



2018 Campus Emergency Plan

Campus Security

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Section 1: Introduction

Overview

The Campus Emergency Plan provides an operational template for use in preparing for, responding to and recovering from disasters that may occur involving West Coast Baptist College. The emergency organizational structure identified in this plan effectively structures emergency response at all levels in compliance with the Incident Command System (**ICS**), it is consistent with the State of California's Standardized Emergency Management System (**SEMS**), and with the federally mandated National Incident Management System (**NIMS**), helping to blend the staff response with those of local and federal response personnel should they become necessary.

Understanding how the First Responders (and follow on assistance) is organized and organizing our response structure along similar lines will aid in making our response more efficient, mitigate against confusion in communication between staff and the First Responders, and result in a smoother, more efficient response to the challenges presented by the emergency.

Purpose

The purpose of the Emergency Plan (the Plan) is to provide strategic guidance for emergency response involving (or potentially involving) the facility, faculty, staff, students or guests of WCBC. Further, it reiterates the WCBC Policies Manual as it relates to emergencies. Since WCBC exists on a campus that is shared with other ministries, the Plan has been developed in coordination with Lancaster Baptist Church and Lancaster Baptist School to ensure cooperative, smooth, and wholly appropriate emergency preparation, management, and recovery.

Scope

The WCBC Emergency Plan guides a coordinated staff response to an emergency, disaster or event and helps in directing emergency response activities toward reaching the Incident Commanders end state.

Objectives

The objectives for the Emergency Plan are as follows:

1. Protect the life of the faculty, staff, students, guests, church members, and any others who access the campus routinely.
2. Provide for a safe and coordinated response to emergencies.
3. Protect the facilities and property.
4. Facilitate the restoration of normal conditions and activities with minimal confusion in the shortest time possible.
5. Provide for the interface and coordination between facility responders and First Responders from Lancaster and Los Angeles County.
6. Provide as necessary for the orderly conversion of facility buildings to mass care sites and shelters when necessary.

Section 2: Concept of Operations

Emergencies by their nature require a change from “routine” or “normal” control structures to a more streamlined structure that eliminates the established organizational path for communication between the “line” personnel and the “command” staff. This change always results in the development of an EMON (Emergent Multi-Organizational Network). This temporary organization develops to address the emergency facing the organization and dissolves with the resolution of the problem.

Activation

Small scale incidents may occur daily and are responded to and managed by dormitory supervisors, Campus Security, Facilities, Dean of Student’s Office personnel, and other departments depending on the nature of the incident. Small scale incidents are handled following standard operating procedures developed and maintained within the respective departments. When an incident requires coordination between two or more departments, a command post may be established by first responders close to the incident and coordination will occur in the field utilizing the unified command system (see description). In the event of an incident requiring coordination by multiple departments with major impacts to campus operations, academics, resident or guest care, the Director of Security or another designee of the college administration or church executive team will activate the Emergency Operations Center (EOC).

Campus Security is responsible for providing initial emergency notification to designated personnel for each organization on campus as follows:

- The Vice President of Operations for West Coast Baptist College
- The Financial Administrator or Chief of Staff for Lancaster Baptist Church, and
- The School Administrator for Lancaster Baptist School. A full activation of emergency response teams will then occur.

Should the Director of Security have any trouble reaching the designated emergency contact(s) in a timely manner, he may activate the Emergency Policy Group under his own authority.

Emergency Policy Group

Responsibility for overall college/church/school direction and internal/external communications in a major emergency situation rests with the **Emergency Policy Group**, composed of the President (WCBC), Executive Vice President (WCBC), Chief Financial Officer (WCBC), and Chief Academic Officer (WCBC), the Senior Pastor (LBC), Executive Pastor (LBC), Chief of Staff (LBC), Financial Administrator (LBC), and the School Administrator (LBS).

This groups convenes in person or by teleconference when a major emergency occurs, gathers information from Emergency Operations Center, makes major policy decisions, and coordinates communications with the college, external stakeholders, the media, and the public.

The pre-designated Emergency Policy Group meeting locations are:

- The Administration Building of the President (WCBC)/Senior Pastor (LBC)

- The home of the President (WCBC) if an off-campus alternative is needed
 - 3821 Paula Lane, Lancaster, California 93535

Emergency Operations Center

Emergency Operations Center representatives support responders in the field. The major functions include:

- Incident tracking and tactical operations support
- Logistics and services
- Joint communications
- Damage assessment and repair tracking and coordination
- Financial

The primary department representatives that make up the EOC Operations Team include:

- Campus Security (WCBC/LBC/LBS)
- Facilities (WCBC/LBC/LBS)
- Student Affairs (WCBC/LBS)
- Information Technology Services (WCBC/LBC/LBS)
- Food Services (WCBC/LBC/LBS)
- Human Resources (WCBC/LBC/LBS)
- Finance (WCBC/LBC/LBS)
- Communications (WCBC/LBC/LBS)
- Transportation (WCBC/LBC)

The Director of Security will ensure initial notifications are made to the Emergency Policy Group. If the incident impacts university operations and multiple departments are affected, any member of the Emergency Policy Group may determine to activate the EOC in full or in part. It is the responsibility of the Director of Security to send an activation notice to the EOC as requested by the Emergency Policy Group. These notices may be issued by phone, through the SMS based Emergency Notification System, or by runners. Notices may be sent by email in addition to any or all of the previously listed option but not exclusively in email form.

- **Partial Activation:** Select departments and response teams will be notified to send a representative to the EOC location. Communication options include the WCBC Emergency Notification System (SMS), phone or runners.
- **Full Activation:** All response departments and select response teams will be notified to send a representative to the EOC location. Communication options include the WCBC Emergency Notification System (SMS), phone, or runners.

Should the Director of Security have any trouble reaching the Emergency Policy Group or designated emergency contacts in a timely manner, he may activate the EOC under his own authority.

EOC activation notices shall include the following:

- Name of the Emergency Policy Group Member Activating the EOC
- Physical Location of EOC Meeting

- General Description of the Incident (i.e. Earthquake, Fire, Mandatory Evacuation, Active Shooter, Etc.)

The pre-designated EOC meeting locations are:

- Administration Building Conference Room
- The Home of the Vice President (WCBC) if an off-campus alternative is needed
 - 43931 40th Street East, Lancaster, CA 93535

Emergency Operations Group

Within the EOC, a management team convenes and provides overall strategic direction to the EOC Operations Team. They also provide information, assessments, and recommendations to the Policy Group. Members of the Emergency Operations Group include:

Assistant to the President	<ul style="list-style-type: none"> • Provide liaison with Policy Group
Vice President (If Present) or Associate Dean of Academics	<ul style="list-style-type: none"> • Provide overall EOC direction (Default Incident Commander)
Director of Security	<ul style="list-style-type: none"> • Manage emergency response operations • Coordinate EOC setup • Ensures safety and security of EOC perimeter
Director of Facilities	<ul style="list-style-type: none"> • Provide direction to hazardous materials and fire response teams • Manage damage assessment • Coordinate facilities emergency repairs • Coordinate facilities recovery
Vice President of Student Affairs (If Present) Or Dean of Men	<ul style="list-style-type: none"> • Coordinate housing • Coordinate assistance measures for WCBC students
Director of Information Technology	<ul style="list-style-type: none"> • Coordinate technical support to the EOC • Coordinate assessment of voice and data networks
Director of Media (Communication)	<ul style="list-style-type: none"> • Coordinate information for family members of WCBC, LBS, LBC staff, faculty, and students • Assist in disseminating public information and announcements
Director of Human Resources	<ul style="list-style-type: none"> • Coordinates support to staff and faculty • Coordinates time keeping of staff and volunteer involvement
Director of Transportation (LBC)/Director of Shuttle Services (WCBC)	<ul style="list-style-type: none"> • Coordinates all transportation
Finance Supervisor	<ul style="list-style-type: none"> • Coordinates purchase approvals as necessary

Elementary Principle	<ul style="list-style-type: none"> • Documents all expense and payment records for future reimbursement or reference
Children’s Pastor	<ul style="list-style-type: none"> • Coordinate assistance measures for LBS students
Director of Institutional Effectiveness	<ul style="list-style-type: none"> • Coordinate assistance measures for LBC students • Compiles records of events • Consider long-term impact of event and potential risk mitigating actions • Provides the Policy Group with an After Action Report
Food Service Director (WCBC/LBC/LBS)	<ul style="list-style-type: none"> • Coordinate any necessary emergency food/water supplies (Hospitality)

Department Operations Centers (DOC)

Some departments represented on the Emergency Operations Group activate a Department Operations Center (DOC). The DOC serves as a command post for each department where they coordinate response efforts. DOC activities include tracking of staff and resources, tracking of incidents and requests for service, and coordination of any specialized functions that the department has been designated to manage. Field teams are assigned tasks and are deployed from the DOC.

Incident Command System

The Incident Command System (ICS) is a systematic tool used for the command, control, and coordination of emergency response. ICS is based upon a flexible, scalable response organization providing a common framework within which people can work together effectively. These people may be drawn from multiple departments that do not routinely work together, and ICS is designed to give standard response and operation procedures to reduce the problems and potential for miscommunication on such incidents.

Standardization through the use of common terminology is an important part of ICS. Common terminology helps to define organizational functions, incident facilities (e.g., EOC, Staging areas) resource descriptions, and position titles. Incident terminology should be known before an emergency, disaster, or other event.

Primary Incident Command System Functions

Incident Commander

The person responsible for all aspects of an emergency response; including quickly developing incident objectives, managing all incident operations, application of resources as well as responsibility for all persons involved. The Incident Commander sets priorities and defines the organization of the incident response teams and the overall Incident Action Plan. The role of Incident Commander may be assumed by senior or higher qualified officers upon their arrival or as the situation dictates. The Incident Commander may, at their own discretion, assign

Officers, who may be from the same department or from assisting departments, to subordinate or specific positions for the duration of the Emergency. Incident Commanders often assemble a small staff which includes the following:

1. Deputy IC; functions as second in command to ensure continuity of operations in the absence of the IC.
2. Public Information Officer; Develops press releases and often presents them to the media to keep the IC focused on incident resolution.
3. Security Chief; Ensures all activities around the EOC (or CP) are secure.
4. Liaison Officer; Interacts with responding agency representatives (not First Responders)

Unified Command System

A command structure in which responding departments with responsibility for the incident share responsibility and coordinate management of the incident from a single Incident Command Post or EOC. A Unified Command allows various departments with different legal, geographic, and functional authorities and responsibilities to work together effectively without affecting individual departmental authority, responsibility, or accountability. Under a Unified Command, a single, coordinated Incident Action Plan will direct all activities.

The goals of Unified Command are to:

- Improve the information flow and interfaces among departments.
- Develop a single collective approach to the incident regardless of its functional or geographical complexity.
- Ensure that all departments with responsibility for the management of the incident have an understanding of their organization's goals, policies and restrictions.
- Optimize the efforts of all departments as they perform their respective missions.
- Reduce or eliminate duplicated efforts.

Incident Action Plans (IAP)

Incident action plans ensure that everyone is working in concert toward the same goals set for that operational period by providing all incident supervisory personnel with direction for actions to be taken during the operational period identified in the plan. Incident Action Plans provide a coherent means of communicating the overall incident objectives for both operational and support activities. They include measurable strategic objectives to be achieved in a time frame called an Operational Period.

Section 3: Preparedness Efforts

Testing and Plan Revisions

The office of Campus Security develops, coordinates, and facilitates exercises to train and test emergency response and recovery plans. Exercises include tabletop, practical, functional, and full-scale drills. The Emergency Plan shall be exercised annually utilizing one or more of the exercise formats listed. In addition, incident debriefings and after-action activities will be conducted following major emergency incidents. Lessons learned from real incidents and from exercises will be evaluated to determine if revisions to any plans may be required to improve outcomes. Training needs will also be identified based on lessons learned.

Campus Security coordinates planning, exercises and response efforts with city and county agencies including the City of Lancaster Emergency Management Department, Los Angeles County Office of Emergency Services, Los Angeles County Fire Department, the Los Angeles Sheriff's Department, and other organizations.

Annual Drills

The Director of Security shall collaboratively schedule at least one generally unannounced full-scale drill of the Emergency Plan within forty-five days of the opening day of the college fall semester. This drill is carefully observed and documented and the Director of Security will make appropriate recommendations for plan improvements within sixty days of the drill.

Emergency Notification System

All college staff, students, and faculty who submit their cell phone numbers to the college are automatically opted into the WCBC SMS Emergency Alert System. This web-based system allows college officials to send out emergency text messages to subscribers when an emergency or hazard occurs. A test alert is sent out a minimum once a year but may occasionally be tested as part of drills. There is no charge to register a number in the system, but carrier fees may apply.

Emergency Notification System Alerts shall include the following:

- The Person Sending the Alert (Campus Safety or Security Official's Name)
- The Type of Incident (Earthquake; Fire; Mandatory Evacuation; Active Shooter; Etc.)
- Additional Information *as Needed* (Avoid the South End of Campus; Law Enforcement Has Been Contacted; Etc.)

Emergency Response Priorities

The first priority is to ensure the life safety and well-being of students, staff, faculty, and guests. During the initial hours of the response, members of the Emergency Operations Group assess the situation, prioritize emergency actions, and coordinate the deployment of emergency resources to address urgent campus-wide issues. Key priorities will include:

- Assistance for the injured
- Emergency safety inspections and evacuation of unsafe areas
- Hazardous materials response

- Emergency utility shutoffs and repairs
- Emergency power
- Emergency shelter
- Emergency notifications and communications
- Emergency transportation
- Emergency food service

Food and Water Supplies

The college maintains a supply of water and beverages on its campus that can be used in case of emergency in the Hutson Hall garage and the Student Life Center. The Director of Food Services controls access to these supplies.

Suspension of Programs

Academic programs and other college activities will be suspended only if necessary due to hazards on the campus. The decision to temporarily suspend activities is the responsibility of the Policy Group, based on recommendations from the Emergency Operations Group. If programs must be suspended, they will resume as soon as conditions permit, and only at the direction of the Policy Group.

If suspension of academic programs is necessary, basic services for resident students and emergency personnel on campus will be continued. If necessary, alternative staffing and operating locations will be arranged to allow essential services to continue.

Campus Evacuation

Campus evacuation will be carried out only in extreme circumstances that make it essential. In the unlikely event that evacuation of the campus becomes necessary, evacuation instructions will be communicated to the campus community. Resident students and all building occupants should move to their emergency assembly areas, and leave the campus as appropriate under the prevailing conditions, consistent with guidance provided by emergency response personnel. Instructions for return to campus will be provided as soon thereafter as possible.

Plan De-Activation

Emergency operations may be discontinued at the direction of the Emergency Policy Group, as informed by the Emergency Operations Group. Follow-up recovery activities may continue for an extended time period after formal de-activation.

Section 4: Emergency Response Department Roles

The following are brief descriptions of the roles and responsibilities of departments with formal emergency operations responsibilities. The descriptions are merely summaries of more detailed plans and procedures being developed by these emergency service departments.

Communications

Combined media and enrollment team staff will serve as primary coordinators of public information in an emergency situation, assisting the college administration in gathering key information and disseminating it. Key priorities will be:

1. Develop accurate informational releases for internal and external audiences.
2. Monitor media reports to ensure accuracy of information.
3. Coordinate all mediums of communication including internet, traditional media, social media, website, and emergency notification system.

Depending on communications channels available, the Chief Financial Officer may ask the communications staff to support him in providing updates on the status of the campus to media outlets in order to ensure that accurate information is disseminated regarding the college. Communications will monitor social media and push out information via social media.

Communications staff will record relevant emergency information on the main college switchboard greeting to provide bulletins to the college community. An emergency webpage will be activated on the college main website with a prominent notice posted to the home screen. The website will default to offsite backup if servers are down locally. The emergency notification system may be used during the early stages of the response and for updates as deemed necessary by the Emergency Operations Group. Other mediums to communicate may include e-mail, phone banks, or runners.

Campus Security

Local first responder agencies serve as the primary first responder for all emergencies on the campus. Campus Security will coordinate the notification of the designated emergency contact(s) in each organization on the campus and will activate the Emergency Operations Center at the request of any member of the Emergency Policy Group. Should the Director of Security have any trouble reaching the Emergency Policy Group or designated emergency contacts in a timely manner, he may activate the EOC under his own authority.

For all incidents, the Emergency Policy Group will designate an initial Incident Commander to direct the response in the field. The Vice President is the default Incident Commander for the college unless otherwise specified by the Emergency Policy Group. Once the EOC is activated, the Campus Security EOC will provide the representative Incident Commander with a detailed report on current conditions and needs. The report will be communicated to all EOC responders and an action plan will be developed to manage the on-going response and recovery effort.

The Campus Security EOC representative will provide general guidance and missions to his/her department during the emergency, but detailed management of tactical operations will be

conducted by senior officers in the Emergency Operations Center, following the provisions of the security policies and procedures.

The general role of Campus Security team members and representatives in a major emergency is fluid, depending on the situation and the missions they are assigned. Responsibilities include:

- Preliminary assessment of the campus and surrounding community
- Intake emergency requests for service and dispatch responders based on established priorities
- Closure and evacuation of buildings & campus
- Medical transport of victims
- Dissemination of emergency instructions
- Protection and security of the EOC and general college property
- Liaison with external agencies

Tactical operations and coordination will take place at a command post. The command post will be set-up at the discretion of the EOC. During a department mobilization in an emergency or unusual occurrence, Campus Security team members shall be assigned to 12-hour shifts (“A” and “B” watch) if so ordered by department leadership. When an EOC is activated, the EOC will support field operations and coordinate response and recovery efforts with other internal departments.

In addition, Campus Security is responsible to coordinate with appropriately qualified individuals for the ongoing development and coordination of all emergency response and recovery plans. The office works with all critical departments to ensure plans are developed, staff is trained, and the plan is tested.

Fire safety programs are managed year-round and include fire prevention inspections, training, and coordination with other departments on drills and fire responses.

During an activation of this plan, Campus Security will coordinate the Emergency Operations Center, assist with coordinating field teams and Department Operations Centers, and provide support for action planning and unified command with external agencies.

Facilities Management Services & Capital Construction Development

In an emergency, Facilities provides a variety of major services:

- Initial damage assessment of facilities
- Assessment of hazardous material release and necessary response and follow-up actions
- Emergency repairs and utility shutoffs
- Restoration of water, power, gas, and HVAC services
- Control of fire life safety systems
- Coordination of facilities long-term reconstruction and cost recovery
- Debris removal, clean-up and restoration of vital building services

Emergency Response Process

Upon activation of the EOC, Facilities staff will be notified and respond to assist in emergency response efforts.

For large scale incidents requiring the activation of this plan, Facilities *may* activate a Department Operations Center. Zone command posts track damage assessment, utilities, and incident response. Reports are provided to the Facilities EOC representative often as to the status of buildings, roads, and walkways.

Power Outage

Major power outages or other utility disruptions may occur as an isolated event or in conjunction with another event such as a major earthquake. The goal in any outage will be to restore service to all areas of the campus as soon as possible. In the event of an extended outage that cannot be corrected immediately, the focus will be on emergency response action to maintain life-safety and critical systems.

Post-Earthquake Damage Assessment

After a major earthquake, facility team members will respond to their zones and conduct emergency safety inspections to ensure that unsafe areas are identified and evacuated. Labs with apparent damage will be closed for use and access will be limited until an appropriately certified examiner determines the area to be safe for use.

During the emergency safety inspection, these staff members will assess each building for damage or unsafe conditions, assessing first the exterior of the building, then the interior. Teams will post the building CLOSED if there is any doubt the facility is safe to occupy, or OPEN if the building has sustained minimal damage. Signage will be placed at all entrances to the building once the assessment is completed.

During the inspections, they may take actions to mitigate immediate hazards if feasible, for example shutting off gas service if there is a leak. However, they are trained not to spend excessive time in any one facility in order to most effectively ensure the safety of the entire campus community.

Buildings will be assessed according to the following priorities:

1. Critical emergency response facilities (Emergency Policy Group and Emergency Operation Center facilities)
2. Housing facilities
3. Facilities that pose special safety risks, such as laboratory buildings or hazmat areas
4. All other facilities

Facilities Recovery

Facilities will endeavor to facilitate recovery of facilities as quickly as possible to allow resumption of college activities and minimize operational downtime. If necessary, external resources will be obtained to assist in the recovery process.

Office of the Vice President of Student Affairs

During a major emergency, the office of the Vice President of Student Affairs staff coordinate activities such as dissemination of information to students, parental notifications (in coordination with the Communications group), and crisis intervention. Student Affairs staff will assist in coordinating services such as:

- Provide support and coordinate the activation of a Disaster Resource Center
- Maintain a database of affected students in times of displacement, in conjunction with housing services. Maintain status of injured students.
- Coordinate with internal departments to provide support resources.
- Work with Communications on messages to be disseminated.
- Establish a phone bank for inquiries about the emergency situation.
- Assign team members to distribute and post updated information about the emergency situation.
- Provide a point person for each affected student they may contact for assistance and answers.

Office of the Dean of Students (Dean's Office)

The office of the Dean of Student's staffs residential facilities with Dormitory Supervisors who are on campus during non-business hours. This group plays an important role in immediate emergency response situations, helping to coordinate evacuation and providing emergency instructions to residents.

Dorm Supervisors and their leadership staff are provided with training every August on emergency response procedures such as evacuation, fire suppression, earthquake procedures, etc. Dean's Office leadership staff also participate in Incident Command System training.

The Dean's Office staff has also developed a protocol for response to a major disaster or earthquake in coordination with Campus Security. This protocol includes:

1. Procedures for immediate evacuation of the dormitories
2. Temporary assembly areas/rally points for all dormitories and buildings
3. General assembly area to which all residents on campus should be moved (In development)
4. Procedures for accounting for residents (In development)
5. Detailed procedures for developing and communicating status reports on injuries, damage, and problems (In development)

Housing Services

The Dean of Student's office will coordinate emergency housing needs as described in the Auxiliary Services section below.

Auxiliary Services

Auxiliary Services provides key emergency services in three primary areas, including housing/shelter, hospitality/emergency food service, and transportation.

Housing Services

The mission of Housing is to provide emergency shelter and replacement housing for residents in college-owned residence halls and apartments if necessary.

Although some resident students have family or friends in nearby areas who can provide temporary housing in an emergency, many do not have this resource and may require shelter if

their residence halls are closed due to hazards. For this reason, campus housing is a high emergency response priority.

The Vice President of Student Affairs will be notified by the Emergency Operations Group members to activate the Dean's Office Operations Center (DOC). In the event of a localized incident affecting a single building, select floors, or units, the office of the Dean of Students will develop an action plan to provide alternate housing until repairs are made. For large scale incidents such as an earthquake or major fire, the Dean's Office will develop an action plan that may include moving residents into alternate vacant locations, double- up residents, utilize available hotel rooms, and/or set up a shelter operation at a location on or near campus that has been pre-designated as an optimal temporary shelter location.

Hospitality Services (Food Services)

Hospitality is responsible for the distribution of emergency water and food services and the recovery of food service facilities. Upon activation of the plan, team members will activate the Hospitality Operation Center (DOC). Team members assess damage to food service facilities, track the status of supplies and equipment resources and staffing resources. Food and water supplies that are on campus, accessible, and safe to use will be utilized first.

Transportation Services

Transportation will be notified by the Emergency Operations Group to activate a transportation emergency plan. The Transportation Operation Center (DOC) will be activated where equipment, vehicles, fuel and other resources will be tracked and coordinated. Requests to transport equipment, supplies, and people will be made through the Transportation DOC. The DOC will dispatch drivers and vehicles based on the priorities of the college emergency response plan.

Potential emergency services include:

- Assist in controlling access to the campus through closure of gates and entrances.
- Ensure an orderly flow of traffic leaving the campus
- Assist in efforts to coordinate damage assessment of college property and equipment.
- Provide information to the Emergency Operations Group regarding road conditions, such as road blockages and closures.

Information Technology (IT)

Information Technology maintains the WCBC e-mail, phone, and emergency text systems and services related to computing, networking, and data storage. Emergency response and recovery plans include damage assessment to facilities, servers and systems. Response priorities are based on the college emergency response plan and the services that directly support life-safety and the protection of WCBC assets.

In the event of a major emergency situation, IT will support the College response, including:

1. Provide support to the College's Emergency Operations Center, ensuring that voice and data services in the EOC are functional.
2. Assist in emergency communications through voice and data networks if necessary.

3. Immediately assist Communications with college status updates through the emergency web page.

Human Resources

Human Resources will coordinate with other EOC departments to ensure resources and services are provided to staff and faculty and that appropriate time keeping of staff and volunteer involvement is occurring. The department will coordinate the dissemination of information that may include issues related to pay, family notifications, workers compensation and benefits, and other human resource support services. The team works closely with Student Affairs to coordinate the delivery of emergency and recovery services to all affected people at the college.

Section 5: Emergency Response Procedures (WCBC)

**IN CASE OF EMERGENCY, CALL:
911, EXT 7233, OR 661.547.0088**

Campus Security will dispatch internal and external responders based on the nature of the emergency.

General Emergency Information

- WCBC Website: *wcbc.edu*
- WCBC Emergency Webpage: *wcbc.edu/emergency*

Text Alerts

WCBC maintains an SMS-based emergency notification system that allows college officials to contact you during an emergency by sending messages via text message.

When an emergency occurs, authorized senders will instantly notify you with real-time updates, instructions on where to go, what to do (or what not to do), whom to contact and other important information.

Fire

If You Discover A Fire or Smoke

1. Remove anyone from immediate danger.
2. Confine the fire by closing doors as you leave the area.
3. Activate the closest fire alarm to alert building occupants.
4. Once in a safe location, call 7233 from any campus phone, 661.547.0088, or 911. Give the following information:
 - a. Campus Address: 4010 East Lancaster Boulevard, Lancaster, California 93535
 - b. Building Name
 - c. Floor and/or Room Number
 - d. Size or type of fire
 - e. Your current location
5. Attempt to put the fire out with a portable fire extinguisher **ONLY** when:
 - a. You have been properly trained
 - b. The fire is small (wastebasket size)
 - c. You are not alone
 - d. A safe escape route is present
 - e. **If this is not true, simply close the door and evacuate.**
6. **Evacuate by the nearest exit or exit stairwell.** Do not block/wedge exit doors in an open position. The doors must remain closed to keep smoke out and keep stairwells safe for evacuation and fire personnel.
7. **If exiting a dormitory, go to your pre-determined Evacuation Assembly Point.** Every dormitory has a placard showing the Evacuation Assembly Point posted in a clearly visible location at every building exit.
8. Once assembled, help to account for personnel and report to the emergency staff if any occupants are unaccounted for and may be still in the building.

If You Hear or See a Fire Alarm

1. Always assume the fire alarm is accurately demonstrating a present danger.
2. **Move to the safest exit or stairwell.**
 - a. If you are in a laboratory and hear or see the fire alarm, shut down any hazardous equipment or processes as you exit, unless doing so presents a greater hazard.
3. Close doors as you leave the area.
4. **Exit the building.**
5. **If exiting a dormitory, proceed to the pre-determined Evacuation Assembly Point.** Every dormitory has a placard showing the Evacuation Assembly Point posted clearly visible to at every building exit
6. Wait for further instructions from emergency personnel.

If Trapped Inside Your Office or Area:

1. Wedge cloth material along the bottom of any door to keep out smoke.

2. Close as many doors as possible between you and the fire.
3. Call Campus Security at extension 7233 from any campus phone or at 661.547.0088 and notify of your situation.
4. If windows are operable, and you must have air, open the window.
5. Break windows as a last resort, as they cannot be closed if necessary.
6. Signal through the window to let the fire department/emergency personnel know your location.

Medical Emergencies

In the event of a medical emergency:

1. Call 911. Give the following information:
 - a. Campus Address: 4010 East Lancaster Boulevard, Lancaster, California 93535
 - b. Building Name
 - c. Floor and/or Room Number
 - d. Nature of Injury
 - e. Location of Injured Person
 - f. Age of Injured Person
 - g. Sex of Injured Person
 - h. Current Condition
2. Call 7233 from any campus phone or 661.547.0088. Give the following information:
 - a. Confirmation of Having Contacted 911
 - b. Building Name
 - c. Floor and/or Room Number
 - d. Nature of Injury
 - e. Location of Injured Person
 - f. Current Condition
3. Remain with the person with the medical emergency. Do not move them unless they are in immediate danger of further injury.
4. **NOTE:** If the injured person is a college employee, the supervisor must notify Human Resources at extension 2130.

Suspicious Object/Package

1. Do not touch or disturb the object. *Stay away from the object or package.*
2. Clear the area.
3. Notify Campus Security at extension 7233 or 661.547.0088.
4. Notify a supervisor or building manager.

Suspicious Person

1. Do not physically confront the individual.
2. Do not let any suspicious person into a locked building or office.
3. Do not block the person's access to an exit.
4. Notify Campus Security at extension 7233 or 661.547.0088.

Bomb Threat Procedures

College personnel receiving telephoned threats should get as much information as possible from the caller, using the form below, and report it immediately to Campus Security at extension 7233 or 661.547.0088. Bomb threats received through the mail, e-mail or by other means are also to be reported immediately.

Campus Security will assess the threat and contact law enforcement with all available information. Campus Security may then advise building occupants if it is necessary to evacuate the building. If it is necessary to evacuate, assemble in the parking lot and remain at least 300 feet away from the building until advised to return.

Exact time of call _____				
Exact words of caller _____				
Questions to Ask the Caller:				
When is the bomb going to explode? _____				
Where is the bomb? _____				
What does it look like? _____				
What kind of bomb is it? _____				
What will cause it to explode? _____				
Did you place the bomb? _____				
Why? _____				
Where are you calling from? _____				
What is your address? _____				
What is your name? _____				
CALLER'S VOICE (circle)		Male	Female	
Calm	Disguised	Nasal	Angry	Broken
Stutter	Slow	Sincere	Lisp	Rapid
Giggling	Deep	Crying	Squeaky	Excited
Stressed	Accent	Loud	Slurred	Normal
If voice is familiar, whom did it sound like? _____				
Were there any background noises? _____				
Person receiving call: _____				
Date: _____ Telephone number call received at: _____				

Bomb Threat Evacuation Procedures

1. Instruct all staff, students and others to turn off cellular devices.
2. Sound fire alarm to evacuate involved buildings.
3. Designate staff for each access point to prevent reentry to evacuated buildings.
4. Campus Security will activate the Emergency Plan.

Chemical Spill or Release

In the event of a laboratory chemical spill:

1. Alert/notify personnel from affected and adjacent areas.
2. If possible use sign and/or barricade to isolate the area.
3. Evacuate the area and close the door.
4. If the release cannot be contained in the area, activate the nearest fire alarm pull station.
5. Call extension 7233 or 661.547.0088 on a campus phone. Campus Security will summon a hazardous materials response team.
6. Stay upwind of the building.
7. When responders arrive, provide detailed information on the spill or release.
8. Do not re-enter the building until authorized to do so by emergency response personnel.

Earthquake

Earthquake Procedures Inside

1. **DROP** to the ground. For those individuals who are physically unable to drop to the ground, they should remain seated and cover their heads with their arms and hands.
2. **COVER** under or near desks, tables, or chairs in a kneeling or sitting position. If no shelter is available, seek cover against an interior wall and protect your head and neck with your arms. Stay away from windows. Do not run for exits or attempt to leave the building during the shaking.
3. **HOLD** onto table or chair legs. Protect eyes from flying glass and debris by using your arm to cover your eyes.
4. Remain in the **DROP** position until ground movement ends. Be prepared to **DROP, COVER, and HOLD** during aftershocks.
5. When the shaking stops, staff, including teachers, should check for injuries and assess general safety of classrooms or facilities.
6. Check the area for safety hazards such as building damage, fires, spills of flammable or combustible liquids, or leaks of flammable gases. If the area or building appears to be unsafe, begin evacuation procedures.
7. Report injuries to Campus Security at extension 7233 or 661.547.0088. If the line is busy, send a runner to the Administration Building.
8. Campus Security will activate the Emergency Plan as appropriate.

Earthquake Procedures Outside

1. Move away from overhead hazards such as power lines, trees, and buildings. **DROP** to the ground and **COVER** the back of the neck with your hands.
2. Do not enter buildings from which others are evacuated/evacuating unless and until it is known to be safe to do so.
 - o If an earthquake is significant, the Emergency Plan will be activated and Facilities personnel will begin inspections to indicate whether or not a building needs to be closed. They will indicate an unsafe building with "CLOSED" signage on all entries. Do not enter a building that has been indicated in this way.
3. Check for injuries.
4. Report injuries to Campus Security at extension 7233 or 661.547.0088. If the line is busy, send a runner to the Administration Building.
5. Campus Security will activate the Emergency Plan as appropriate.

Gas Leak

If someone has reason to believe (e.g. smells) gas is leaking:

1. Immediately contact Campus Security at extension 7233 or 661.547.0088 and provide the following information:
 - Building Name or Campus Location
 - Floor and/or Room Number
 - Source of Leak if Known
 - Current Condition
2. Campus Security will dispatch internal and external responders based on the nature of the emergency.
3. If deemed prudent by Campus Security or Facilities personnel, Campus Security will notify 911 and provide the following information:
 - Campus Address: 4010 East Lancaster Boulevard, Lancaster, CA 93535
 - Building Name or Campus Location
 - Floor and/or Room Number
 - Nature of Problem (Suspected/Confirmed Gas Leak)
4. Campus Security will activate the Emergency Plan.
5. Facilities will notify Southern California Gas by calling 1.800.427.2200 and provide the following information:
 - Campus Address: 4010 East Lancaster Boulevard, Lancaster, CA 93535
 - Building Name or Campus Location
 - Floor and/or Room Number
 - Nature of Problem (Suspected/Confirmed Gas Leak)
6. If odor is coming from outside:
 - Close all windows and doors
 - Remain inside unless/until directed to evacuate

Intruder on Campus

An “Intruder” on campus is defined as an individual who loiters or creates a disturbance on or in any facility on the campus. *It is imperative that flexibility in thought and action be used during these incidents. The below actions have been developed as guide not a directive.*

If an intruder is found on campus:

Reporting a Campus Intruder

1. Notify Campus Security right away at extension 7233 or 661.547.0088 and provide the following information:
 - Location of subject
 - Activities of subject
 - Description of subject
2. Campus Security will dispatch internal and external responders based on the nature of the information provided.
3. Follow any directions given by Campus Security.

General Guidelines for Interaction with an Intruder

1. Assess the situation and if appropriate, contact the subject.
 - Identify yourself as a member of the college staff.
 - Ask the intruder for his institutional identification or guest badge.
 - If s/he refuses, document the refusal for future action.
 - Advise subject that they are trespassing and they may be in violation of the state law.
2. Ask the intruder to leave the campus.
 - If s/he refuses, ask that he return with you to the Administration Building.
 - If the intruder refuses or gives no indication of voluntarily leaving the campus, call 911, and report the incident and request sheriff's assistance.
 - It is often best that one person maintain contact with the subject while another contacts the Sheriff.

Classroom Intruder

1. Remain calm. Notify Campus Security immediately at extension 7233 or 661.547.0088 and provide the following information:
 - Your building and room number.
 - A brief description of the concern.
 - Campus Security will active Emergency Plan/issue emergency notifications to minimize risk to others as appropriate.
2. Attempt to keep the intruder away from students.
3. Attempt to determine subject's concern/purpose/issue.
4. Ask the intruder to leave classroom and campus.
 - If the intruder leaves:
 - Immediately lock door to limit return to classroom.
 - Move students away from door(s) and windows.
 - If the intruder does not leave, cycle through this process again.

Active Shooter/Lockdown

Because every shooting incident is different, there is not a single correct response to all situations. Instead, each individual should be aware of the various options that may exist in each type of situation.

If you receive notification of a shooting on campus from the WCBC SMS Emergency Alert System:

1. Stay away from the affected area or building.
2. Be alert to the environment and be prepared to take any protective actions needed.
3. Follow all directions issued by security personnel and law enforcement.

If you hear shots fired outside your building:

1. Lock all doors and windows (if applicable) and turn off the lights.
2. Move away from windows and remain calm and quiet. Silence cell phones.
3. Identify one person in the room to call 911 and give the following information:
 - Campus Address: 4010 East Lancaster Boulevard, Lancaster, CA 93535
 - Building Name or Campus Location
 - Floor and/or Room Number
 - Any Information You Have About the Shooter or Incident
4. Identify one person in the room to call 661.547.0088 to give the following information:
 - Confirmation of Having Contacted 911
 - Building Name or Campus Location
 - Floor and/or Room Number
 - Any Information You Have About the Shooter or Incident
 - The Number of People in the Room
5. Create a list of the people in the room.
6. Prepare to evacuate if necessary/ordered to do so.

If you hear shots fired inside your building:

1. One option is to exit the building if it appears safe to do so, especially if you are near an exit and there is a nearby area to take shelter away from the building.
2. A second viable option may be to proceed to a room that can be locked or barricaded:
 - Lock/barricade door.
 - Turn off light, close window blinds, silence cell phones.
 - Call 911 and give the following information:
 - Campus Address: 4010 East Lancaster Boulevard, Lancaster, CA 93535
 - Building Name or Campus Location
 - Floor and/or Room Number
 - Any Information You Have About the Shooter or Incident
 - Call 661.547.0088 to give the following information. *Consider texting this information to the same number if you feel there is risk in creating the noise required for a phone call:*
 - Confirmation of Having Contacted 911
 - Building Name or Campus Location
 - Floor and/or Room Number
 - Any Information You Have About the Shooter or Incident

- The Number of People in the Room
- Create a list of the people in the room.
- Remain quiet and do not answer the door.

If a shooter enters the room or area you are in:

If an intruder enters your location and begins shooting, there is no standard procedure the authorities recommend. Potential options include:

1. Remain docile and hope that the shooter does not target you.
2. Attempt to reason or negotiate with the assailant.
3. Escape by running from the area.
4. Overpower the assailant with force, possibly as a group with others.

Classrooms and Teaching Laboratories Emergency Procedures

For Faculty, Lecturers, and Teaching Assistants

Instructor's Responsibility

It is incumbent upon all those working in classrooms to understand appropriate emergency procedures and assist students in responding appropriately to emergency situations. This also applies to those activities conducted in other buildings on campus.

Consistent with this responsibility, instructors must:

- Attend the annual Safety Orientation Chapel held at the start of every academic year.
- Know how to report an emergency from the classroom or facility being used.
- Ensure that persons with disabilities & functional needs have the information they need. The instructor should be familiar with the student's evacuation plan and be able to direct visitors with disabilities.
- Take responsible charge of the classroom and follow emergency procedures for all building alarms and emergencies.

Supplemental Information

The instructor is an authoritative figure for the student, and can influence how the student responds in an emergency. Calm, collected, and clear directions by the instructor will have a calming effect on the students.

EVACUATION ROUTES – College buildings have posted floor plans on walls showing evacuation routes. Become familiar with evacuation routes in buildings you use.

In the event of an evacuation, take responsibility to ensure all students in your classroom have been evacuated. After exiting with and checking on students, notify emergency personnel (661.547.0088) of persons missing or trapped or persons with disabilities who require assistance.

EVACUATION FOR PERSONS WITH DISABILITIES - If there is a person with a disability in the class, the instructor should be knowledgeable of their response and who may be assisting them. If the classroom is on the first floor, the student may immediately evacuate with others. On an upper floor, since elevators cannot safely be used in an emergency evacuation, another strategy for evacuation assistance must be used.

Mobility Impaired –Wheelchair

In most buildings people will need to use stairways to reach building exits. Elevators cannot be used because they have been shown to be unsafe in an emergency.

If the class session is on the first floor, disabled students may use building exits to the outside ground level. For disabled individuals on upper floors, it is not safe to attempt to move a wheelchair down a stairwell. **The recommended procedure is to stay in place.**

Select a room with an exterior window, a telephone, and a solid or fire-resistant door. While the disabled person remains in this room, the evacuate and notify the on-site emergency personnel of the location of the person with a disability.

Fire Department personnel, who are trained in emergency rescue, can then enter the building and assist the person in exiting the building, either down the stairs or using the emergency elevator recall.

By staying in place, the wheelchair user may keep in contact with emergency services by dialing 911 and reporting his or her location directly.

Stairway evacuation of wheelchair users should be conducted by trained professionals from the fire department. Only in situations of extreme danger should untrained people attempt to evacuate wheelchair users. If this absolutely must be attempted, two assistants should lift the person from the wheelchair by slipping their arms underneath the person from each side, using a “cradle carry” to carefully bring them down the stairs. Never carry a disabled person slung over your back, as this may injure them.

Mobility Impaired - Non-Wheelchair

Persons with mobility impairments who are able to walk independently may be able to negotiate stairs in an emergency with minor assistance. The individual should wait until the heavy traffic has cleared on the stairwell before attempting to exit.

Hearing Impaired

Some buildings on campus are equipped with fire alarm strobe lights; however, some are not. Persons with hearing impairments may not hear audio emergency alarms and will need to be alerted to emergency situations by other building occupants.

Visually Impaired

Most people with a visual impairment will be familiar with their immediate surroundings and frequently traveled routes. Since the emergency evacuation route may be different from the commonly traveled route, persons who are visually impaired may need assistance in evacuating. The instructor or a person s/he designates at the time of the evacuation should offer his/her elbow to the individual with a visual impairment and guide him or her through the evacuation route. During the evacuation the designated guide should communicate as necessary to ensure safe evacuation.

FIRE ALARMS - When a fire alarm sounds, everyone must exit the alarmed area immediately. Equipment or processes that may be hazardous if left unattended should be shut down. Verify that everyone has evacuated and that all the doors are closed. Closed doors significantly reduce fire and smoke damage.

EARTHQUAKES - Most of the injuries that occur during earthquakes are caused by interior items falling on the building occupants, such as books, shelves, light fixtures, ceiling tiles and office equipment. Consequently, the first thing to do during an earthquake is to have everyone take shelter if possible under a desk or table. If this is not possible, shelter near an interior wall away from window, and protect your head and neck. After the shaking stops and if there is building damage, tell the class to collect their possessions calmly and evacuate the building. Caution them to watch for brick and other exterior building materials that may have been knocked loose by the earthquake. Procedures that may be hazardous if left unattended should be shut down.

HOW TO REPORT AN EMERGENCY - Be familiar with the location of nearby telephones, and call 911 to contact law enforcement directly or 661.547.0088 to report an emergency to Campus Security.

- What emergency preparedness materials should I have with me at class?
 - Class Roster
 - Usable Phone
 - Important Phone Numbers

- Campus Security: 661.547.0088
- Vice President (WCBC Emergency Contact): 661.492.7689

CLASSROOM EMERGENCY PROCEDURES

When you hear the **fire alarm** sounding continuously:

1. Everyone should calmly collect their coats and books and exit the classroom, lecture hall, or laboratory. Please turn off the gas supplies in the laboratory.
2. Leave the room/lab and go the nearest building exit. Know the location of alternate exits.
3. Always exit by the stairs, never the elevator.
4. Keep moving until you are a safe distance from the danger.

When there is a **power outage...**

1. Everyone should stay in their seat to see if the outage is temporary and to let their eyes adjust to the lower light level.
2. If the outage appears to be long term, everyone should calmly collect their materials and carefully exit the building.

If there is an **earthquake...**

1. **Drop, cover, and hold** under a sturdy table or next to an interior wall. In lecture halls duck down between the row of seats and protect the back of your head and neck. Protect yourself from material that might fall from the ceiling or walls.
2. After the shaking stops, if the building has any hazards such as smoke, fire, fire alarms activated, hazardous materials spills or structural damage- evacuate the building. For minor earthquakes with no evidence of hazards, you can remain indoors. Be alert for aftershocks.
3. Use stairways to exit the building after an earthquake, not elevators.