then indicate through hand gestures or writing (i.e. on a blackboard) what is happening and where to go.

b) Offer visual instructions regarding the safest route or directions by pointing toward exits or evacuation map.

c) People who cannot speak loudly, or with voice/speech impairments, may be carrying a whistle or have other means of attracting attention of others.

3. MOBILITY ISSUES

a) Across campus, individuals with mobility impairments work, teach, or study in buildings with multiple floors. During an evacuation, elevators cannot be used so individuals with mobility impairment may require assistance with evacuation.

b) Ask the person what assistance they need, it is recommended to have this conversation in advance of an emergency and develop a personal evacuation plan for that individual.

c) Two or more people may be needed to assist an individual in a wheelchair with evacuation.

d) Departments with worksites on higher floors may consider the purchase of Evacuation Chairs as tools to assist individuals with mobility impairments during an emergency situation. These tools allow for single user operation and smooth stairway descent during an emergency.

e) If you are unable to safely assist an individual with mobility impairment, evacuate the individual to a stairwell landing and immediately notify first responders of their location.

Department Specific Procedures

Please utilize the following sections to address specific policies and procedures that may be needed to address unique circumstances.

Special Populations

Examples of these would be Child Care facilities, clinics, or any facility that may have special protocols or procedures for special populations.
Please outline the procedures here: (attach additional pages or other documents/plans that have been established as needed)

Unique Hazards

Specific items may need to be inspected and possibly stabilized after an emergency. Examples include labs with chemicals, cooking facilities, live animals, machinery, etc. These items and associated procedures are listed below:

Visitors

Some areas have outside visitors or lobbies that are typically populated. Please note that off-campus visitors, prospective students, and others who are unaffiliated with the University may not receive Blackboard Connect emergency notification messages during an incident.

Please outline the procedures for directing visitors during an incident:

Shelter in Place

A shelter in place plan is to be used in the event of chemical spills or explosions, severe weather events, shootings and/or hostage situations and other related emergencies or natural disasters in which evacuation of CSUN is inappropriate.

CSUN Department of Police Services will provide instructions to the campus community utilizing Blackboard Connect and additional CSUN emergency notification systems as appropriate. General guidelines for Shelter in Place are as follows:

1. Move to an interior room or building space away from as many windows as possible (DO NOT USE ELEVATORS).
2. Shut and lock all windows and doors.
3. Make a list of everyone who is in the room.
4. Do not leave the room unless authorities give official notification that the Shelter in Place order has been lifted.

If the Shelter in Place is issued for a non-violent event (ie extreme weather or hazardous materials release) it is recommended that you monitor news using a radio or television and frequently check texts and/or emails for additional updates on the situation.

For a violent event, silence all cell phones, turn off lights, and stay quiet.

For many departments, personnel will stay inside normal classrooms and/or workplaces. Others may have interior rooms designated as safe locations to be utilized during a Shelter in Place. If this applies to your department please list those locations below.

Designated Shelter in Place Locations			
	Room Number / Description	Building	Capacity
1			
2			
3			
4			

Department Emergency Communications

Sharing information will be critical in the event of an emergency situation. It is recommended that each department establish multiple methods of communication to employees in the event of an emergency as well as a plan to communicate with the community (only applicable if the department provides services / programming to the community). Here are some guidelines and suggestions for establishing emergency communications within your department:

1. Establish a plan for both regular and non-working hours.
2. Identify key department individuals who will assist in the dissemination / collection of information during an emergency.
3. The following methods are suggestions for establishing communications:
    a. Create a department "telephone tree."
    b. Establish a department hotline / voice mailbox to provide status information to all staff.
    c. Develop emergency contact information lists / cards for all staff with cell and home phone numbers.
    d. Purchase radios that can be used to communicate status information on campus during an emergency.
    e. Utilize group SMS messages to provide information quickly during an emergency.
    f. Share alternate email addresses and/or create a free electronic group through Google Groups, Yahoo Groups, or other online forums to share information with all team members.

Please outline the department's communications procedures during an emergency:

CSUN Emergency Notification Systems

CSUN has established several emergency notification systems to alert the campus community during an incident impacting the campus. You can expect to receive communications about the actions the university is taking and recommended actions for students, staff, and faculty through any of the following systems:

Blackboard Connect Mass Communication System – CSUN can utilize this system to send voice, email, and text messages during emergency situations on campus. To ensure you receive these communications, please keep your information current in the *my*Northridge portal. You can also add up to five family members or friends to receive these messages during an emergency.

CSUN Social Media Sites – The University will update the CSUN Facebook page and the @csunorthridge Twitter account during an emergency. The Department of Police Services will also update their Facebook page.

Informacast Phone Messaging System – This system allows CSUN to send a recording of the emergency message through the speakers of campus phones. A text version of the message will also be displayed on the phone's screen.

Campus Carillon Outdoor Public Broadcasting System – CSUN can utilize the outdoor public address system to communicate emergency instructions to persons who are outdoors during an incident. The system utilizes twelve speakers located throughout campus.

Alertus Desktop Takeover – This system will take over the screens of desktop computers on campus to display an emergency message. This includes the MIND screens in the University Student Union complex.

CSUN Home Page – During an emergency, information will be prominently displayed on the homepage www.csun.edu

Emergency Signage – CSUN maintains emergency signage to alert you to campus evacuation, closure, partial closure or testing of emergency communications. The signs include the LED message boards, the electronic marquee on Zelzah and laminated signs on sandwich boards strategically placed throughout the campus.

CSUN Campus Status Information – You may call toll free numbers during a campus emergency for status information on the campus. The following phone numbers have been established:

Faculty & Staff – (866) 535-2786 Students – (866) 515-2786

Radio Stations – For a regional disaster, tune your radio to KABC 790AM or KNX 1070AM for information. CSUN may also broadcast campus specific updates on KCSN 88.5FM

Department Essential Functions and Staffing

In conjunction with this Emergency Action Plan, the department also maintains a Business Continuity Plan. The Business Continuity Plan outlines the department's essential functions and steps that need to be taken to ensure that the department can continue to serve the community with minimal interruptions. Please summarize the most critical functions that need to be protected in the event of an emergency and essential staff that may be called upon to perform these functions in the event of an emergency.

Plan Administration

1. At a minimum, this plan will be reviewed annually. Other events that may cause the plan to be reviewed include:
    a. Construction to the facility
    b. Department relocation
    c. Department reorganization
    d. Key position change
    e. Protocol or procedure changes that impact emergency response

2. The department will conduct and document staff training on this plan at least annually.

3. The department will participate in drills and exercises in order to test the efficacy of the plan.

4. A signed copy of the Emergency Action Plan must be sent to the Department of Police Services Emergency Preparedness Manager before the end of each calendar year.

Each work group/unit's senior level officials should acknowledge that they have read the Plan and understand the established procedures should an emergency situation occur.

By their signatures below, the flowing work group/unit officials certify that they approve this Emergency Action Plan and understand the emergency procedures that are to be followed in the event of an incident that impacts facilities and employees for which they are responsible.

Approved: _____ Date_____

Title

Approved: _____ Date_____

Title

Approved: _____ Date_____

Title

Approved: _____ Date_____

Title

Attachments

Maps

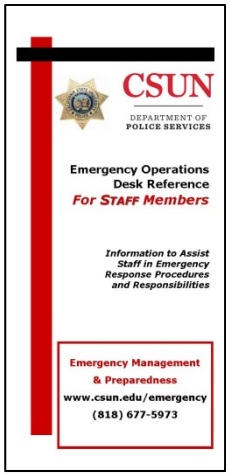
Please attach maps / floor plans depicting locations of emergency information identified in the Site Specific Evacuation Procedures as well as the locations of any unique hazards for the department.

Personnel Rosters

Depending on the size and organization of the department, personnel rosters for each worksite can also be attached as appropriate.

References

Emergency Operations Desk References



CSUN's Department of Police Services provides Emergency Operations Desk References for Faculty, Staff, and Students. These desk reference guides provide additional information on recommended procedures for specific types of emergency situations. The Emergency Operations Desk Reference guides can be found on CSUN's emergency management website at the following url: http://www.csun.edu/emergency/emergency-desk-reference

Hard copies can also be requested by contacting Jenny Novak, Emergency Preparedness Manager at extension 5973 or Jenny.Novak@csun.edu

Emergency Procedures Posters

CSUN's Department of Police Services also provides Emergency Procedures posters for the campus community. These posters are excellent tools to be used as a quick reference in the event of an emergency. It is recommended that every department on campus mount these posters in offices, hallways, bulletin boards, classrooms, and other visible areas as appropriate. Emergency Procedures posters can be requested by contacting Jenny Novak, Emergency Preparedness Manager at extension 5973 or Jenny.Novak@csun.edu