

Dear Community Member:

The San José State University Police Department offers this publication as a resource guide to you, the campus community when responding to an emergency while on campus, in your home or elsewhere.

I recommend that you review the contents of this guide at your earliest convenience--before you have an actual emergency; then keep it in a convenient place for easy referral.

For your safety, the University Police Department's Crime Prevention Unit is also available for site security surveys and on-site training. Please call the Unit at (408) 924-2234 to discuss your special needs and concerns.

The University Police Department's website, (www.sjsu.edu/police) is also a source of safety information, training and on-line forms for your convenience.

In the event you have an emergency while on campus, please dial 911 on your campus phone, 924-2222 on your cell phone or use one of our Blue Light Phones located campus-wide. You will reach the University Police Communications Center and we will respond with the police, fire or medical aid.

Sincerely,

André L. Barnes
Chief of Police



San José State University Emergency Services

Fastest ways to obtain emergency help:

1. Dial 911 from a campus telephone.
2. Call (408) 924-2222 with a Cellular or off-campus phone.
3. Pick up handset or push the button on a blue light phone.
4. Use Elevator Phone

Dialing 911 from a campus phone connects you directly with our University Police Department (UPD) dispatcher, but if a non-campus phone or cell phone was used, the call would be rerouted to San José City's 911 emergency lines. It would actually take several minutes for them to pick up and connect you back to UPD. Calling (408) 924-2222 from your cell phone connects you with UPD immediately.

Blue light telephones are located throughout the campus and is lit up with a distinctive blue light. The garages and most of the buildings have blue light phones. It's a good idea to know the location of these phone, especially where you routinely walk, park, and conduct business. Picking up the handset or pushing the button on a blue light phone automatically calls UPD dispatch. The dispatcher can assist you with emergency and non-emergency situations. If the dispatcher gets no response after a call is placed, a Police Services Assistant, Police Cadet, or Police Officer will be dispatched to the location of the call.

Elevator Phones work similar to blue light phones. They are located in all university elevators.

Remember, anytime you contact UPD by telephone for emergency assistance

- Remain calm
- Be prepared to give concise and accurate information
- Do not hang up until the UPD dispatcher tells you to do so

Evacuation

Building Evacuation Teams

Each University building is equipped with a Building Evacuation Team (BET) to assist in evacuations. Their job is to clear the facility and perform other important evacuation related tasks. It is imperative that you cooperate fully with any BET member. They can be identified by their orange safety vest.

Building Assembly Points

An emergency assembly area is designated for every University Building. Going to this place helps account for missing persons or those who may need rescue, keeps paths clear for emergency vehicles and facilitates communication.

Who is my Senior Building Coordinator? Where is my Building Assembly Point?

It's on the website at <http://www.sjsu.edu/police>

Activating a Fire Alarm

If there is a fire or other life threatening situation that requires evacuation, pull any fire alarm station and exit the building. **Remember: In the event of an earthquake, unless there are life threatening conditions such as a fire, prior to pulling an alarm, ensure that it is safe to evacuate the building. There may be falling debris and/or other hazards which make evacuation more dangerous than remaining in the building.** It may be safer to shelter in place.

Immediately contact UPD (See Page 2) to confirm the emergency and to provide additional details.

When the fire alarm goes off, exit the building immediately. Never assume a false alarm.

You may also be verbally directed to evacuate by a University Police Officer or Building Evacuation Team (BET) member. Cooperate with them. They are there to help.

Do not reenter the building until the building alarm is silenced and University Police Officer or BET member informs you that it is safe to do so.

Do NOT use elevators. Stairwells provide a safe zone in a fire as long as the fire doors are closed. Never wedge or block open a fire door, this compromises the safe zone.

Every University employee must check in with his or her supervisor for more information. Employees are expected to remain at the university until they check in with their supervisor and receive authorization to leave.

Procedures for Evacuating Disabled Individuals

- Communicate the nature of the emergency to the person.
- Ask how the person wants to be assisted. Describe what you are about to do.
- Station disabled persons in the stairwell and away from immediate danger. Have a buddy remain with them, if possible.
- Utilize Evacu-Trak chairs, if available and if able to do so safely, to evacuate disabled persons
- Inform the Building Coordinator and Emergency Responders of the location of any disabled persons who could not be evacuated.
- If possible, always evacuate mobility aids (Wheelchair, crutches, etc.) with the person.
- If you are disabled, make arrangements for assistance before an emergency.

Causalities

Do not move injured persons unless there is an immediate threat to their lives. If there is a threat, move them to the nearest, safe stairwell with ground level access or evacuate if possible. Give immediate first aid. Make certain a Building Evacuation Team member and Emergency Responders know the location of disabled or injured persons.

Bomb Threat Checklist

Caller's Voice:

- | | |
|-----------------------------------|--|
| <input type="checkbox"/> Calm | <input type="checkbox"/> Disguised |
| <input type="checkbox"/> Angry | <input type="checkbox"/> Accent |
| <input type="checkbox"/> Excited | <input type="checkbox"/> Familiar |
| <input type="checkbox"/> Slow | <input type="checkbox"/> Deep |
| <input type="checkbox"/> Rapid | <input type="checkbox"/> Nasal |
| <input type="checkbox"/> Soft | <input type="checkbox"/> Stutter |
| <input type="checkbox"/> Loud | <input type="checkbox"/> Lisp |
| <input type="checkbox"/> Laughter | <input type="checkbox"/> Raspy |
| <input type="checkbox"/> Crying | <input type="checkbox"/> Ragged |
| <input type="checkbox"/> Normal | <input type="checkbox"/> Clearing Throat |
| <input type="checkbox"/> Slurred | <input type="checkbox"/> Deep Breathing |

Threat language:

- Distinct Cracking Voice

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 did you place the bomb?
8. What is your address?
9. What is your name?

If the voice is familiar, who did it sound like?

Well Spoken Incoherent
 Education Taped
 Foul Message read
 Irrational by threat maker

Exact wording of the
threat: _____

Background sounds:

Street Noises Voices
 House Noises Static
 PA system Phone booth
 Long Distance Local
 Office Machines Music
 Factory Machines None
 Animal Noises

Other: _____

Sex of caller:

Male Female

Accent of caller: _____

Age of caller: _____

Length of call: _____

Time of call: _____

Call receiver information

Name: _____

Job Title: _____

Department: _____

Phone: _____

Date: _____

Immediately contact UPD.

Dial 911 from a campus phone, (408) 924-2222 from any phone, or by blue light phone.

Give this completed sheet to responding officers.

Suspicious Package

What is suspicious?

- No return address
- Possibly mailed from a foreign country
- Postmarked location different from return address.
- Excessive postage
- Misspelled words
- Address to title only or incorrect title with name
- Unexpected
- Badly typed or written
- Protruding wires
- Lopsided, Rigid, and/or bulky
- Strange Odor
- Excessive tape or string
- Oily Stains, Crystallizations, and/or Discolorations

What should you do?

- Handle with care – do not shake or bump
- Isolate and look for indicators
- Don't open, smell or taste
- Treat it as suspicious! Call UPD (See Page 2)

If parcel is open and/or a threat is identified

- BOMB – Evacuate Building – Call UPD (See page 2)

- RADIOLOGICAL – Limit Exposure – Don't Handle – Evacuate – Call UPD
- BIOLOGICAL – Isolate Package – Isolate Persons Exposed From Others– Call UPD
- CHEMICAL – Isolate the Package –Evacuate – Call UPD

You know your own work routine and environment better than anyone. Objects that are clearly out of place or that match the profile of suspicious letters and packages described above may potentially contain explosive devices (this may also include briefcases or backpacks, packages left unattended etc.). If any doubt is raised, use your best judgment and call UPD.

Civil Disturbance

Most campus demonstrations are peaceful.

- Notify the UPD immediately if you receive information – factual or rumored – of a demonstration or any other form of civil disobedience that is planned or in progress in your building or area.
- Continue your normal activities.
- Avoid confrontations or provoking demonstrators.
- If a disturbance occurs, call the University Police Department (UPD) by dialing 911 or by any of the other methods mentioned on page 2. To avoid inflaming a situation, use a private office or area away from the demonstration to make your call.
- Stay away from windows.
- If an explosion occurs, find cover immediately – other explosions may also occur.

Threats to your safety or property

- Immediately report any threat to UPD by dialing 911 or (408)924-2222
- Quietly alert other coworkers
- Lock all doors.
- Lock filing cabinets and desks and shutdown computers that contain important data or information.
- If you do not feel safe, evacuate the building (See page 3).
- UPD will assess the situation and act as necessary.
- Never attempt to detain or confront any person suspected of such violations – report information to a UPD officer or your supervisor.
- If a class, lecture or laboratory is disrupted, immediately report the incident by calling UPD (see page 2).
- Remember if you see something/someone suspicious say something, call UPD Dispatch (408) 924-2222.

Earthquakes

Be Prepared!

You may not be able to drive home. Protect your loved ones, your property and your peace of mind – be prepared.

- At work have stout walking shoes and any supplies you need to walk home. Make sure bookcases, filing cabinets, and other objects that may tip or fall are properly secured to a stud beam in the wall. Know where your department first aid kit is kept. Have a working flashlight.
- At home, have on hand basic emergency supplies including:

- Portable radio with fresh batteries and spares (also consider acquiring a hand cranked or solar powered radio.)
- Flashlights with extra batteries
- First aid kit and handbook
- Water (at least 1 gallon per person per day for 3 days) or (3 gallons per person.)

- Food (Canned, such as tuna in water – avoid highly salted foods.)
- Essential medications
- Tools to close water and gas shut-off valves
- Cash (Banks and ATMs may not be available).

Indoors

Get under a sturdy desk or table – Duck, Cover and Hold on until the shaking stops. Or, seek refuge along an interior wall. Wait two or three minutes before exiting any building. Avoid walls with windows (flying glass), falling objects from shelves and overhead hazards such as light fixtures. Doorways are not necessary safe places.

Outdoors

Move quickly away from buildings – watch out for objects falling from roofs and walls – utility poles, power lines and overhead hazards such as tree limbs. You should assume all downed power lines are energized or “hot.”

In an Automobile

Stop as soon as possible in a safe place. Avoid over head structures and utility lines. Remain in your vehicle – it provides substantial shelter.

After the Initial Shock

Report damages to your Building Evacuation Team member, who should relay the information in writing by runner to the University Police Dispatcher. Do not use campus or blue light telephones (if working) to report any situation that is not a life threatening emergency.

Be especially alert for hazards including gas leaks, fire, broken or downed utility lines, or spilled chemicals.

- Do not turn on room lights or any computer or electrical equipment or use an open flame if a gas leak is suspected.
- For emergency instructions and information turn to the campus radio station KSJS (90.5 FM).
- **Activate the Building Evacuation (Fire) Alarm if the building is on fire or requires immediate evacuation due to another life threatening hazard. In other cases, assess conditions outside the building prior to initiating an evacuation by sounding the fire alarm. The conditions outside the building may be more hazardous than sheltering in place.**
- Assist disabled persons. Do not move injured persons unless there is an urgent threat to their lives – in such cases, move injured only as far as necessary for their safety (usually the nearest stairway landing or ground floor exit). Do not separate wheelchair bound persons from their chairs. Do not use elevators – in a fire they can become death traps. Notify the Building Evacuation Team and Emergency Responders of the numbers and locations of casualties and disabled.

- Stay away from building entrances until the all clear is given. Do not smoke.
- Always check in with you supervisor before leaving the area or University.
- If requested, assist Building Evacuation Team members, University police or other emergency personnel.
- Do not reenter a building until the emergency alarm is silenced and the building is declared safe. The Senior Building Coordinator and UPD will jointly determine when it is safe to reenter a building.

Telephones

- Pay telephones are considered an essential service and will be one of the first services restored.
- Carry a pre-paid telephone card for emergency calls.
- If you do not get a dial tone immediately, do not hang up redial. The telephone company equipment will return you to the bottom of the “queue” list. If the dial tone is not available, be patient, it may take several minutes to get one.
- Have an out-of-state contact for all family members. Make sure everyone knows to check in with the contact – while you may not be able to dial across an earthquake affected region long-distance telephone service may not be affected.

To learn more about personal and family preparedness: contact your city Office of Emergency Services or the American Red Cross. You can also visit the UPD Web Site At www.sjsu.edu/police and click on the Emergency Preparedness button.

**YOU SHOULD ALWAYS
EXPECT AFTERSHOCKS!**

Fire Safety

Report all fires to the University Police Department by dialing 911, blue light telephone, or by other means (page 2).

If an evacuation is required, know and refer to Building Evacuation procedures in this book (page 3).

- Alert others nearby and evacuate the area. If it is safe to do so, close doors and windows to help contain the fire.
- Activate the Fire Alarm at the first sign of fire. The sooner the alarm is activated, the more time others have to get out of the building.

Fire Extinguishers

If you are not trained to use a fire extinguisher do not attempt to put out a fire. Just pull the fire alarm and get out.

If you are trained and believe that you can safely suppress a fire – Be sure the extinguisher you use is appropriate for the type of fire (do not use a CO₂ or water extinguisher on an electrical fire).

Most general-purpose extinguishers are rated **ABC**

- A. Suitable for use against ordinary solid materials such as wood, fabric, and paper
- B. Suitable for use with flammable liquids such as solvent or paint
- C. Suitable for use with electrified electrical equipment

If you have even the slightest doubt, get out.



Remember P.A.S.S.

- **P**ull the pin from the handle for the extinguisher.
- **A**im the nozzle of the extinguisher at the *base of the flames*.
- **S**queeze the handle.
- **S**weep the stream of the extinguisher material across the *base of the fire*.

Remember

- Size up the situation before you take action. Make a quick plan.
- Make sure you have a clear line of escape before you tackle a fire.
- Do not fight a fire single handedly – always have a buddy or partner with a fully charged extinguisher in direct physical contact with you as you approach and leave or retreat from a fire. Your buddy should watch for hazards, make sure your line of retreat remains clear and be prepared to back up, if necessary.

Hazardous Materials

Know and always follow all laboratory or work rules, policies and procedures governing the use for hazardous materials including the use of personal safety or protective equipment.

Employees have the right to know about hazardous materials they use or may be exposed to. If you have any questions refer to the appropriate Material Safety Data Sheet (MSDS) or consult your department or unit safety officer or Illness & Injury Prevention Program coordinator.

In the event of any chemical, nuclear, or biological material spill or release, immediately...

- Alert others to evacuate the area and seal it off to prevent the spread of contamination.
- Dial 911 or use a blue light telephone to notify the University Police Department. Be prepared to give the UPD dispatcher as much detailed information as possible (exact location, type and quantity of material etc.)
- Do not use any water or chemical fire retardant unless you are specifically trained and authorized – they may produce poisonous fumes.
- Only authorized personnel with appropriate training, material, and approved personal safety and protective equipment (respirators, self contained breathing apparatus,



exposure suits) should clean up or attempt to mitigate hazardous materials incidents.

Evacuation

If an evacuation is required know and refer to Building Evacuation procedures in this book (see page 3).

Contaminated Persons

- If you know or suspect that an individual or group is contaminated by a hazardous material isolate them in a safe, comfortable location as close to the scene to the incident as possible without subjecting them or yourself to additional exposure or additional threats such as fire or falling objects. If possible, record names and other identifying information.
- If possible, record names and other identifying information. Give this information to the University Police Department or authorized university personnel.
- Begin first aid and decontamination as soon as possible.



Workplace Violence Model Policy

The procedures fall into two categories:

- Preparation for a visit when the individual is known to be potentially dangerous.
- Those situations that arise when the individual becomes dangerous during a visit to the office.

The following preparations can be made when a member of the office staff has a scheduled appointment with a visitor known to be potentially dangerous.

- The staff member must first consult with the administrator in charge.
- The administrator will develop a plan for vigilance and/or police protection if necessary. Decisions will be made as to whether the appointment should or should not be kept because of potential danger.
- The administrator in charge will notify other office staff members of the date and time of the visit and the role each staff member is to play during the visit.
- The administrator in charge will arrange to notify surrounding offices as appropriate of the need for vigilance and what police protection has been arranged.

In the event an individual becomes threatening or violent with no prior notice:

- Call for police response or use a panic button if available.
- If a panic button is activated and sounds an alarm elsewhere in the office, an administrator will immediately determine the source of the alarm and take appropriate action.

- If a panic button is activated, office members will also telephone police as directed to provide additional information to the responding officers.
- To obtain help for colleagues: It is appropriate to further assess the situation before calling the police or while waiting for the arrival of the police, call the front office (or other designated location) and use the code word TEAM (or other designated code word). Preferably the code will be used in a message not alerting the subject of your concern, such as “May I consult with Mr. Team” etc.
- You may decide to tell the threatening individual that you are summoning assistance, however the code word should still be used to alert other office members regarding the nature of the need for assistance.
- When an office member becomes aware of a request for assistance, using the designated code word, that office member will immediately notify the administrator in charge and other office members in order to assemble a team as appropriate.
- Care should be taken to prevent disturbing others in the office unnecessarily or to cause panic.

Kidnapping, Violent or Criminal Behavior

A safe University is everyone’s responsibility

- Reasonable caution and care must be taken in any major urban area.
- Be alert to suspicious persons and situations.
- If you are uncomfortable walking on campus after dark, use the Safety Escort service.
- Know the location of blue light telephones -- in an emergency, simply knocking a blue light telephone off

its hook will bring University Police officers to investigate.

If You Are a Victim

If you become the target of an assault, robbery, theft, overt sexual behavior or aggression etc. do not take any unnecessary risks!

Notify the University Police Department by dialing 911 or go to any blue light telephone as soon as possible. Be prepared to tell the police:

- The nature of the incident
- Location where the incident occurred and (if different) your present location
- Description of the person(s) and/or vehicles etc. involved
- Description of property involved

If you are a Witness

- Do not take unnecessary risks.
- Call UPD immediately and be prepared to give as much information as possible
- Assist police with any additional or new information
- Ask other witnesses to do the same.

In Case of a Sniper or Shooter

- Take cover -- if you can shelter in a room with a lockable door do so immediately.
- Use any concealment available.
- Call UPD at 911 or use any blue light telephone, if you can safely do so.

- Cooperate with police and fire personnel.
- Stay away from windows.
- If you hear shots being fired, do not go out into a hallway or corridor to investigate.

If you are Taken Hostage

- Stay as calm as possible. Remember, law enforcement's first priority is your safe, speedy release.
- Observe and remember as much detail about hostage takers as you can. (Dress, physical descriptions, speech, mannerisms etc.)
- Do not discuss what action the University or others may take to rescue you.
- Watch for any situation you can exploit to your advantage.
- Comply with your captor's directions as best you can.
- Avoid provocative remarks. Hostage takers may react explosively and violently.
- Physical resistance or direct challenges may cause your captors to injure you or others.
- Do not physically resist or struggle with hostage takers unless you believe you are in danger of losing your life.
- Escape attempts – do so only if you believe your life is in immediate danger and you have carefully weighed your chances for success.
- Try to establish rapport with hostage takers – by becoming a person, rather than an object, to them you increase your chances of getting out of a situation safely.

Safety Escort Program

The Safety Escort Program is an escort service for students, faculty, staff and campus visitors to and from campus locations from 6:00 pm to 12:00 am, on week nights. Escort service by police officers is made possible at other times on an availability basis. Radio equipped Safety Escorts provide service for those who must go from building to building or to their cars alone after dark. You may request an escort by calling (408)924-2222 or from any Blue Light or Elevator Phone.

Who are Safety Escorts?

Safety Escorts are SJSU students who have been carefully selected by the University Police Department and then trained to serve fellow students as evening escorts. They are equipped with radios so that they may communicate immediately with University Police Officers and Dispatchers. Safety Escorts are identifiable by the photo ID they all must wear. Safety Escorts are trained to patrol the buildings and grounds of the campus to report suspicious activity to the University Police.

Personal Safety Tips

At Home

- Make sure side yards, garage areas and grounds are well lit.
- Leave a spare key with a trusted neighbor, friend or relative rather than hidden under a doormat or over a doorway.
- Lock windows and doors that are accessible to the outside. Pull shades or drapes after dark – don't advertise you are home alone.

- Do not give out personal information or make appointments over the telephone.
- Install a door viewer and use it before opening your door to strangers. Never admit a stranger unless you are absolutely certain about them – you may wish to call to verify identification they present.
- List only initials or your last name on mailboxes, telephone directories etc.

On Campus or Campus Area

- Avoid isolated places at night.
- Do not travel alone, if possible. If you must do so, let someone know your destination and expected time of arrival. The University Police Department provides a Safety Escort service – call (408)924-2222 or use blue light phones
- Walk with a purposeful stride. Use well lighted walkways.
- Use public transit for long distances rather than walking. Wait with other people, if possible. Do not stand close to the curb while waiting.
- If you are accosted, yell “Fire!” rather than “Rape!” or “Help!”

In Your Office

- Each office environment is different. UPD crime prevention specialists will assist in evaluating your work environment and suggesting ways to maximize your safety.
- If your department has a “panic alarm”, know its location and how to activate it.
- If you work alone, after hours or on weekends call UPD at (408) 924-2222 to advise patrol officers of your presence. Be sure to call when you leave.

In Your Car

- Park only in well lighted areas
- Walk to your car with keys ready.
- Check your back seat before entering your car.
- Keep doors locked at all times.
- If you have a breakdown, raise your car hood, put on your emergency lights and remain in the car with doors locked. If someone stops to offer help, stay with your car -- ask them to telephone the police or a tow service.
- Do not hitchhike or pick up hitchhikers.

Sexual Assault

If you are the Victim of Sexual Assault

- Remain as calm as possible. Look for any situation you can exploit to your advantage. Your primary objective is to survive the attack and minimize injuries to yourself.
- Escape as soon as you can.
- Fight back, if possible. If a gun, knife or weapon is held to your head or throat struggling or attempting to escape may not be possible or even advisable. In such cases you may be compelled to go along or even cooperate with your attacker until an opportunity to escape presents itself. Remember, staying alive is your greatest concern.
- Be as observant as possible – any information you provide police on your assailant's dress, speech, mannerisms, means of escape etc. will be useful in their investigation.
- If you are on campus, dial 911 or go to any blue light telephone immediately.
- Do not shower or discard torn, soiled or stained clothing etc.

- The victim of a sexual assault should make every attempt to preserve any physical evidence of the assault. This includes not showering, or disposing of any damaged clothing, or other items that are present after or during the assault. UPD will work with specially trained members of the Valley Medical Center to obtain a medical exam for the victim.
- The University Police will immediately initiate a criminal investigation of a reported sexual assault. Every effort will be made to criminally prosecute perpetrators of sexual assault. Disciplinary actions may be also imposed on recognized individual students, student organizations, and/or university faculty and staff found responsible for a sexual assault.
- After an alleged sexual assault incident occurs, the university will assist the victim in changing academic and on-campus living situations if so requested and if such changes are reasonably available.

Medical and other support Services

There are a number of excellent departments, agencies and organizations both on campus and off ready and able to provide a broad range of medical, emotional and other support services. The University Police Department will provide compassionate, caring assistance in arranging for any services you may need.

If you become the victim of a sexual assault on or off campus:

- GET to a safe place
- CONTACT the University Police Department (or your local police if off campus)

- CONTACT someone you trust to be with you – or ask the police dispatcher to do so for you.
- Do not shower, bathe, douche, change or destroy clothing.
- Do not clean or straighten up the area.
- University Police Officers will call for an ambulance or assist the victim in making other arrangements for prompt medical attention as appropriate.
- Remember, the University Police Department accepts reports of criminal activity in confidence. This particularly applies to crimes of sexual violence and allows the victim to report through a third party and/ or remain anonymous. SJSU students may obtain 24-hour crisis counseling services from the Student Counseling Services by telephoning UPD at (408) 924-2222.

Domestic Violence 24 Hour Help Lines:

- Support Network for Battered Women
(800) 572 – 2782
- Next Door, Solutions to Domestic Violence
(408) 279 – 2962
- Community Solutions (South County)
(408) 683 – 4118
- Asian Women’s Home
(408) 975 – 2739

SEXUAL ASSAULT 24-HOUR LINES:

- Mid-Peninsula YWCA Rape Crisis Center (North County)
(650) 493 – 7273
- YWCA Rape Crisis (Central)
(408) 287 – 3000
- South County Rape Crisis
(408) 779 – 2115

VICTIM/WITNESS ASSISTANCE

- Victim Center
(408) 295 – 2656
- Advocate in the Office of the District Attorney
(408) 792 – 2546

SANTA CLARA COUNTY:

- Office of the District Attorney: Main Office (San José)
(408) 299 – 7500

Utility Failure, Electrical Outages

California's energy situation may result in scheduled power outages of roughly 2 hour duration (or unplanned events of indeterminate duration) for the foreseeable future. Since SJSU operates its own co-generation power plant, most SJSU buildings should not be affected. However, some main campus facilities that depend on off-campus energy providers will be affected.

By day

Open blinds, drapes or shades to maximize available light.

By night or if you are in an interior area

Go carefully to a stairwell or area where there is emergency light.

Stay calm. Loss of power usually is not destructive – panic can be. Be prepared with a flashlight at your desk. Your unit

should have a working battery-operated radio. **KSJS (90.5 FM)** will broadcast emergency information.

- Know your general work area and any areas you frequent. Know evacuation routes and emergency exits and have a personal plan to deal with blackouts.
- Notify the University Police Department by dialing **911** or using any blue light telephone of any situation that may require police, fire or medical attention.
- If telephones are not working, send a runner or go to the University Police Department public safety dispatch center (UPD Building at 7th and San Salvador streets) to report an emergency situation.
- Buildings will not routinely be evacuated in case of a power outage.
- Evacuate if you are so directed by your manager, UPD officers or Building Evacuation Team members.
- Do not activate the building evacuation (fire) alarm unless there is a fire or life threatening situation requiring notification of all building occupants.

University Power Outage Policy

The University has an extensive plan to deal with power outages. If you are not familiar with this policy ask your supervisor for more complete information. Some emergency-related aspects of the policy include:

- Employees may not leave the University without authorization of their respective vice presidents.
- Normal University lines of authority will be used to inform employees of decisions by the president and executive management (vice presidents and AVPs) affecting continuation of University operations. (Normal generally

means president/vice presidents to deans/department heads to managers/ supervisors to employees).

- During outages of expected short duration, managers may authorize employees to continue work in naturally lighted areas, take breaks or go to lunch.
- Managers and critical operations personnel will remain on campus during the power outage. Ask your supervisor if you do not know if you are so designated.
- Employees on campus should return to their own department as soon as possible so that they may be accounted for.
- Employees should have a home emergency plan for power outages to provide assurance family members and their homes are as safe and secure as possible.
- During times when planned outages are expected, employees should dress comfortably for the season. (Dress should remain professional.)
- If advance notice of a power outage is forthcoming, employees should immediately “power-down” all noncritical equipment and turn out lights.
- Long term situations or conditions will result in activation of the University’s 924-SJSU (408-924-7578) hotline.

Elevator Failure

Use the emergency telephone located in the front of the elevator cab to call UPD. If the elevator does not have an emergency telephone or it is not working, turn on the emergency alarm on the control panel to signal that you need help.

Flooding or Plumbing Failure

Stop use of all electrical equipment. Call 911 if the situation appears serious. Call the Facilities Development & Operations (FD&O) Service Desk (408-924-1990) to report routine problems. Evacuate the area if necessary.

Gas Leaks

Do not turn on electrical lights or any electrical equipment if you smell natural gas!

Immediately stop all activities. Call **911**. Evacuate the area.

Ventilation Problems

If smoke or odors come from a ventilation system, call **911**. If necessary, stop all activities and evacuate the area.

First Aid

Getting Emergency Help

If someone needs emergency care, contact UPD immediately at 911 from a campus phone, (408) 924-2222 from your cell phone, or from a blue light phone. Be prepared to give information about yourself, the victim, and your location.

Protect yourself

It does the victim no good if you become a victim yourself. Prevent the exchange of body fluids and be aware of any cuts on your body especially your hands.

- Check for surrounding hazards.
- Wear gloves and avoid touching your face until you can properly wash your hands.

- Get First Aid and CPR training to be prepared. First Aid and CPR training is available at the Student Health Center.
- Do not attempt to perform CPR if not properly trained.

Remember Your ABC's

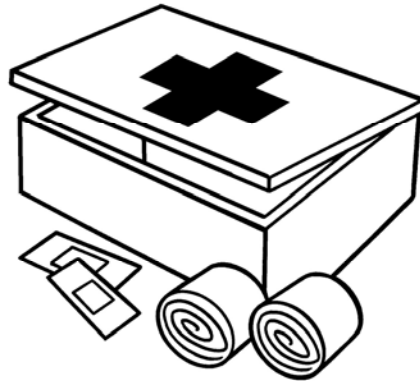
Airway - If a person has stopped breathing or is unable to breathe due to choking or drowning he or she will die. The universal distress signal for choking is to place both hands at your throat.

- If you notice someone apparently choking ask if he or she can speak – if they can speak their airway is at least partially open.
- Perform the Heimlich maneuver (abdominal thrusts) to expel any obstructions.
- Stop abdominal thrusts if the person expels obstruction, starts breathing or coughing.
- If this fails and if you are qualified, give CPR and/or mouth to mouth resuscitation as necessary.

Bleeding - 95 percent of all bleeding can be controlled by direct pressure/elevation.

- Apply direct pressure to a wound. Use a clean cloth with a nonporous material on top and between wound and your hand. Add additional layers of cloth, papers or any other material that will absorb blood as needed.
- Apply pressure to the artery above the wound if bleeding is heavy.
- Elevate the injured body part, if possible, to slow loss of blood.

- Keep pressure on wound until help arrives.
- Use a tourniquet only as a last resort.



Circulation - “Restoring circulation” is another way of saying “treating for shock.” Signs of shock include rapid, shallow breathing, cold, pale skin, and the inability to respond to simple commands such as “Squeeze my hand.”

- Lay victim on his or her back.
- Elevate feet 6-10 inches
- Maintain an open airway.
- Control obvious bleeding.
- Maintain body temperature (e.g. ground and victim with a blanket)
- Do not give someone who may be suffering from shock anything to eat or drink.

Terrorism

San José State University is a very unlikely target for both international and domestic terrorism. That doesn't mean terrorism would not affect our campus if San José's government buildings or downtown area was attacked.

In the event of an act of terrorism, the University Police Department will make a detailed evacuation announcement over patrol car public address systems.

Designated campus emergency shelters

Art Building
Campus Village
Duncan Hall
Engineering Building
Event Center
Health Building
MLK Library
Science Building
Sweeney Hall

The FBI categorizes five types of potential terrorist threats. Biological, Nuclear, Incendiary, Chemical, and Explosive (B-Nice).

- Biological agents can be dispersed by aerosol, ingestion, skin contact, or injection. This category contains viruses, bacteria, and natural toxins.
- The manufacturing of a Nuclear Bomb is time consuming, expensive, and require large, complex labs and factories so the threat of a nuclear explosion is very low. A more genuine threat comes from the use of dirty

bombs which is an explosive designed to spread radio active material.

- An Incendiary device is designed to start a fire. It could be mechanical, electrical, and even chemical. On September 11, 2001 the explosion did not cause the collapse of the World Trade Center, it was the burning of the fuel.
- Chemical agents are chemicals that cause discomfort or disrupt human body functions. A sign of chemical attack is a large amount of people suddenly getting sick for no apparent reason. In most cases of chemical attack, getting away from the source is sufficient to begin recovery.
- Explosives are the most common terrorist threat. 70 percent of all terrorist attacks involve explosives. Explosives destroy by creating a lot of heat and gas in an extremely short amount of time.

Important sources of University emergency information

(408) 924-SJSU is a hotline that is activated when a major emergency occurs.

KSJS (90.5 FM) broadcast emergency information during power outages and other emergencies.

SJSU Building Evacuation

ALERT SJSU- Important: Sign up for ALERT SJSU by going to MY SJSU. This system provides emergency information, warnings and directions via phone, text messages and “E” mail. To fully utilize this system sign up for all three methods of notification. It’s free.

Emergency Procedures Handbook Prepared By:

Calvin Lee

Emergency Preparedness Student Assistant

Acknowledgements:

Many thanks to...

André L. Barnes

UPD Chief of Police

William M. Coker

UPD Operations Captain

Ronald Hackenberg

UPD Support Services Lieutenant

Claire Kotowski

Executive Assistant to the Chief of Police

References:

The Red Cross for information on First Aid

The Federal Bureau of Investigation for information on terrorism

The Community Emergency Response Team Manual for Earthquake and Fire Safety information

If you would like to see a particular subject added to the next edition of the San José State University Police Department Emergency

Procedures Handbook, please email: police@email.sjsu.edu

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