

Campus Emergency and accident prevention plan

CITY UNIVERSITY

CAMPUS EMERGENCY, SAFETY, AND ACCIDENT PREVENTION PLAN

2020

Contents

INTRODUCTION.....6

*What is an Emergency?
When reporting an emergency
How to use the “City University Campus Emergency, Safety, and Accident Prevention Plan”*

OVERVIEW OF EMERGENCY RESPONSE GUIDELINES.....8

*What are the emergency response procedures?
What documents should be on hand in the event of an emergency?
Emergency Action Levels/Crisis Categories
What type of security is required?
What types of communication channels are needed?*

FREQUENCY ASKED EMERGENCY QUESTIONS.....11

*What about evacuation routes and exits?
Where to go to assemble in an emergency?
What emergency supplies should be at each center?
Personal Emergency Kits
What procedures do I follow in the event of a specific emergency?
What sort of training should employees have prior to an emergency event?
Things employees can do to help ensure their own safety and the safety of others
What emergency drills should be run?*

Plan Administration

CONCEPT OF OPERATIONS 14

*Communication
E-mail
Internet
Telephone*

SAFETY ORIENTATION16

*An overview of the accident prevention program
How and when to report injuries. Where first aid facilities are located.
How to report unsafe conditions and practices
What to do in an emergency including how to evacuate the workplace*

EMERGENCY PREPAREDNESS RESPONSIBILITIES 17

University Faculty Members, Dean, Program Leader, and Staff

CRISIS RESPONSE TEAM..... 18

*Crisis Response Team will be composed as follows
The Crisis Communications Team
Responsibilities of the Crisis Communications Team
Role of the Director, Public Relations and Communications
Communicating with Key Audiences
Internal Communications
List of Communication Documents
Emergency E-mail Contact List
Crisis Response Team Will Determine Action Items Including But Not Limited to*

Emergency Responses

SHELTER-IN-PLACE 22

*When notified, you should
How will I be notified?
Additional actions
Information sources*

CAMPUS LOCKDOWN 23

*Initiation of lockdown procedure
Electronic lockdown operation
Changing of Lock down status*

BUILDING EVACUATION 25

*If evacuation is ordered
Shelter in place in lieu of evacuation
In the case of biological event
In case of an active shooter event
Additional steps to be taken if materials are available
When the “all clear” is announced*

EMERGENCY GUIDELINES FOR DISABLED PERSONS 28

*Evacuation of persons with physical disabilities
In ALL emergencies
If you have a physical disability and are unable to use stairways
Power Outages
General Guidelines
Tips to remember when interacting with people with specific disabilities*

Emergency Situations

ACTIVE/GUN THREAT AND/OR WORKPLACE VIOLENCE/SHOOTING INCIDENT 31

- In all cases involving a weapon or a threat of violence*
- Perpetrator(s)/shooter - "Outside the Building"*
- Perpetrator(s)/shooter - "Inside the Building"*
- Perpetrator(s)/shooter - "Enters your Office or Classroom"*
- Once out of the building*
- General Procedures that "Emergency Services" take during an active threat/shooting situation*

CRIME AND VIOLENT BEHAVIOR, and PSYCHOLOGICAL CRISIS 34

- Reporting and crime in progress*
- Reporting a crime NOT in progress*
- Psychological crisis*

CIVIL DISTURBANCES AND DEMONSTRATIONS..... 35

SUSPICIOUS BEHAVIOR AND PERSONAL SAFETY..... 36

- Victim of a crime:*
- Workplace Risks*
- Personal Safety Tips*

EXPLOSION..... 38

FIRE..... 39

- If you discover smoke or fire in the building*
- If you hear an alarm or see a fire*
- If trapped inside your office or area*
- Fight the fire ONLY if*
- Orderly evacuation*
- Fire life and safety equipment*

HAZ-MAT (HAZARDOUS MATERIAL) SPILL OR RELEASE 42

- If witness a hazardous material spill and believe it is life threatening*
- If you are a hazardous material user Toxic Fumes*
- Chemical and solvent spills*
- Toxic fumes*

SUSPICIOUS MAIL/PACKAGES..... 44

- How to Identify Suspicious Envelopes or Packages*
- Pranks and Hoaxes*
- For Suspicious Unopened Mail or Packages marked with threatening messages*
- For Mail or Packages that have been opened and contain powder*
- If There Is Question of room contamination*

HOSTAGE SITUATION 46

- If you hear or see a hostage situation*
- If you are taken hostage*

TELEPHONE THREAT47

- In all cases*
- Voice mail*
- E-mail*
- Incoming Telephone call*

BOMB THREATS48

- In Any Bomb Threat Situation*
- If you receive a bomb threat by phone*
- If You Receive a Bomb Threat (via E-mail, Letter or Note)*

MEDICAL EMERGENCY.....50

- If the medical emergency requires immediate medical attention or is life threatening*
- General Guidelines for First Aid*
- Severe Bleeding*
- Burns, Chemical, and Thermal*
- Choking*
- Fainting and Shock*
- Fractures and Sprains*
- Poisoning and Overdose*
- Seizures*
- Shock*
- Unconscious/Unresponsive*
- If You Choose To Administer CPR*

ELEVATOR MALFUNCTION..... 54

FLOODING AND WATER DAMAGE 55

POWER OUTAGE/UTILITY FAILURE 56

- Power Outage*
- Gas Leaks (Indoor)*
- Gas Leaks (Outdoor)*

EARTHQUAKE58

- Preparing for an Earthquake*
- During the Earthquake*
- After the Earthquake*
- If you are trapped in debris*

HEAT WAVES AND HEAT-RELATED ILLNESS.....61

EXTREME COLD 62

INFECTIOUS AND CONTAGIOUS DISEASE63

- Pandemic Influenza, including H1N1*
- Other Contagious or Infectious Diseases*

SEXUAL ASSAULT AND STALKING64

APPENDIX A – Pandemic Response Plan.....	66
APPENDIX B – Bomb Threat Checklist.....	74
APPENDIX C – Violence in the workplace	76
APPENDIX D – Site Specific Instructions	78
APPENDIX E – Emergency Site Closure Procedures	84
APPENDIX F - Hazardous Chemical Communication Program	87

INTRODUCTION

The “**University Campus Emergency, Safety, and Accident Prevention Plan**” is prepared by the Human Resources and Facilities Departments to assist members of the campus community before and during emergencies. While it is impossible to produce a document that is all inclusive, the publication addresses the most common emergencies and those that are most likely to occur in the future. Preparation is critical to be effective in emergencies. All university personnel should become familiar with the plan’s contents. If you are unsure of what you need to do at your facility or have any questions, contact your respective site manager or one of the following departments:

Non-Emergency Phone Numbers:

United States:

Facilities Department (425) 681-9666
Human Resources Department (206) 239-4944

Canada:

Operations (778)-588-5011

What is an Emergency?

An emergency is any unplanned event that can cause deaths or significant injuries to employees, students, and visitors. An emergency is any immediate threat to life and/or property that requires immediate response from police, fire or ambulance personnel. Emergencies can shut down entire campuses or facilities, disrupt operations, cause physical or environmental damage, and threaten the University’s financial standing and public image. Your judgment often determines whether an incident is an emergency. If you find your safety in any doubt then it is an emergency situation and the procedures in this booklet should be followed. **Always error on the side of caution!**

- Numerous events can be considered “emergencies,” including:
 - Natural Disasters: flood, earthquake
 - Technological Incidents: power outage, system failure, viruses
 - Fires or Haz-Mats: building fire, explosion, airborne contaminant
 - Violence or Civil Disorder: workplace violence, bomb threat, shooting
 - Pandemic influenza outbreaks or outbreaks of uncommon infectious diseases

WHEN TO CALL 9-1-1: ***You should call in ALL emergencies***

When reporting and emergency:

- Stay on line with the dispatcher.
- Provide the address, location and a description of the emergency.

- Provide the phone number at your location.
- Provide a thorough description of the incident to ensure that appropriate resources are dispatched.

How to Use the “Campus Emergency, Safety, and Accident Prevention Plan”

The Plan document serves as a recommendation for general guidelines and procedures to follow in the event of an emergency. Courses of action should always take the context of the situation into consideration. Adjustments should be made on an as needed basis. A printed version of this should be maintained in a safety binder at each university location.

Emergency guidelines will be reviewed and updated on an annual basis to reflect changes in policies or to respond to new emergency situations. At each university site, a designated employee will be appointed as the CityU safety committee representative/floor captain and is responsible for communicating safety process changes to local staff, and to maintain and update emergency contact information.

Emergency situations are not predictable, and staff are responsible for knowing basic safety procedures prior to an emergency. This guide provides both a general overview for emergency situations, as well as a more detailed response plan broken up into sections based on specific situations.

OVERVIEW OF EMERGENCY RESPONSE GUIDELINES

What are the Emergency Response Procedures?

In most emergency situations, you can expect the following:

- Emergency responders (police, fire, rescue, medical) will tend to life-threatening issues first
- Public information will be limited. Misinformation and rumors may be an issue
- Affected individuals will be expected to act on their own to get to a safe place
- Floor Captains at each site are responsible for building evacuation and taking role should evacuation be necessary
- An “Incident Commander” will be in charge during an emergency

As a department or site manager, you will be expected to:

- Assess the situation
- Keep employees, students, and visitors as safe as possible
- Provide leadership by being familiar with safety procedures and making sure they are followed
- Correct misinformation as quickly as possible and notify staff of any new updates on the situation
- Use common sense when making decisions related to the emergency
- Get the site back up and running as soon as it is safe to do so

What documents should be on hand in the event of an emergency?

- Emergency call lists: Lists of all persons on and off site who would be involved in responding to an emergency, including their responsibilities and 24-hour telephone numbers; Including emergency communication and after-hours notification plan
- This emergency action plan is available online through SharePoint, but a hard copy should also be kept onsite
- The current employee roster. The roster will be used in accounting for building personnel after an evacuation.
- Special staff assignments/needs list
- Inventory of emergency supplies – kept in Facilities
- Evacuation Routes/Building and site maps: Should be posted in each work area. The following information **should be** marked on the maps:
 - Emergency exits
 - Evacuations routes
 - Locations of emergency equipment such as:
 - Fire alarm pull station locations
 - Fire extinguishers

Site personnel should know at least two (2) evacuation routes.

Other maps and guidelines specific to your building that may be useful include:

- Utility shutoff procedures

- Water hydrant locations
- Water main valves and water line location
- Gas main valves and gas line location
- Electrical disconnect switch procedures and location of electrical substations
- Storm drain and sewer line locations
- Maps detailing the location of each building (name, street, etc.)
- Floor plans
- Exit locations and other methods of egress
- Restricted areas
- Hazardous materials (including cleaning supplies and chemicals)
- Resource lists: Lists of major resources (equipment, supplies, services) that might be needed in an emergency, as well as mutual aid agreements with other companies and government agencies for supplies and aid

Keep a file specific to your site detailing where local emergency services are located, where the nearest public area is, alternative routes to and from the building, flashlights and extra batteries, small emergency water supply, etc.

Emergency Action Levels/Crisis Categories

Level A - - *In these situations, the University Crisis Response Team may partially convene (physically or virtually)*

An emergency that involves the entire campus and/or surrounding community or poses a significant threat to life or safety; and are incidents that present substantial risks to the community or the university's resources and reputation.

Level B - *In these situations, the University Crisis Response Team may partially convene (physically or virtually)*

A major emergency that impacts portions of the campus, and that may affect mission critical functions or life safety, or has the potential to pose a threat to life or safety; incidents that have the potential to have broader impact or that require cooperation among units to effectively manage and resolve them and that require adaptation of routine procedures.

Level C - *In these general situations, the University Crisis Response Team is generally not activated and/or mobilized*

A localized, contained incident that is quickly resolved with internal resources or limited help; incidents that have limited impact on the university and can be managed through routine protocols and procedures within a department or center of activity (e.g., school, site, or facility).

What type of security is required?

Isolation of the incident scene must begin when the emergency is discovered. If possible, the first person on the scene should attempt to secure the situation and control access, but no one should be placed in physical danger to perform these functions.

Basic security measures include:

- Closing doors and windows
- Establishing temporary barriers with furniture after people have safely evacuated
- Dropping containment materials (sorbent pads, etc.) in the path of leaking materials
- Turning off water, gas, and electrical power

Only trained personnel should be allowed to perform advanced security measures. Access to the facility and the incident scene should be limited to persons directly involved in the response. Security measures will vary according to each situation.

What types of communication channels are needed?

Communications is essential to reporting emergencies, warning personnel of danger, keeping families and off-duty employees informed about what is happening at the facility to coordinate response actions, and staying in contact with customers and suppliers. Communication is essential to any business operation, and a communication failure can be a disaster in itself, cutting off vital business activities.

Methods of communication include, but are not limited to:

- Landline Telephone
- Cell phone
- Two-way radio
- E-mail
- Text message
- Web updates
- Emergency Notification software
- External Media
- Voicemail

During emergency situations such as a fire or earthquake, both landline phones and cell phones may reach capacity and may not be a reliable form of communication.

The designated Floor Captain in your location or at your site should post emergency telephone numbers on employee bulletin boards, and in other prominent locations, and check periodically to see if stickers need to be replaced or updated. Safety representatives should maintain a current list of addresses and telephone numbers of key emergency response personnel relevant to your center. Test communications at least once a year.

Current procedures for Emergency site Closures are located in Appendix E.

FREQUENTLY ASKED EMERGENCY QUESTIONS

What about evacuation routes and exits?

Evacuation routes and exits are clearly marked and well lit. Evacuation routes should be clear and unobstructed at all times and should not be routes that are unlikely to expose evacuating personnel to additional hazards. Ensure that your work areas do not block the designated exits and never store materials or equipment along the evacuation route.

A system for warning personnel of an emergency is in place and will:

- Provide warning for necessary emergency action as called for in the emergency action plan, or for reaction time for safe escape of employees from the workplace or the immediate work area, or both; include plans for warning persons who are blind or deaf.
 - The emergency alarm shall be capable of being perceived above ambient noise or light levels by all employees in the affected portions of the workplace.
 - Tactile devices may be used to alert those employees who would not otherwise be able to recognize the audible or visual alarm.
- Be distinctive and recognizable as a signal to evacuate the work area or to perform actions designated under the emergency action plan.
- All employees will be made aware of means and methods of reporting emergencies.
 - These methods may be, but are not limited to, manual pull box alarms, public address systems, radio, or telephones.
 - When telephones are used as a means of reporting an emergency, telephone numbers shall be conspicuously posted nearby.
 - Where a communication system also serves as the employee alarm system, all emergency messages shall have priority over all non-emergency messages.

Provide for emergency lighting in case a power outage occurs during an evacuation.

Evacuation routes and emergency exits are wide enough to accommodate the number of evacuating personnel as designated and approved by the fire marshals.

Managers should consider how they would access important personal information about their employees (home phone, next-of-kin, medical) in an emergency. Storing information on a flash drive or in sealed envelopes are two options. Keep in mind that computer access and access to HR may be limited in an emergency situation.

Where to go to assemble in an emergency?

- Designate assembly areas where personnel should gather after evacuating
- Maintain an employee roster (which should be updated a minimum of 2x year)
 - Facilitate a head count after an evacuation.
 - The names and last known locations of personnel **not accounted for** should be determined and noted on the employee roster and given to a designated Floor Captain
 - Remember, some people might be on vacation, out sick, etc. It is always best to sweep the building if possible
- Establish a method of accounting for non-employees such as suppliers and customers

- Establish procedures for further evacuation if the incident expands. This may consist of sending employees home by normal means or providing them with transportation

Shelter in Place - In some emergencies, the best means of protection is to take shelter either within the facility rather than evacuate the facility/building.

- Establish the conditions for taking shelter
- Identify shelter space in the facility and in the community. Establish procedures for sending personnel there
- Determine needs for emergency supplies such as water, food, and medical supplies
- Designate a shelter manager, if appropriate
- Coordinate plans with local authorities

What emergency supplies should be at each site?

Certain supplies should be available for use in an emergency. Make sure to identify where materials are located and whether they are located in an area that they can easily be reached. Make sure supplies are clearly marked. Test supplies at least once a year to make sure they are useable and replace as needed.

The following is a suggested list of emergency supplies:

- Flashlights (spare batteries)
- Portable AM/FM Radio (spare batteries)
- Small Emergency Water supply
- Non-perishable food supply
- First aid supplies
- Blankets
- Lighting sources such as battery operated lanterns and/or light sticks

Personal Emergency Kits:

In addition, it is recommended that all staff and faculty members maintain a personal emergency kit in their own work area. This kit should include:

- First aid supplies for personal use
- Personal medication and extra eye glasses
- Portable AM/FM radio (spare batteries)
- Money (small amount)
- Work gloves (optional)
- List of essential phone numbers, including an out of state family contact number

What procedures do I follow in the event of a specific emergency?

The following sections contain information on how to respond to specific emergency situations at your site. Additional information will be updated as needed. This information is meant to serve as a guideline for procedures in the event of an emergency, and should be reviewed prior to an actual event occurring.

Establish plans specific to your site ahead of time and become familiar with the emergency procedures.

Procedures should also be reviewed with new employees during new hire orientation.

What sort of training should employees have prior to an emergency event?

City University has established a Safety Committee composed of representatives from sites throughout Washington and Canada to keep up to date on safety information and disseminate that information to employees from all departments and at their respective sites. Committee representatives are asked to serve a one year term on a voluntary basis, and to designate a replacement should they no longer be able to carry out their duties.

Floor Captains at each site should work through the Safety Committee to make sure employees are trained to respond appropriately in an emergency situation. If you are unsure who the Floor Captain is at your site, or if no Floor Captain has yet been designated, contact the Human Resources Department for assistance.

Training will need to be conducted by Floor captains at each site to provide employees with information specific to their workplace and to practice site evacuations.

Things employees can do to help ensure their own safety and the safety of others:

- Update your emergency contact information in People Soft
- Sign up for the University's Emergency Notification on Campus Cruiser
- Report suspicious activity or concerns
- Seek help or refer a co-worker in crisis who needs assistance.
- Faculty, staff, and their immediate family members can receive free personal counseling through the University Employee Assistance Program

What emergency drills should be run?

Site leadership is responsible for coordinating emergency 'practice' drills at least annually with their local landlord/property owner.

An evaluation of performance of these drills should be made immediately after the drill by site management and employees. When possible, drills should include groups supplying outside services, such as fire and police departments.

In buildings with several other tenants, the emergency plans should be coordinated with the other companies and employees in the building.

Plan Administration

CONCEPT OF OPERATIONS

- The University will operate in accordance with state, provincial, federal, and county recommendations for building closures and quarantines.
- All employees will be briefed on emergency response procedures. Training will be provided to selected staff (Floor Captains) to assist them with their emergency responsibilities.
- Information on emergency plans will be made available on the Staff Portal for all personnel.
- Emergency plans may be adjusted to include guidelines for new safety issues or updated to reflect current practices.
- Emergency awareness training for employees will be the responsibility of CityU Safety Committee Representatives or a designated Floor Captains at each campus.
- Employee awareness information will be provided:
 - At the time of hire (new employee orientation - NEO)
 - In introduction to the **CAMPUS EMERGENCY, SAFETY, AND ACCIDENT PREVENTION PLAN** which includes:
 - Safety guidelines
 - Evacuation and
 - Specific crisis response procedures
 - How to access detailed information on safety using the Staff Portal
 - At least annually during an annual evacuation drill
 - When the employee is assigned initially to a task with safety or security related implications
 - When the responsibilities under the plan change and
 - When the plan is changed
- Purchasing emergency supplies will be the responsibility of Facilities.
- This **CAMPUS EMERGENCY, SAFETY, AND ACCIDENT PREVENTION PLAN** will be reviewed and updated on a yearly basis to ensure accuracy.

Communication

During a crisis, the primary concern is the safety of students, faculty, and employees. All crisis communications will be directed by the Office of the President. The decision to close any or all campuses, offices and site locations during an emergency will be the exclusive decision of the President. In the event that the President is incapacitated or otherwise unable to make the determination, the Crisis Communications Team – chaired by the President or their designee will make the determination.

SAFETY ORIENTATION

Each employee will be given a safety orientation by Human Resources when first hired. The orientation will advise the new employee of the location of all safety materials they are required to review.

- **An overview of the accident prevention program:**The University employs basic safety rules that all employees must follow. They are:
 - Never do anything that is unsafe in order to get the job done. If a job is unsafe, report it to your supervisor or safety committee representative. A safer way to do that job will be found.
 - Do not remove or disable any safety device! Keep guards in place at all times on operating machinery.
 - Never operate a piece of equipment unless you have been trained and are authorized.
 - Use your personal protective equipment whenever it is required.
 - Obey all safety warning signs.
 - Working under the influence of alcohol or illegal drugs or using them at work is prohibited.
 - Do not bring firearms or explosives onto company property.
 - Smoking is only permitted outside the building away from any entry or ventilation intake.
 - Horseplay, running and fighting are prohibited
 - Clean up spills immediately. Replace all tools and supplies after use. Do not allow scraps to accumulate where they will become a hazard. Good housekeeping helps prevent accidents.
- **How and when to report injuries. Where first aid facilities are located.**
 - If you are injured or become ill on the job, report this to your immediate supervisor or Human Resources.
 - See the site specific locations for first aid supplies at the end of this document.
 - First aid/CPR training has been provided to all Floor Captains and Seattle security personnel
 - All employees are provided with an emergency quick reference guide with pertinent phone numbers and brief instruction for selected crisis situations: fire, medical, earthquake, bomb threat, violence/shooting, and utility failure
- **How to report unsafe conditions, near misses, and practices.**
 - If you see something that is unsafe or someone working unsafely, immediately report it to one of the Safety Committee members /floor captain and/or your immediate supervisor.
 - A “near miss” is an incident that could have caused an injury, but fortunately no one was injured. Immediately report it to one of the Safety Committee members/floor captain or your immediate supervisor.
- **What to do in an emergency including how to evacuate the workplace.**
 - Review the evacuation assembly locations in the site specific section at the end of this document.

EMERGENCY PREPAREDNESS RESPONSIBILITIES

- **University Faculty members** have a special responsibility to their students during emergencies that take place while classes are in session. Faculty members are responsible for:
 - Providing, on the first day of the academic quarter, evacuation routes and assembly site information to class members
 - Providing appropriate directions to students during drills and emergencies
 - Promptly responding to directions given during an emergency, or during emergency drills, given by CityU Emergency Coordinators (Floor Captains) and emergency responders (e.g. Police or Fire Department personnel)
 - Implementing evacuation plans in classrooms by shepherding students to the evacuation assembly area where CityU Emergency Coordinators will initiate a roll call process
 - Remaining with their students during and after an emergency situation until released by a University official or their designee
 - Maintaining up-to-date rosters of their classes available at all times, as it must be used during roll calls at emergency assembly areas
 - Reviewing the University's Campus Emergency, Safety, and Accident Prevention Plan which provides instructions on the evacuation site for the building and how to respond during different emergencies (e.g. earthquake, fire, bomb threat, etc.)
 - Notifying Security of an emergency situation that arises after regular business hours, during the evenings, weekends and/or holidays. Regular business hours are defined as Monday-Friday, 8:00am to 5:00pm, Saturday, 8:00am to 5:00pm
- **Deans, and Program Leaders**, as well as Emergency Coordinators and Site Operations staff should routinely provide reminders to faculty of their responsibilities during an emergency.
- **University Staff members** will be delegated specific emergency preparedness responsibilities by members of the City University Safety Committee. Although not every staff member will be actively involved with emergency preparedness activities, all staff have the responsibility to inspect their own work area for potential hazards, help to reduce hazards in the workplace and become familiar with the procedures to be followed during an emergency. Every staff member should take the time to review the Campus Emergency, Safety, and Accident Prevention Plan and to contact their supervisor if there are any questions regarding the plan and their role in emergency preparedness activities.
 - **Staff members are responsible for:**
 - Promptly responding to directions given during an emergency or during emergency drills given by the Emergency Coordinators, and emergency responders (e.g. Police or Fire Department personnel)
 - Reviewing the University's Campus Emergency, Safety, and Accident Prevention Plan which provides instructions on the evacuation of the building and how to respond during different emergencies (e.g. earthquake, fire, bomb threat, etc.)
 - Notifying Security of any emergency situation that arises after regular business hours, during the evenings, weekends and/or holidays. Regular business hours are defined as Monday-Friday, 8:00am to 6:00pm, Saturday 8:00am to 5:00pm

CRISIS RESPONSE TEAM

Primary Crisis Response Team will be composed as follows:

- President of City University of Seattle
- Provost
- Vice President and CFO
- Director, Human Resources
- Executive Assistant to the President and the Provost
- Director of Information Technology
- Director of Facilities
- Vice President of Student Services
- Vice President of Canadian Operations and Enrollment
- Associate Vice President of Canadian Operations and Enrollment

The Crisis Communications Team

The primary members of the Crisis Communications Team are:

- **President of City University of Seattle and or their designee**
 - Executive Assistant to the President
- **Vice President and CFO**
- **Provost**
- **Director, Information Technology**

Depending on the nature of the crisis, the following individuals may also be on the team:

- **Vice President, Enrollment Management**
- **Provost**
- **Vice President, Student Services**
- **Director, Human Resources**
- **Director, Facilities**
- **Deans of each School**

The team members will meet at a location determined by the President to evaluate the situation and determine necessary next steps. Team members will be responsible for contacting additional staff.

Responsibilities of the Crisis Teams

The primary responsibilities of members of the Crisis Teams are:

- **President**
 - Final authority on all decisions made during a crisis.
 - Spokesperson for any crisis which impacts the University.
 - Responsible for decisions involving academic and administrative functions.
 - Responsible for decisions involving safety of students, faculty, and employees.
- **Executive Assistant to the President**
 - Document meetings and discussions for later debriefs

- Maintain and distribute Executive Contacts Lists
- **Vice President for CFO**
 - Ensures appropriate processes are followed for assessing post-crisis conditions.
 - Assesses costs required to resume business and the proper insurance filings for maximum financial recovery.
 - Ensures that appropriate records are filed for federal or state emergency disaster assistance, if necessary.
- **Director Information Technology, 206/239-4928**
 - Responsible for:
 - Assessing the status of the University’s various information technologies
 - Reporting on their overall post-emergency conditions
 - Recommending the best course of action for full recovery
- **Provost**
 - Responsible for determining any resources required to resume academic operations and for notifying and updating deans.
- **Vice President, Enrollment Management**
 - Responsible for gathering and sharing information with personnel at other sites.
- **Director, Human Resources**
 - Will ensure all employees responding to the emergency are identified for purposes of insurance coverage and appropriate payment of wages
- **Director of Facilities**
 - Inspects and determines safety of impacted facilities.
 - Evaluates utilities conditions (shut-down or restore as possible).
 - Obtains assistance of utility companies as required for emergency operations.
 - Evaluates road conditions leading to and from CityU physical locations.
 - Coordinates activities with building landlord(s)
 - Acts as “Incident Commander” regarding building evacuations, lock downs, and security related crises
- **Any exception to these procedures must be approved by the Office of the President.**

Additional Responsibilities:

In a crisis, the The office of the President or their designee is a key contact point for the Crisis Communications Team. Working closely with the Director of Information Technology to determine which communication vehicles will be used to reach the appropriate audiences.

The Office of the President and or their designee is responsible for fact gathering, ongoing crisis evaluation, and media relations. Depending on the nature of the crisis, the will brief key internal and external partners, such as the media, phone operators, etc. on their roles and responsibilities.

The Office of the President and or their designee plays a key role in facilitating proper and rapid response to any crisis, including:

- Being available to the media at all times
- Notifying and updating members of the Crisis Communications Team
- Assembling the appropriate facts and developing an accurate response
- Act as spokesperson when necessary
- Overseeing all communications materials distributed internally and externally

- Conducting post-crisis evaluation of the System’s policies and actions

In the event the Director of PR and Communications is incapacitated or otherwise unavailable during a crisis, the Office of the President will assume the duties normally assigned to the Director of PR and Communications.

Communicating with Key Audiences

The Crisis Communications Team will determine the appropriate audiences and methods of communication with:

- Students
- Faculty
- Staff
- Media
- Business Partners
- Alumni

The Office of the President and or their designee will provide updates regarding operational status/closures to the President. The Director of PR and Communications will post to the University’s website and portals. The President’s Office and/or Director of PR and Communications will send out “All Users” e-mails and letters to the University Community.

The Office of the President and or their designee will ensure that updated messages are posted on the University website and portals to inform students, faculty and staff of current conditions and/or closures. The Vice-President of Student Services will be responsible for the System-wide Emergency Notification System.

Each Vice President, and or supervisor will be responsible for notifying and maintaining a contact list for his or her direct reports.

Internal Communications

During a crisis, it is critical for the administration, faculty and staff to understand what the University’s instructions are as quickly as possible. To do this, an aggressive, universal internal communications plan must be implemented to keep everyone informed.

The, the Director, Information Technology, and the Director, Human Resources should closely coordinate their efforts. In addition, staff and faculty should be informed that if they are approached by the press, the reporter should be directed to contact office of the President or their designee.

List of Communication Documents

The following documents may be necessary:

- Media statements
- News releases

- Website statements
- E-mails to students, faculty and staff
- Voicemail scripts
- Text messages
- Internal Q&A specific to current crisis

Emergency E-mail Contact List

At a minimum, the following emergency e-mail list should be used to contact key personnel during a crisis.

- President
- Provost
- Executive Assistant to the President
- Vice President and CFO
- Director, Information Technology
- Vice President, Enrollment Management
- Vice President, Student Services
- Director, Human Resources

Additional personnel should be added to the list in the event that additional areas are immediately impacted, such as School Deans, and Site Campus Managers.

Crisis Response Team Will Determine Action Items Including But Not Limited to:

- Campus closures due to emergencies including outside weather related closures
- Cancellation of any system-sponsored events
- Communication plans and information
- Programs for mental health and psychosocial needs

Emergency Responses

SHELTER-IN-PLACE

You may be required to *Shelter-In-Place* for events such as severe weather, major earthquake, or Hazardous Materials release.

- **When notified, you should:**
 - Seek **immediate** shelter inside a building (preferably in a room with no windows).
 - Additionally, if you are “sheltering” due to a hazardous materials (HAZMAT) accidental release of toxic chemicals, the air quality may be threatened and sheltering in-place keeps you inside an area offering more protection.
 - Seek inside shelter if outside.
 - Seal off openings to your room if possible (HAZMAT event).
 - Remain in place until you are told that it is safe to leave.

- **How will I be notified?**
 - You are informed through radio or television public service announcements.
 - You observe or sense dangerous air conditions.
 - You receive notification from the emergency alert system

- **Additional actions:**
 - Close all doors and windows to the outside.
 - Do not use elevators as they may pump air into or out of the building (HAZMAT).
 - If possible, close and/or seal vents & ducts (HAZMAT event).
 - Do not go outside or attempt to drive unless you are specifically instructed to evacuate.

- **Information sources:**
 - Tune to the Emergency Alert System station on your radio or television for further information. The following are radio stations that you can tune to for emergency broadcasts:
 - Seattle Metro area - KIRO AM 710, KOMO AM 1000 and KING FM 98.1
 - Canada
 - BC:
 - CFML-FM 107.90
 - CIRH -FM 93.30
 - CKGA -AM 1400
 - Follow on twitter: @EmergencyInfoBC
 - Alberta:
 - Twitter: [@AB_EmergAlert](#) , [@CityofCalgary](#)

- <https://emergencyalert.alberta.ca>

Remain in place until Police, Fire, or other Emergency Response officials tell you it is safe to leave or until information is announced through radio or television broadcasts alerting you that it is safe to leave.

CAMPUS LOCKDOWN (Seattle Campus)

City University will use explicit communication in order to identify any threat or perceived threat to the university community or the physical facility.

Initiation of lockdown procedure

- Whenever possible, the determination to declare and lockdown will be at the discretion of the President of City University or designee(s).
- Declarations of lockdowns may be made in respect to and in conjunction with local law enforcement activities, public health situations, first responder's activations, civil unrest, and emergency related events.
- In the event of an immediate threatening emergency where initiation of a lockdown is necessary, site security personnel and other selected personnel at the site are authorized to initiate a lockdown.

Electronic lockdown operation (5TH AND Wall – Seattle location)

- CityU in Seattle has the capability to electronically shut down elevators and restrict access to the building.
 - One (1) roll up garage door
 - Four (4) access doors
- This system is accessed via a swipe card system, on any of the CityU facilities exterior swipe card points.
- These cards are kept at the Receptionist desk, the Director of Facilities' desk, and a representative in the Library area.
- Building Engineer / Property Management also have the ability to lock the facility down manually via the computer system.
- The system will be tested on a semi-annual basis to ensure its operability.
- Three levels of lockdown will be utilized to protect the employees, students, faculty, students, and visitors from threats.
 - **LEVEL GREEN:** There is a NO THREAT level to the facility or occupants.
 - Normal day to day operations
 - **LEVEL YELLOW:** There is a threat in the area or information is presented that a local event could potentially affect City University. This level is designed to keep unauthorized personnel out of the facility.
 - Examples include: an event occurs in immediate local area, a fugitive is thought to be in the area, threatening protests/demonstrations, above average reports of theft & break-ins, multiple arrests at adjacent facilities, etc.
 - CityU will utilize the Yellow card to:
 - Lock ALL exterior doors
 - Post a guard at main entrance

- Place signs at entrances to notify personnel to utilize the main entrance
 - Make announcements to all employees
 - Employees can still utilize their badges to access the facility – all hours. (if they have that level of access under normal conditions). Note: Do not allow tailgaters to follow you into the building – confront and report. Exiting the building should be avoided during these times
 - Office activity will remain normal
 - Supervisors should account for personnel at all times
 - Screening of individuals will be conducted for people entering and exiting the facility
 - All personnel will be screened to ensure they are authorized to enter
 - No deliveries will be accepted. Delivery operators will be instructed to redeliver the following day
 - All supplies entering and exiting the facility will be checked
- **LEVEL RED:** There is a direct threat to City University or its employees, faculty, students, and/or visitors
 - Examples Include: an active shooter, hostage situation, direct knowledge of planned threatening event, etc.
 - Level RED Lockdown is a Life Saving Safety measure – there will be no screening unless accomplished by Law enforcement officials.
 - Elevators will automatically lock down to prevent access from lower levels.
 - Stop Office Activity
 - CityU will inform everyone in the building of the threat - loud speaker, email, alert system, and verbally.
- **Changing of Lock down status**
 - The determination to remove or change the status to a less secure level will only be executed by the Director of Facilities, Security or Building management under the approval / direction from the President or designee(s) which include the, Provost, VP of Student Services, or HR Director of City University; and the Director of Security (or designee) for Sabey Corporation . This would include going from a Red status to a Yellow status, a Yellow status to a Green status or a Red status to a Green status.
 - CityU will inform everyone in the building of the change in lockdown status - loud speaker, email, alert system, and verbally.

For Campus Lockdowns in Canada, follow the building management evacuation protocols.

BUILDING EVACUATION

Building evacuations will occur when an alarm sounds continuously and/or upon notification by emergency personnel. If necessary, or if directed to do so by a designated emergency official (Floor Captain), activate the building alarm as you exit the building. Be aware of people with disabilities in your area who might require assistance in an emergency evacuation. Be prepared to render assistance if necessary. Floor Captains are aware of those that may need assistance during an evacuation.

Emergency Actions:

- When the alarm sounds, be prepared to leave the building immediately
- Alert others to the emergency and ask if they need help in evacuating
- Do not use elevators unless instructed to do so by emergency personnel

NOTE: It is suggested that people with disabilities prepare for emergencies by learning the locations of exit corridors and enclosed stairwells and by informing their Floor Captain, faculty member and/or classmates of the best methods of assistance during an emergency.

If evacuation is ordered, follow these procedures:

- Stay calm, do not rush, and do not panic
- Safely stop your work
- Gather your personal belongings if it is safe to do so. Take prescription medications out with you if at all possible; it may be hours before you are allowed back into the building
- Before opening any door, feel the door. If is HOT, do not open it; if it is not hot, brace yourself against the door, open it slightly, and if heat or heavy smoke are present, close the door and stay in the your room.
 - If you cannot leave the room,
 - Open the window and hang a light-color object out of the window to attract the attention of emergency personnel and then close the window.
 - If there if a phone in the room, call 9 – 1 – 1 and report that you are trapped.
 - Stuff towels, coats, or similar materials under all doors leading into the corridors. Stay close to the floor if smoke enters the room.
 - If safe, close your office door and window, but do not lock them (leave the overhead light ON)
 - Walk directly to the nearest exit, leave the building and proceed to the pre-designated assembly area where a head count can be taken and any missing individuals can be noted.
 - DO NOT use the elevator. If hallways and/or exit stairwells are not accessible because of heavy smoke, return to your room, close the door and follow the instructions give above.
 - Hold handrails when you are walking on stairs
 - Move to the right if you encounter emergency personnel on stairs
- Assist any co-workers or visitors who may not be familiar with the emergency evacuation procedures.
- Wait for any instructions from emergency responders

- DO NOT re-enter the building or work area until you have been instructed to do so by the emergency responders

A power outage does not necessarily call for evacuation of a building. The overall safety of the building must first be evaluated, including lighting, hazardous materials, ventilation systems, and other hazardous operations. If the building can be safely occupied, evacuation is not necessary.

NOTE: It is suggested that people with special needs prepare for emergencies by learning the locations of exit corridors and enclosed stairwells and by informing their Floor Captain, co-workers, instructors, and/or classmates of the best methods of assistance during an emergency. If you wish to have assistance in preplanning, please contact the Floor Captain or Safety Committee representative.

Shelter in place in lieu of evacuation

During certain emergency situations, particularly **chemical releases, and some weather emergencies**, you may be advised to “Shelter in Place” rather than evacuate the building.

In the case of biological event:

- Go to or stay inside the building.
- Do not use elevators.
- Shut and lock all windows and doors.
- Turn off the heat, air conditioning or ventilation system, if you have local controls for these systems. Most University buildings have ventilation systems controlled centrally by Facilities or the landlord.
- Quickly locate supplies you may need, e.g., food, water, radio, etc. Each CityU site has an inventory of emergency supplies.
- If possible, go to a room or corridor where there are no windows. In the event of a chemical release, go to an above-ground level of the building, since some chemicals are heavier than air and may seep into basements even if the windows are closed.
- If possible, monitor for additional information via the main University web page, radio or television for further instructions.
- Do not call 9-1-1 unless you are reporting a life-threatening situation.

In case of an active shooter event:

- If you cannot escape. Stay inside or get indoors and stay in that location until emergency responders inform you that it is safe to exit your location
- Lock all entrances to your location if possible.
- If you are unable to lock entrances, barricade all entrances with furniture, desks, or anything available.
- Stay low to the ground and hide if possible until the situation has ended.

Additional steps to be taken if materials are available:

- In the event of a chemical, biological or radioactive material release requiring Shelter-in-Place, try to seal doors and windows with duct tape or plastic sheeting (if available).
- Cover cracks under doors with damp towels, coats, and similar materials.

When the “all clear” is announced

- Open windows and doors.
- Turn on heating, air conditioning or ventilation system.
- Go outside to evacuation assembly area and wait until the building has been vented. And you receive the “all clear” to re-enter.

EMERGENCY GUIDELINES FOR DISABLED PERSONS

Evacuation of persons with physical disabilities:

This section provides a general guideline of evacuation procedures for persons with disabilities during fire and other building emergencies. Individuals with disabilities must identify their primary and secondary evacuation routes, and seek out colleagues (Floor Captains) who are willing to serve as evacuation assistants, or ensure that assistance is available. Other faculty and staff members can help by becoming aware of others who may need assistance in an evacuation.

Building emergency response staff (Floor Captains) should assess the needs of any building occupants with special needs within their zone prior to an emergency. Ask if there are staff or faculty members who will need assistance in the event of an evacuation, and arrange for nearby individuals to serve as evacuation assistants.

Evacuating a disabled or injured person yourself is the last resort. Consider your options and the risks of injuring yourself and others in an evacuation attempt. Do not make an emergency situation worse. Evacuation is difficult and uncomfortable for both the rescuers and people being assisted. Some people have conditions that can aggravate or trigger problems if they are moved incorrectly. Remember that environmental conditions (smoke, debris, loss of electricity) will complicate evacuation efforts.

The following guidelines have been adopted to assist in planning for the evacuation of people with physical disabilities.

In all emergencies, after an evacuation has been ordered:

- Evacuate if possible
- **DO NOT** use elevators, unless authorized to do so by emergency services personnel.
- Check on people with special needs during an evacuation. A “buddy system,” where people with disabilities arrange for volunteers (co-workers) to alert them and assist them in an emergency, is recommended
- **Only** attempt an emergency evacuation if you have had emergency assistance training or the person is in immediate danger and cannot wait for emergency services personnel
- Always **ask** someone with a disability how you can help **before** attempting any emergency evacuation assistance. **Ask** how he/she can best be assisted or moved, and whether there are any special considerations or items that need to come with the person

If you have a physical disability and are unable to use stairways:

- Stay calm, and take steps to protect yourself
- If there is a working phone, **call 9-1-1** and tell the police dispatcher where you are located
- If you must move, we recommend the following:
 - Move to an enclosed exit stairway, while taking care not to block the exit of building personnel
 - Request persons exiting by way of the stairway to notify the Fire Department of your location
 - Wait for emergency responders

Power Outages:

- If an outage occurs during the day and people with disabilities choose to wait in the building for electricity to be restored, they can move near a window where there is natural light and access to a working telephone. During regular business hours, floor captains should be notified so they can advise emergency personnel
- If people would like to leave and an evacuation has been ordered, or if the outage occurs at night, **call 9-1-1** and request evacuation assistance

The following guidelines are general and may not apply in every circumstance.

- Occupants should be invited to volunteer ahead of time to assist people with disabilities in an emergency. If a volunteer is not available, the Floor Captain will designate someone to assist who is willing to accept the responsibility
- Two or more trained volunteers, if available, should conduct the evacuation
- Try to avoid evacuating people who use wheelchairs while they are still in their wheelchairs. This is standard practice to ensure the safety of people with disabilities and volunteers. Wheelchairs will be evacuated later if possible.
- Proper lifting techniques (e.g. bending the knees, keeping the back straight, holding the person close before lifting, and using leg muscles to lift) should be used to avoid injury to rescuer's backs. Certain lifts may need to be modified, depending on the disabilities of the people. Volunteers can obtain more emergency evacuation information regarding lifting techniques from the Human Resources Department.

Tips to remember when interacting with people with specific disabilities.

- **Visual Impairment**
 - Provide verbal instructions to advise of the safest route or direction using simple directions, estimated distances and directional terms.
 - **DO NOT** grasp a visually impaired person's arm. Ask if he or she would like to hold onto your arm as you exit, especially if there is debris or a crowd.
 - Give other verbal instructions or information (i.e. elevators cannot be used).
- **Hearing Impairment**
 - Get the attention of a person with a hearing impairment by establishing eye contact. If the person's back is toward you, tap him/her on the shoulder to get his/her attention. Clearly state the problem. Gestures and pointing are helpful, but be prepared to write a brief statement if the person does not seem to understand.
 - Offer visual instructions that advise of the safest route or direction by pointing toward exits or evacuation maps.
- **Mobility Impairment**
 - It may be necessary to help clear the exit route of debris (if possible).

- If people with mobility impairments cannot exit, they should move to a safer area, (e.g., enclosed stairwells, an office with the door shut which is a good distance from the hazard and away from falling debris in the case of earthquakes).
- **Call 9-1-1** or notify police or fire personnel immediately about any people remaining in the building and their locations.
- Police or fire personnel will decide whether people are safe where they are, and will evacuate them as necessary. The Fire Department may determine that it is safe to override the rule against using elevators.
- If people are in immediate danger and cannot be moved to a safer area to wait for assistance, it may be necessary to evacuate them using an evacuation chair or a carry technique.

Emergency Situations

ACTIVE/GUN THREAT AND/OR WORKPLACE VIOLENCE/SHOOTING INCIDENT

Incidents involving violence in the workplace occur without warning and many times without a specific victim in mind. All people onsite are at risk, and although workplace violence/shootings are a rare occurrence, the ability for them to happen anywhere at any time makes being prepared a crucial component of any public safety program.

The following recommendations should be used as guidelines. Always use common sense and keep in mind that while the following steps can help keep you safe, they are only to be taken as recommendations for action, not verbatim guidelines.

In all cases involving a weapon or a threat of violence:

- Emergency personnel are the best equipped to handle the situation.

Notify police 9-1-1 as soon as possible and give them the following information:

- Nature of the incident
- Location of the incident
- Any injuries and if medical assistance is needed
- Description of the person(s) involved
- Description of the property involved

In case of an immediate life-threatening event, each individual should take whatever actions are necessary to protect his or her own life.

Do not sound the fire alarm unless there is a fire.

- Fire alarms alert people to evacuate a building
- Evacuation during an active threat could place people in harm's way.

Do not approach emergency responders, let them come to you.

- Raise both your hands over your head when approached or confronted by emergency responders
 - This is the universal surrender signal. Otherwise, emergency responders may not know the difference between you and the threat/shooter.

Do not attempt to rescue injured people.

- Moving them may cause further injury.
 - Take note of their location and notify emergency personnel where they are as soon as possible.

Do not drive away from the scene until you are instructed to do so. It may be unsafe.

Perpetrator(s)/Shooter Outside the Building

- CityU may be instructed to initiate lockdown by the local police department. Also specific people within the facility have authority and access to immediately lock down access to the building in the event of an outside threat.
- Quickly proceed to a room that can be locked from the inside.
 - Close and lock all doors and windows.
 - Turn off the lights.
 - Get everyone to lie down on the floor or to hide somewhere where they are not visible from the outside.
- Stay in your hiding place until a trusted official or police officer gives the all clear.
 - Do not respond to unfamiliar voices. Remain hiding if you are uncertain.
- Observe and make notes of the following if this can be done safely:
 - Descriptions of the people involved in the act
 - Vehicle(s) description
 - Types and number of weapons
 - Statements and other pertinent information

Perpetrator(s)/shooter Inside the Building:

- Above all, attempt to escape from the building if possible, and look for an area to provide protection/concealment.
- If you cannot immediately escape, and if the room that you are in can be locked, follow the same procedures listed above.
 - If not, determine whether:
 - Another room can be reached safely that is able to be locked from the inside.
 - You can safely exit the building; keeping in mind an evacuation plan.
 - If you cannot reach a safer location, barricade yourself in the room by placing heavy furniture or other items in front of the door.
 - If you decide to move from your current location, call 9-1-1 if possible and safe to do so. Do not place yourself at risk. Cell phones can alert an intruder to your location.
 - Give your name and location.
 - If you cannot speak leave the line open but only if it is safe to do so so law enforcement can listen to what is taking place.
 - Keep your hands free and visible at all times to aid emergency forces in identifying you as a victim and not the shooter.

Perpetrator/shooter enters your area or classroom

- As always, try and remain calm.
- If possible, dial 9-1-1 using a landline phone and alert the dispatch to the shooter's location.
 - If it is unsafe to speak, keep the landline open so that dispatchers can hear what is going on and attempt to pinpoint your position. The location can often be determined without having to speak if a landline is used. A cell phone is also useful for helping authorities find out what is going on.

- If you cannot escape, make every attempt to conceal yourself and/or take cover behind the most solid object you can find (e.g., desk, cabinet or row of seats/chairs)
- Attempting to overpower the shooter should only be considered an absolute last resort if all other options have been exhausted and your life is in danger.
- If the shooter leaves the area, proceed immediately to a safe area.
 - A safe area will be one that has been marked by emergency services, a public area away from the site of the shooting, or somewhere you can separate yourself from the danger (a lockable building offsite, for example).
 - Attempt to not disturb any objects or items that were in the vicinity of the shooter, as they may be important to investigators later.

Once out of the building,

- Do as officers tell you.
- If officers are not present, then find a place that can provide protection, concealment, and cover.
- If you know where the perpetrator/shooter is, notify officers when they arrive.
- Keep in mind that the entire area is a crime scene and police will generally not allow anyone to leave until they are able to question witnesses and the situation is fully under control.
- Remain near the facility but do not go to your designated evacuation assembly area.
- Wait until authorities provide instructions on how to proceed.

General Procedures Emergency Services Take during an Active Threat/Shooting Situation

- A shooting is a frightening event, and although they are a rare occurrence, being familiar with how these situations are generally handled by emergency personnel can help you remain calm during an actual event.
- Police officers responding to an emergency situation involving an active shooter make it their goal to apprehend the perpetrator before assisting the injured. Cooperate with officers entering the scene and follow any instructions they give you.
- Keep your hands visible at all times and put down anything you are carrying.
- The first officers onsite will not aid injured people. Rescue teams including emergency medical staff will follow the officers to treat and remove injured parties. If you are injured, remain calm and try to move yourself to a safer area if you are able.

CRIME AND VIOLENT BEHAVIOR, and PSYCHOLOGICAL CRISIS

Reporting of Crimes in Progress (for more information see Appendix C - “Violence in the Workplace”)

- If you are a victim or a witness to any in-progress criminal offense, report the incident as soon as possible by **dialing 9-1-1**. You should attempt to provide as much of the following information as possible:
 - Nature of the incident. **MAKE SURE** the dispatcher understands that the incident is in progress!
 - Location of the incident.
 - Description of suspects involved.
 - Injuries that have occurred.
 - Description of any weapons involved.
 - Description of property involved.
- Stay on the line with the dispatcher until help arrives. Keep the dispatcher updated on any changes so responding units can be updated. Even if you cannot communicate, and if safe to do so, keep the line open. The dispatcher may be able to learn more about what is happening.

Reporting of Crimes NOT in Progress

- If you have become a victim of a crime and it is not an emergency or life-threatening situation, telephone the local Police Department **9-1-1**; be prepared to provide at least the following information:
 - Your name.
 - Your address.
 - Your telephone number.
 - A brief synopsis of what occurred.
 - Your exact location at the time of the call.

Psychological crisis

- A psychological crisis exists when an individual is threatening harm to himself/herself, or is agitated and disruptive
- If a psychological crisis occurs:
 - **Call 9-1-1** if the situation becomes violent or life threatening
 - Follow up with Security:
 - In the US: (206-714-5707)
 - In Canada: Operations (778-588-5011)
- In an unusual or potentially dangerous situation, remember the following:
 - **Never** try to handle a situation that you feel might be dangerous

CIVIL DISTURBANCES AND DEMONSTRATIONS

Most demonstrations are peaceful and people who are not involved should attempt to carry on business as usual.

In case of a civil disturbance or demonstration:

- Immediately notify the manager/supervisor
- Do not get involved or become a spectator.
 - Leave the area to avoid injury
- Avoid provoking or obstructing demonstrators
 - Do not argue or debate with any of the participants
- If potential for personal harm or property damage exists, notify the manager/supervisor and/or police by calling **9 – 1 – 1**
- If the incident is outside:
 - CityU will go on lockdown and may be instructed by local authorities to do so. Also specific personnel have the authority to initiate a lockdown if the threat is imminent..
 - Lock all doors and windows
 - Close blinds to prevent flying glass

If necessary, CityU may decide to cease work operations. If evacuation is necessary, follow direction from officials. If evacuation occurs, meet at the assigned assembly area and wait for additional instructions and information.

SUSPICIOUS BEHAVIOR AND PERSONAL SAFETY

The University is considered to be a safe campus. However, since the campus and our buildings are open to the public, please lock all office doors and ground floor windows, and windows that may open onto balconies, whenever you leave a room unattended.

If you work in an open cubicle, keep valuables (purses, backpacks) in a locked drawer. Secure laptops with a security cable and place in a locked drawer when unattended for long periods of time.

Assist in making the worksite a safe place by being aware of your surroundings and promptly reporting suspicious situations or persons to the proper authorities.

Victim of a crime:

If you are the victim of , are involved in, or witness to an individual behaving in an unusual or suspicious manner or an individual is disorderly, intoxicated, committing vandalism, or other destructive act such as assault, robbery, theft, overt sexual behavior, etc., proceed as follows:

- Do not take any unnecessary risk. Cooperate. Give the person exactly what he/she ask for, nothing more.
- Keep a safe distance from the person. Watch him/her only if it is safe to do so.
 - Be prepared to seek protection in a nearby room or evacuate (if it is safe to do so) if the intruder/suspicious person approaches and is visibly armed with a weapon.
- Do not attempt to talk with or remove the individual yourself
- Notify police **9-1-1** as soon as possible as give them the following information:
 - Nature of the incident
 - Location of the incident
 - Any injuries and if medical assistance is needed
 - Description of the person(s) involved
 - Use the Suspect Description form
 - Location of the person(s) involved
 - Description of the property involved
 - Direction of travel after the confrontation.
- Get a good description of the suspicious person if personal safety allows.
 - Note height, weight, sex, color, approximate age, clothing, method and
 - Direction of travel, and name if known.
 - This provides vital information to investigating police officers.
- Should a suspicious person attempt to leave the scene in a vehicle, bicycle, etc... note the make and model, license number (if possible), color, outstanding characteristics, etc.
- Remain where you are until a police officer arrives
 - If possible, write down all details you can remember as soon as possible to help you remember them later.
- Do not to tamper with the crime scene by removing evidence or cleaning up the site.
 - Await instructions from emergency personnel before entering a crime scene.
- Do not interfere with:
 - Persons committing the crime/creating the disturbance
 - Wait for Law enforcement authorities to arrive on the scene

- Supervisors should be made aware of any crimes that take place onsite.

Workplace Risks:

The following situations or activities are considered to be potential workplace risks:

- Working alone at night and during the early morning hours
- Exchange of money
- Presence of valuable items such as money or jewelry
- Availability of prescription drugs
- Working with patients, clients, customers or students known or suspected to have a history of violence
- Employees or former employees with a history of assaults or who exhibit belligerent, intimidating or threatening behavior

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

Personal Safety Tips

- Be observant and aware of your surroundings at all times
- Keep a list of emergency numbers with you
- If you feel uneasy about a stranger or unusual noise, call police at **9-1-1**
- Secure valuables (purse, wallets, backpacks, briefcase, PDAs, laptop computers, and cell phone, etc.)
- Lock your door and lock your filing cabinets, desk, etc., whenever you leave your office or workspace
- Always keep the door to your room locked when you are working alone
- Do not let people into a locked building or office unless you work with them or they have been properly identified. If the person gives you any problems, call the police.
- If a suspicious person is seen roaming around, or suspicious calls are received, contact the police immediately. Do not investigate a suspicious person or noise outside by yourself.
- If you need to work late, you may want to move your car closer to your building.
- Remember to always lock your car. Do not leave valuables in plain sight in your car; remove all briefcases, computer cases, tote bags, gym bags, and all electronic accessories.
 - Also, remove any mounting devices for the electronic equipment/ accessories from the vehicle or conceal them so they are not visible to anyone looking into the vehicle. A mounting device left in view may be an indicator to the thief that its associated electronic device may still be hidden in the vehicle (glove compartment).
- Walk with a co-worker - call Security for an escort.
- Walk in an alert and confident manner, actively pay attention to your surroundings, and do not wear earphones
- Choose the best lit, most traveled paths when walking.
- Take a self-defense course

EXPLOSION

In the event of an explosion in the building, take the following actions:

- Immediately take cover under tables, desks, or other objects that will give protection against flying glass and debris (in case there are secondary explosions)
- After the effects of the explosion have subsided, call the police **9-1-1**. Use a cell phone if the land line is down Give them the following information:
 - Location.
 - Area where explosion occurred.
 - Cause of explosion, if known.
 - Injuries.

BEFORE YOU HANG UP, MAKE SURE THE 9-1-1 DISPATCHER HAS ALL THE INFORMATION NEEDED.

- Activate the building's alarm system
- Evacuate the area as soon as it is safe to do so, following established building evacuation procedures (see **BUILDING EVACUATION**).
 - Assist others in exiting the building and move to your designate assembly area or 150 feet upwind from the affected building
- Exit using stairways; DO NOT use elevators
- Once outside, do not attempt to rescue people who are inside a collapsed or compromised building unless you have received specific training to do to.
- Keep roads and walkways clear for emergency vehicles
- Wait for further instructions from emergency personnel. Do not re-enter the building until they instruct you to do so

FIRE

Evacuation is mandatory for all individuals when the fire alarm is sounding. Anyone who fails to evacuate may face disciplinary action. While evacuating, remain attentive for dangerous or criminal activity that may be associated with the evacuation notice. Fire alarms may be associated with incidents other than fire. It is also possible that an individual has falsely activated the alarm system. If you observe criminal or suspicious activity, report it immediately to Police – call **9 – 1 – 1**. Know the location of fire exits and alarm systems in your area, and know how to use them.

If you discover smoke or fire in the building:

- Remove anyone from immediate danger
- Confine the fire by closing doors as you leave the area
- Activate the nearest fire alarm, or shout an alarm
- Notify the local Fire Department - call **9 – 1 – 1** from a safe location

If you hear an alarm or see a fire – EVACUATE following the established building evacuation procedure

- Take your emergency supplies, car keys, purse, and/or wallet and other personal items if it is safe to do so
- Do not attempt to save possessions at the risk of personal injury
- While exiting, note other hazards and any remaining personnel
- Proceed to safest exit/stairwell
 - **DO NOT USE THE ELEVATOR**
 - Do not block/wedge exit doors in an open position.
 - The doors must remain closed to keep smoke and keep stairwells safe for evacuation and fire personnel
- If you are the last to leave, close doors behind you to confine the fire, but do not lock them
- If an area is smoky, stay low to the ground
 - Crawl if necessary
- Assume smoke and/or fumes are hazardous
- Use a wet cloth, if possible, to cover your nose and mouth
- Use the back of your hand to feel the upper, lower, and middle parts of closed doors
- If the door is hot or smoke is visible, do not open the door. Look for another way out
- If the door is cool, brace yourself against it and open slowly
- If you see fire, confine it by closing doors and windows, if safe to do so
- Check in at the designated Emergency Assembly area for your site and report any noted hazards or remaining personnel. Find your Floor Captain.
 - Help to account personnel and report to the emergency staff if any occupants are unaccounted for and may be still in the building
- **Never go back into a burning building**
- Do not return to the building until instructed to do so
- Wait for further instructions from the CityU Incident Commander or the Fire Department
- If you are in a lab and hear the fire alarm, shut down any hazardous equipment or processes as you exit, unless doing so presents a greater hazard

If trapped inside your office or area:

- Stay calm, and take steps to protect yourself.
- If possible, move to a room with an outside window.
- If there is a telephone, **call 9-1-1** and tell the dispatcher where you are.
 - Do this even if you can see fire department personnel from the window.
 - Stay where rescuers can see you through the window, and wave a light-colored item to attract their attention.
 - Provide your telephone number
 - Describe the severity of the fire, and (if known) how it started
- Stuff clothing, towels or paper around the cracks in the door to help keep smoke out of your refuge.
- Be patient; rescue of occupants within large structures will take time. **NOTE: Do not hang up until the dispatcher does**
- Close as many doors as possible between you and the fire
- If windows are operable, and you must have air, open the window
 - Break windows as a last resort
- If necessary signal through the window to let the Fire Department know your location

Fight the fire ONLY if:

- The fire is small (wastebasket size)
- You are not alone
- A safe escape route is present
- If this is not true, simply close the door and evacuate.

Floor Captain(s) in conjunction with the Site Leader or Incident Commander:

- Coordinate an orderly evacuation of personnel to ensure all employees have evacuated the area/floor
- Perform an accurate head count of personnel reported to the designated area
- Execute a search (sweep) to locate missing personnel
- May provide the Fire Department personnel with the necessary information about the facility
- Perform assessment and coordinate office emergency closing procedures
- Report any problems to the Incident Commander at the assembly area
- Provide for assistance to those that are physically challenged in emergency evacuation

Fire Life and Safety Equipment

- **Sprinkler systems and water flow detection devices** are present in all buildings. Water flow in these devices is monitored by an emergency dispatch center and automatically triggers a response.
- **Smoke detectors** are also provided in all buildings.
- **Manually activated fire alarm pull stations** are located at exit points in buildings.
- If any sprinkler, heat detector, or pull station is activated, an alarm will sound throughout the building. Some smoke detectors will also activate the building alarm.

- **Elevator Fire Control** may cause the building elevators to come to a halt at the main floor upon activation of the fire alarm system. The elevators can be accessed by emergency personnel using a key override. **DO NOT attempt to use the elevators to evacuate any building.**
- **Emergency pathway lighting** is provided in some buildings. The lighting will activate automatically in a power failure and last for a minimum of 20 minutes.
- **Illuminated exit signs** are provided throughout the buildings.

***KNOW THE LOCATIONS OF FIRE ALARMS.
KNOW WHERE THE FIRE EXITS ARE LOCATED AND ENSURE
THEY ARE FREE OF OBSTRUCTIONS***

HAZ-MAT (Hazardous Material) SPILL OR RELEASE

For spills, releases or incidents requiring special training, procedures or personal protective equipment (PPE) that is beyond the abilities of present personnel, take the following steps:

- Immediately notify affected personnel and evacuate the spill area.
- Pull the fire alarm if building evacuation is required.

In the event of a chemical spill, the individual(s) who caused the spill is responsible for prompt and proper clean-up. It is also the responsibility to have spill control and personal protective equipment appropriate for the chemicals being handled readily available.

If you witness a hazardous material spill and believe it is life threatening:

- Call Police at **9-1-1** if you believe the spill may be life-threatening. Give the operator the following information:
 - Your name, telephone number and location.
 - Time and type of incident.
 - Name and quantity of the material, if known.
 - Extent of injuries or damage, if any
 - Notify Facilities at:
 - US: Facilities (426) 681-9666
 - Canada: Operations (778) 588-5011
- Secure the area. Evacuate the affected area at once and seal it off to prevent further contamination of others until the arrival of emergency personnel.
- Anyone who is contaminated by the spill should wash off the contamination; remain in the vicinity, and give his/her name to the emergency personnel. If needed, first aid can be started immediately.
- No effort to contain or clean up spills and/or releases should be made unless you have been trained in the proper methods to do so.
- Take appropriate steps to make sure no one evacuates through the contaminated area.
- If an alarm sounds, follow established building evacuation procedures (see **BUILDING EVACUATION**).
- A campus Emergency Operations Center may be set up near the emergency site. Keep clear of the incident command area unless you have official business.
- **DO NOT** re-enter the area until directed by emergency personnel.

If you are a hazardous material user,

You should be trained by your supervisor on proper use and storage of hazardous materials. This training should include hazard information, proper procedures for preventing spills, and emergency procedures for when a spill occurs.

If you are a hazardous material user and if you can determine that the spill is not life-threatening, use the following procedures:

- Leave the area of the spill and proceed to a safe location.
 - Determine whether you have the proper training and protective gear to clean up the spill.
- If you are able to clean up the spill, follow proper cleanup procedures and use proper personal protection.
- Consult your supervisor and post signs as necessary

Chemical and Solvent Spills

- If spill involves personal injury, remove clothing and flush with warm tap water for no less than 15 minutes
- If immediate hazard exists or medical assistance is required, call 9-1-1
- For small spills and/or those not involving immediate danger to life or property:
 - Confine the spill.
 - Evacuate and secure the immediate area; limit access to authorized personnel
 - Notify area supervisor

Any spill that could POTENTIALLY cause injury to a person or property must be reported to the Facilities Department immediately.

Toxic Fumes

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

The University's "Hazardous Chemical Communication Plan" is attached in Appendix F

- **Currently City University has no chemicals at any sites that qualify as "hazardous".**

SUSPICIOUS MAIL/PACKAGES

Since 2001, there have been a limited number of incidents involving agents of terror, including Anthrax and Ricin, being sent through the mail. The following guidelines are intended to help identify suspicious materials and to provide procedures to follow in the event of receiving suspicious mail.

DO NOT PANIC. – Anthrax is not spread from person to person. Note the Anthrax organisms must be rubbed into abraded skin, swallowed, or inhaled as a fine, aerosolized mist to cause infections in the skin, gastrointestinal system or lungs.

Disease can be prevented after exposure to the anthrax spores by early treatment with appropriate antibiotics.

How to Identify Suspicious Envelopes or Packages

A suspicious envelope or package might include the following:

- Excessive postage
- Handwritten or poorly typed address
- Incorrect title or title without name
- Misspelling of common words
- Oily stain, discoloration, or odor
- No return address
- Excessive weight
- Lopsided or uneven envelope
- Protruding wires or aluminum foil
- Excessive security material such as masking tape, string, etc.
- Visual distractions
- Ticking sound
- Restrictive endorsements, such as "personal" or "confidential"
- City or state in the postmark that does not match the return address

Pranks and Hoaxes

Pranks or hoaxes involving false threats of agents of terror, including Anthrax or Ricin, disrupt lives; create serious safety concerns, and tax valuable University and community resources. They create illegitimate alarm in a time of legitimate concern. The University and law enforcement authorities take all such actions very seriously. The University will aggressively investigate any such incidents. Any individual found responsible for such acts will be subject to University disciplinary action, up to and including separation from the University, and prosecution under State and Federal law.

For Suspicious Unopened Mail or Packages Marked with Threatening Messages:

- Do not shake or empty the contents of any suspicious envelope or package.

- Place any suspicious envelope or package in a sealable plastic bag, if possible, or other type of container to prevent the contents from leaking.
- If you do not have a container, cover the envelope or package with anything (e.g., clothing, paper, trash can, etc.) and do not remove this cover.
- Leave the room and close the door or section off the area to prevent others from entering (i.e., keep others away).
- Wash your hands with soap and flowing water for at least 20 seconds
 - Not waterless antibacterial soap
- Report the incident to Senior Manager (site leader), and notify an available supervisor.
- If possible, list all people who were in the room or area when the envelope or package arrived. Give this list to responding authorities.

For Mail or Packages That Have Been Opened and Contain Powder:

- If there is spilled material, do not try to clean it up and do not smell, touch or taste the material.
 - Cover any spilled contents immediately with anything (e.g., clothing, paper, trash can, etc.) and do not remove this cover.
- Leave the room and close the door or section off the area to prevent others from entering (i.e., keep others away).
- Wash your hands with soap and flowing water for at least 20 seconds
 - Not waterless antibacterial soap
- Report the incident to Senior Manager (site leader), and notify an available supervisor.
- Remove heavily contaminated clothing as soon as possible and place in a plastic bag or other container that can be sealed. Give this clothing to responding emergency personnel.
- Shower with soap and water as soon as possible.
 - Do not use bleach or other type of disinfectant on your skin.
- If possible, list all people who were in the room or area, especially those who had actual contact with the powder. Give this list to responding authorities.
- Follow the instructions of responding agency officials

If There Is Question of Room Contamination (e.g., a device is triggered or a warning is received that a ventilation system is contaminated or that a biological agent has been released in a public space):

- Turn off local fans and ventilation units in the area.
- Leave the area immediately.
- Close the door or section off the area to prevent others from entering (i.e., keep others away).
- If possible, shut down the ventilation system in the building.
- If possible, list all people who were in the room or area. Give this list to responding authorities.

If you receive a suspicious package or letter notify the Facilities Department or site-ops staff immediately. Do not open the letter or package.

United States:

- Facilities: (425) 681-9666
- Security: (206) 714-5707
- Site Operations: (206) 239-4545 or (4506)

Canada:

- Operations (778) 588-5011

HOSTAGE SITUATION

The University is considered a safe campus. However in the event of an individual holding people against their will, it is important to be familiar with the following procedures to improve the likelihood of a favorable resolution to the situation.

If you hear or see a hostage situation:

- Immediately remove yourself from danger if possible
- Call Police **9-1-1** and provide the following information:
 - Location of incident
 - Number and description of hostage takers
 - Number and description of hostages
 - Your name, location and phone number

NOTE: Do not hang up until the dispatcher advises you to disconnect.

If you are taken hostage:

- Remain calm, be polite and cooperate with your captors
- Speak normally
- Observe the captors and try to memorize their physical traits, clothing or other details that can help provide a description.
- Try to establish a relationship with your captors and get them to know you. You want the captor to think of you as a person not as an object. Captors are less likely to harm you if they respect you.
- If forced to present terrorist demands to authorities, state clearly that the demands are from your captors. Avoid making a plea on your own behalf.
- Try to stay low to the ground or behind cover away from windows or doors
- Do not attempt escape unless there is an extremely good chance of survival
- Do not complain, avoid being belligerent and comply with instructions
- Do not draw attention to yourself with sudden body movements, statements, comments or hostile looks
- If possible, dial **9-1-1** and leave the connection open

TELEPHONE THREAT

In all cases:

- Stay calm
- Do not let the caller know that he/she has upset you.
- If possible, signal a colleague to phone **9-1-1** for you (out of earshot of the caller), or call as soon as the caller hangs up.
- The 911 response staff will notify appropriate law enforcement and public safety agencies.
- Alert your supervisor to the situation. Do not discuss the threat with others.
- Follow instructions from the 911 dispatcher
- DO NOT activate the building alarm system

Voice mail:

- If the caller leaves a message on your voice mail, please **do not** delete the message
- DO NOT activate the building alarm system

E-mail

- If you receive a threatening e-mail, do not delete the e-mail.
 - Forward the e-mail directly to your supervisor and facilities/security department
- DO NOT activate the building alarm system

Incoming Telephone call:

- Listen carefully and take notes
- Be polite and show interest
 - Do not interrupt the caller
 - Try to keep the caller talking so that you can gather more information
- During the call, take notes; ascertain as much information from the caller as possible.

BOMB THREATS

All bomb threats must be treated as a serious matter. To ensure the safety of the faculty, staff, students, and the general public, bomb threats must be considered real until proven otherwise. In most cases, bomb threats are meant to disrupt normal activities. The procedures described below should be implemented regardless of whether the bomb threat appears real or not.

In Any Bomb Threat Situation:

- Check your work area for unfamiliar items.
 - If you see a package or foreign object- DO NOT TOUCH
 - Report them to call Senior Manager or site leader
- Take personal belongings when you leave.
- Leave doors and windows open; do not turn light switches on or off.
- Use stairs only; do not use elevators.
- Move well away from the building and follow instructions from emergency responders.

Upon discovery of a suspicious device anywhere in the building, restrict access to the area and notify emergency authorities

Report any suspicious persons in the work area to management

Evacuate building/campus in the event of a threat

If you receive a bomb threat by phone: – use the Bomb Threat Checklist (Appendix B)

NOTE: If you get a bomb threat at your workplace, an evacuation plan should be activated immediately. However evacuation plans should never involve 2-way radios or cell phones because if there really is a bomb, these could be programmed to trigger it.

- **STAY CALM.**
- **DO NOT** put the caller on hold.
- **DO NOT** attempt to transfer the call.
- **DO NOT HANG UP THE PHONE THAT THE CALL CAME IN ON. If possible have someone else use another phone to call (9) 9-1-1,** and inform your supervisor of the bomb threat.
- Pay particular attention to background noises, such as running motors, music or any other noises that may indicate the location from which the call is being made.
- Listen closely to the voice to determine voice quality, accents, speech impediments, sex or any unusual characteristics.
- Complete the BOMB THREAT CHECKLIST.
 - ***It is highly recommended that all CityU personnel become familiar with the checklist. A Bomb Threat Checklist should be immediately available...keep the checklist close to the phone.***
- Follow established building evacuation procedures (see **BUILDING EVACUATION**).

If You Receive a Bomb Threat (via E-mail, Letter or Note):

- If you receive a bomb threat via e-mail, letter or note, call Senior Manager or site leader and save notes as evidence to be turned in to Police.
- DO NOT activate the building alarm system

MEDICAL EMERGENCY

Medical emergencies could be an injury or illness, which occurs to someone in your office. Report any emergencies or injuries to your manager/supervisor. Fire Department personnel are trained and certified as Emergency Medical Technicians. They will respond to medical emergencies on campus. Any injury occurring because of an existing hazardous condition should be reported to the Emergency **(9) 9-1-1** Dispatcher. While awaiting emergency personnel, contact a floor captain or security guard to render first aid until emergency personnel arrive.

If the medical emergency requires immediate medical attention or is life threatening:

- Dial **9-1-1** from any campus phone and Emergency **9-1-1** from any cell or pay phone for any major emergency
- Remember in any medical emergency, remain calm, use common sense, and ensure your own safety first before rendering any first aid or medical assistance. Take note of all aspects of the situation so that you can provide dispatchers with as much information as possible. Dispatchers will typically ask the following questions:
 - What is the nature of the medical emergency?
 - What is the current condition:
 - Is the person conscious?
 - Is the person breathing?
 - Is the person bleeding?
- What is the person's gender and approximate age?
- Any known medical history?
- Location of the emergency
 - Where is the person located? Be prepared to offer special directions if necessary
- Your name and phone number from which you are calling from.

NOTE: DO NOT HANG UP UNTIL THE DISPATCHER ADVISES YOU TO DISCONNECT

The dispatcher will be dispatching police, emergency medical teams, and the fire department at the same time that they are speaking with you.

Remain with the person with the medical emergency.

If possible, send a second person to a location where they can easily contact arriving emergency personnel and assist them in finding the patient's location.

- Do not attempt to move a person unless they are in immediate danger (i.e., fire, building collapse, etc.)
- Public Safety personnel will respond with first aid equipment and will render basic first aid as necessary, and summon additional assistance as required (paramedics, etc.) They will arrange for transportation if required
- Avoid unnecessary conversation with, or about, the ill or injured person. You might add to the person's distress or fears, increasing the risk of medical shock. Limit your communication to quiet reassurances

- Do not discuss the possible cause of an accident or any conditions that may have contributed to the cause
- Do not discuss any insurance information
- Clear the area of any bystanders to give the person privacy
- After the person has been given aid and the incident is over, remain available to help the investigating Public Safety person with pertinent information for a medical report, or, if applicable, a Workers' Compensation report
- An Incident/Accident Report form must be completed for all incidents of job related illness and injury. Please call Human Resources for forms and assistance. They can also be found on the Staff Portal.

Attempt first aid **ONLY** if trained and qualified.

If personnel trained in First Aid are not available refer to the following General Guidelines for First Aid.

If case of rendering assistance to an individual exposed to hazardous materials, consult the Material Safety Data Sheet (MSDS) and wear the appropriate personal protective equipment (PPE).

General Guidelines for First Aid

The University has attempted to make sure that each site has at least one CPR/First Aid certified employee onsite (Floor Captain). However, it may not be the case that they will be able to get to the scene of a first aid incidence on time. Familiarizing yourself with some basic first aid procedures could help in the event of an emergency. If possible, try to attend first aid training with an institute such as the Red Cross. The following are meant to be used as general guidelines and may not always apply to the situation. Use common sense when deciding upon a course of action.

- If you provide first aid, **consider the following:**
 - Is immediate action needed in order to save a life?
 - Will I place myself in harm or jeopardy?

FIRST AID IS MINOR CARE ONLY . . . DO NOT JEOPARDIZE YOUR HEALTH OR THE HEALTH OF THE PATIENT. WAIT FOR PROFESSIONAL HELP IF YOU ARE NOT ABLE TO PROVIDE FIRST AID SAFELY OR ARE NOT TRAINED IN FIRST AID.

Severe Bleeding:

- Call Emergency **9-1-1**
- Apply pressure directly to the wound using sterile gauze, sanitary napkins, or clean handkerchiefs (avoid contact with blood or other bodily fluids)
- Maintain steady pressure for 5 to 15 minutes
- If bleeding is from an arm or leg, elevate the limb until emergency personnel arrive

Burns, Chemical and Thermal:

- Call Emergency **9-1-1**
- Immerse burned area in cool water
- Loosely cover burn with dry bandage
- Keep victim comfortable until emergency personnel arrive

Choking:

- Call Emergency **9-1-1**
- Do nothing if the victim is moving air by coughing or gasping
- If no air movement, apply five back blows to try to clear the air way.
- Attempt to locate a CPR certified individual to administer CPR, if necessary.
- If no CPR certified individuals are available, thrusts can be administered by grabbing the victim from behind with your hands over the “belly button” area and quickly squeezing in and upwards to try to dislodge the obstruction.

Fainting and Shock:

- Call Emergency **9-1-1** if necessary
- Have victim lie or sit down and rest (place victim on side if unconscious)
- Do not give victim anything to eat or drink while they are recovering (in case of shock)
- Keep victim comfortable
- Ask or look for emergency medical I.D.
- Treat other injuries as necessary until emergency personnel arrive

Fractures and Sprains:

- Call Emergency **9-1-1**
- Keep victim comfortable. Do not attempt to move them!
- Keep injured area immobile until emergency personnel arrive

Poisoning and Overdose:

- Call Emergency **9-1-1**
- If choking, lower head
- Determine what substance was involved and how it was taken
- Call local Poison Control Center at 1-800-876-4766 (24 hours)
- Stay with victim and assist as necessary until emergency personnel arrive

Seizures:

- Call Emergency **9-1-1**
- Protect victim from self-injury by removing nearby objects
- Watch for vomiting. Make sure the victim’s airway is not obstructed and turn head to the side or lower head
- Ask bystanders not to crowd the person
- Keep victim comfortable until emergency personnel arrive

Shock:

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

Unconscious/Unresponsive:

- Call Emergency **9-1-1**

If You Choose To Administer CPR

- **Check for breathing.** If victim is not breathing, initiate chest compressions:
 - Gently tilt head back to open the airway; watch chest and listen for air from mouth
 - Administer chest compressions as required. If you don't know CPR, continue with rescue breathing. If possible, have a second person seek out someone with CPR training to assist you

ELEVATOR MALFUNCTION

If you become trapped in an elevator, use the emergency telephone or activate the elevator emergency bell within the elevator car. **If you are not inside the elevator but hear an elevator bell, please take the following action and call:**

United states:

Facilities at (425) 681-9666 or Site Operations at (206) 239-4545.

Canada:

Operations (778) 588-5011

Elevators have many safety features built into the design. On occasion there are problems when the elevator stops and the doors do not open. Remain calm and follow the steps below.

In case of an elevator malfunction:

- Activate on-board emergency telephone or alarm.
- Call Facilities at (425) 681-9666 in Seattle or Operations at (778)-588-5011 in Canada or your site leader, if you hear an elevator alarm
- Give building location
- Tell where the car is stopped
- Determine whether a medical emergency exists.
- Elevators have mechanical safety brakes that will operate in all situations, even during power failures.
- Keep the occupants calm and wait for help to arrive.

Before you hang up, make sure the Facilities Department or Site Operations has all the information they need.

FLOODING AND WATER DAMAGE

Serious water damage can occur from many sources: burst pipes, fire sprinkler activation, clogged drains, broken skylights and windows, construction projects, major rainstorms, water main breaks, or loss of power to sump pumps.

If a water leak occurs:

- Call Facilities at (425) 681-9666 in the United states or Operations at (778) 588-5011 in Canada, and give the following information:
 - Your name
 - Telephone number
 - Location of the leak (building, floor, room number, etc.)
 - Severity of the leak
 - Indicate whether any people or equipment are involved or are in imminent danger
- If you know the source of the water and are confident of your ability to stop it (unclog the drain, turn off the water, etc.), do so cautiously
- If there are electrical appliances or outlets near the leak, avoid contact
- If there is any possible danger, evacuate the area
- If you can do so safely:
 - Secure vital equipment, records, and hazardous materials by moving them to higher, safer ground
 - Shut off all non-essential electrical equipment
- Locate those persons with special needs, and provide assistance if possible. Otherwise, provide their location to emergency responders.
- Consult the Evacuation Procedures section of this booklet for additional information
- Do not return to the building until instructed to do so.

POWER OUTAGE/UTILITY FAILURE

A major power outage may not in itself be destructive, but it can be very disruptive to the education process and to information technology. Response to a power outage/utility failure will depend on the circumstances. For non-emergency repairs, or if you discover a major water leak, gas leak and/or other major utility failure; call Facilities at (425) 681-9666 in the United States or Operations at (778) 588-5011 in Canada. Do not attempt to correct the problem on your own. Facilities will notify the necessary maintenance personnel, clean up and insurance representatives.

If possible, information should be obtained from Facilities Management on the extent and likely duration of the outage. However in many cases, the likely duration cannot be determined.

- NEVER use matches/candles during a blackout or power outage due to extreme risk of fire.
 - Use only flashlights for emergency lighting
- Check elevators to determine if anyone is trapped inside. If so, immediately call for help; do not attempt to force open doors and rescue them. Wait for a qualified elevator mechanic

Be aware that...

- Many times the problem can be corrected quickly and class disruption or evacuation may not be needed
 - Await instructions concerning evacuation of the building

Power Outage:

- **Call Emergency 9-1-1** if you are injured or require emergency assistance. At present, some buildings may not be equipped with emergency lighting or the emergency lighting may not provide sufficient illumination for safe exit. It is recommended that you consider keeping a flashlight and a portable radio in your office/work area. Report to Facilities at (425) 681-9666 in the United States or Operations at (778) 588-5011 in Canada the
 - Nature of the utility problem
 - Location of the utility problem
- Help co-workers in darkened areas move to safer locations
- Secure current experimental work and keep refrigerators and freezers closed
- Unplug personal computers, appliances and non-essential electrical equipment
- Open windows for additional light and ventilation
- Follow the instructions given by the Facilities personnel and the Police/ Fire Department

Gas Leaks (Indoor):

- Evacuate the area immediately. **Call Emergency 9-1-1**
- Call the Facilities at (425) 681-9666 in the United States or Operations at (778) 588-5011 in Canada to report the problem
- Do not switch on lights or any other electrical equipment. Do not smoke in the area.
- Account for all building personnel once outside and wait for further instructions from the Emergency Coordinator, Police and/or Fire Department

Gas Leaks (Outdoor):

- Evacuate the area immediately. **Call Emergency 9-1-1**
- Do not attempt to shut off gas or manipulate valves
- Call the Facilities (425) 681-9666 in the United States or Operations at (778) 588-5011 in Canada to report the problem
- Prevent vehicular traffic and pedestrians from entering the area until the Police arrive to set up a perimeter
- Do not smoke in the area or move any vehicles that are parked near the broken gas line
- Follow the instructions of the Emergency Coordinator, Police and/or Fire Department

EARTHQUAKE

Major earthquakes are possible in Washington. Being prepared can prevent loss of life and property. Unlike other emergencies, the procedures to deal with an earthquake are much less specific. Since earthquake magnitude cannot be predetermined, everyone must initiate emergency precautions within a few seconds after the initial tremor is felt, assuming the worst possible case. The best earthquake instruction is to take precautions before the earthquake (e.g., **secure or remove objects above you that could fall during an earthquake**).

You can survive an earthquake and minimize its damage simply by becoming aware of potential hazards and taking some basic earthquake preparedness measures. Being prepared at home as well as the workplace will help you to get back to your normal routine as quickly as possible.

Preparing for an Earthquake

- Know the safe spots in your office, such as under sturdy tables, desks or against walls.
 - Recognize the danger spots: windows, mirrors, hanging objects, and tall unsecured furniture
- Learn where several exits are in your office area and the building.
 - Practice using alternate routes out of the building to the nearest safe evacuation area
- If you are on campus after hours, contact emergency services at **9-1-1** if you need emergency assistance
- Learn where fire extinguishers are located and how to operate them.
 - The Facilities Department will schedule training on fire extinguishers if necessary
- Secure and anchor equipment and furniture, including bookshelves, cabinets, and computers
- Attend discussions or workshops on disaster preparedness topics
- Maintain emergency food, water, and other supplies, including flashlight, a portable battery operated radio, extra batteries, medicines, first aid kit, and clothing. Keep similar supplies in your vehicle.
- Enroll in a First-Aid/CPR Class
- Become familiar with where your designated assembly area. Make sure the meeting point is in an area free from fixtures that could fall in the event of an aftershock
- Choose an out-of-state point person to contact can after the quake to report and exchange information. Keep in mind that long distance telephone lines often remain in working condition, while local lines become inoperative
- Identify safe spots in each room, such as under sturdy tables, desks, or against inside walls. Be aware of danger spots: Windows, mirrors, hanging objects, and unsecured furniture
- Keep a list of emergency phone numbers somewhere you can get to them in an emergency. If able, program them into your cell phone
- Secure appliances that could move enough to rupture utility lines
- Keep breakable and heavy objects on bottom shelves
- Secure heavy, tall, furniture that can topple
- Put latches on cabinet doors to keep them closed during shaking
- Keep flammable or hazardous liquids in cabinets, or secured on shelves

During the Earthquake:

- If indoors:
 - Stay there. Remember to DUCK (drop down on the floor) and COVER (take cover under a sturdy desk, table or other furniture).
 - Stay away from windows, hanging objects, mirrors, and outside walls
 - Look overhead and avoid moving under or around glass ceilings, atriums, etc.
 - If that is not possible, seek cover against an interior wall. Protect your head and neck with your arms. If you take cover under a sturdy piece of furniture, hold on to it and be prepared to move with it. Maintain this position until the ground stops shaking and it is safe to move
 - Do not use elevators
 - Do not stand in doorways
- If outdoors;
 - Move away from the building
 - Get into an open area away from trees, buildings, walls, and power lines
 - Near the beach or coast, move to higher ground.
 - An earthquake can cause a tsunami.
 - Avoid downed power or utility lines as they may be energized. Do not attempt to enter buildings until you are advised to do so by the proper authorities.
- If you use a wheelchair, lock the wheels and cover your head.
- If driving:
 - Pull over to the side of the road and stop.
 - Avoid stopping near or under buildings, trees, overpasses and power lines.
 - Stay inside the vehicle until the shaking is over
- If in a crowded place:
 - Do not rush for the doors.
 - Move away from display shelves containing objects that could fall
- If you are in an elevator:
 - You are probably better protected than most people - nothing heavy can fall on you.
 - If the power fails, the elevators will stop and lights will go off.
 - The Facilities Department will respond as quickly as possible and can advise you as to how rescue operations will proceed.

After the Earthquake:

- Be prepared for aftershocks. Protect yourself at all times
- Check the people around you for injuries. Apply first aid if necessary. Do not move seriously injured individuals unless they are in immediate danger
- Do not use the telephone immediately unless there is a serious injury, fire, or other emergency
- Replace receivers that have fallen off the hook
- Check for hazards. Watch for broken glass.
- Do not use lanterns, torches, lit cigarettes, or open flames, since gas leaks could be present
- Open windows, etc. to ventilate the building.
- Do not use your vehicle unless there is an emergency. Keep the streets clear for emergency vehicles
- Be prepared for aftershocks
- Stay calm and lend a hand to others

- If your building is evacuated, follow the instructions of officials or emergency personnel
 - Evacuate in an orderly fashion. Many injuries occur when people run for the exits.
- Assist disabled persons in your building
- Assemble in the designated assembly areas and await instructions.
- Turn on a battery-powered radio, if you have one, for up-to-date information pertaining to your local area

If you are trapped in debris

- Do not light a match
- Move as little as possible so they you do not kick up dust.
 - Cover your nose and mouth with a handkerchief or clothing
- Tap on a pipe or wall at regular intervals so that rescuers can hear where you are.
 - Use a whistle if one is available
 - Shout only as a last resort.
 - Shouting can cause you to inhale dangerous amounts of dust
 - If a window is available, place an article of clothing (shirt, coat, etc.) outside the window as a marker for rescue crews
 - Emergency personnel will check building immediately after a major quake

NOTE: DO NOT USE THE TELEPHONE UNLESS IT IS NECESSARY FOR EMERGENCIES. Heavy use of the telephone will tie up the lines and prevent emergency calls from going out.

HEAT WAVES AND HEAT-RELATED ILLNESS

It is estimated that over 200 people die throughout the nation each year from heat-related illnesses. It is important for employees to be aware of the dangers of heat exposure and what to do in the case of an air-conditioning outage during this time. Though many employees work indoors most of the day, lunch hours, travel, and any outside activity could put employees at risk during a heat wave.

During a heat wave:

- Avoid going outside between 10am and 3pm, when UV rays are strongest
- Reduce physical activity and stay indoors
- Avoid eating hearty, protein-dense meals as it can raise your metabolic rate and cause you to lose water more quickly
- Drink plenty of fluids and avoid caffeine
- Use sunscreen with at least SPF 15 when going outside

If an air-conditioning outage occurs during a heat wave:

- Contact Facilities (425) 681-9666 in the United States or Operations at (778) 588-5011 in Canada immediately
- If available, turn on fans to keep air circulating and block direct sunlight by turning down blinds
- Await further instructions from Facilities if problem is not resolved

EXTREME COLD

Useful to know guidelines

It is possible that campuses may have to deal with extreme cold fronts. It is useful to know guidelines should such an event occur.

- Check walkways and parking lots for ice. If necessary, salt walkways to prevent slips
- Make sure floor mats are put near entrances for wet conditions
- Dress warmly when leaving buildings
- Make sure temperatures inside buildings are kept as a comfortable level
- Contact facilities for problems with indoor heating. Use layers if necessary

INFECTIOUS AND CONTAGIOUS DISEASE

The University has developed procedures specific to certain illnesses.

Pandemic Influenza, including H1N1

For information on response guidelines for Pandemic Influenza, please reference **Appendix A**, Pandemic Influenza Response Plan.”

Other Contagious or Infectious Diseases

Actionable plans pertaining to an outbreak of an infectious disease will be developed as the need arises. Because factors such as symptoms, treatments, and best response varies according to the type of illness being dealt with, situations involving an uncommon illness among employees or students will need to be handled on a case by case basis. Sick employees and students should always be encouraged to stay home to avoid spreading the illness. Updates on procedures addressing specific illnesses will be sent to a safety representative at your location via e-mail from Human Resources as they are created.

SEXUAL ASSAULT AND STALKING

City University is an educational community bound by commons standards of conduct. The University recognizes that in order to fulfill its mission it must provide an educational environment that is free from discriminatory practices. The University considers sex discrimination in all its forms to be a serious offense. This policy refers to all forms of sex discrimination including but not limited to: unfair treatment based on sex, sexual harassment, sexual assault, sexual misconduct, and sexual violence by students, employees, or third parties.

In compliance with Title IX, the University provides:

- A statement of expectations for behavior with regard to University standards;
- Resources aimed at reducing the risk of sexual violence and sexual harassment, including educational programs for staff, faculty and students;
- Procedural interventions to offer support and information following a report of sexual violence or sexual harassment; and
- Student conduct and employee disciplinary procedures that address the needs of victims or survivors and protect the rights of alleged assailants.

To ensure the safety of the University community, which includes all staff, faculty, students, interns, volunteers, University-affiliated board members and visitors, offenders of this policy may be subject to appropriate campus adjudication processes through the appropriate City University policy. All reported instances of sexual discrimination will be investigated and appropriate disciplinary, criminal, and/or legal action will be taken.

RESPONSIBILITIES FOR Investigation:

- Investigation and resolution of allegations of sexual discrimination and harassment involving university employees, and related information and assistance are available by contacting the Director of Human Resources.
- Investigation and resolution of allegations of sexual harassment involving university students, and related information and assistance are available by contacting the Vice President of Student Services or the Title IX Coordinator.
- Investigation and resolution of allegations of regarding student conduct involving university students, and related information and assistance related to student rights and responsibilities, are available by contacting the VP of Student Services.

TRAINING:

Title IX Awareness Programs are offered on a continual basis to students through a link on Campus Cruiser and in the student handbook. https://slate.workplaceanswers.com/cityuseattle_student additionally, training on Title IX is a required element for staff and faculty during orientation.

In addition to the training, information, referrals and confidential counseling is available through the City University Counseling Center (206) 239-4760 for the Puget Sound campus community. The City University Counseling Center can help facilitate the connection to resources at other campuses. The Master of Counselling Program through it student internship program provides free virtual short-term counselling for Canadian students enrolled in any Canadian program.

Appendix A:

Pandemic Response Plan

What is a Pandemic?

A “pandemic” is a worldwide spread of a new disease. New virus strains may spread rapidly from person to person and in severe cases, can result in high levels of disease and death around the world. It is impossible to predict the exact timing and severity of the next pandemic and because of its unprecedented nature, a vaccine may not be readily available. Unlike other natural disasters, where any disruption to business service provision is likely to be infrastructure-related, disruption to business operations in the event of a pandemic will mainly affect personnel and could lead to high absenteeism in the workforce.

Additionally, a pandemic could last a long period of time and affect many areas throughout the world simultaneously. Infection control strategies such as social distancing, isolation, and quarantine may be used to control the spread of disease and could lead to further disruption of normal work activities.

Purpose of City University Response Plan

City University realizes the importance to preparing their students, staff, and faculty for an outbreak of pandemic influenza in the local community. Seasonal influenza generally hits elderly and infantile populations the hardest. Pandemic influenza, however, poses a threat to all segments of the population and may lead to a high level of employee absenteeism and operation disruption if continuity plans are not established prior to an outbreak.

Assumptions

- A pandemic may come and go in waves lasting from six to eight weeks for up to nine months
- Workplace absentee rates could be as high as 25% during a wave of pandemic influenza

- Vulnerable populations include healthy individuals and all age categories
- Risk of illness is higher in areas where people co-mingle. Campus closures may be necessary to prevent the spread of illness.
- In areas where disease has not yet spread, but is a threat, employees and students may stay home due to fear.
- It is possible that City University of Seattle may be compelled to close campuses by local, state, or federal health authorities regardless of its desire to remain open.

Concept of Operations

1. Should the situation reach a critical level, City University will operate in accordance with state, federal, provincial and county recommendations for building closures and quarantines.
2. Employees and any groups included in the plan will be briefed on the entire plan. Training will be provided to staff to assist them with their emergency responsibilities.
3. The City University Pandemic Response Plan is based on a graduated response to a growing emergency situation. Although it includes recommendations for action, plans may be adjusted on an as needed basis or as new developments arise that are not addressed in the original document. Ultimate decisions on action plans rest with the Crisis Response Team .
4. A course of action for pandemic outbreaks will be decided by the Crisis Response Team . Emergency training for employees will be the responsibility of Safety Committee Representatives or a designated Safety Captain at each campus.
5. Emergency preparedness training and supplies to aid in preventing the spread of disease will be made available.
6. The Pandemic Response Plan will be reviewed and updated on a yearly basis to ensure accuracy.

Communication

Content of communication will be determined by the Crisis Response Team and Senior Communications Advisor.

Electronic Communication : Any information pertaining to emergencies that affect City University staff, students, or alumni should be sent out via electronic format (i.e. text alerts, email, online portals, social media, etc.). Content of updates and recipients should be determined by Crisis Response Team .

Internet: The City University Pandemic Response Plan should be available online and linked to the University's home page to use for general public information. A webpage should include links to other useful information. This site should be updated periodically to include information on outbreaks affecting the City University community as it becomes available.

Crisis Response Team

Crisis Response Team Will be composed as follows:

- **Crisis Action Team Leader:** President of City University of Seattle **or its designee**
- **Senior Academic Advisor:** Provost
- **Senior Financial Advisor:** Vice President and CFO
- **Senior Human Resources Advisor:** Director, Human Resources
- **Administrative Support:** Safety Committee Administrator
- **Senior Information Technology Advisor:** Director of Information Technology
- **Facilities Operations Advisor:** Director of Facilities
- **Senior Student Services Advisor:** Vice President of Student Services
- **Emergency Training:** CityU Safety Committee Rep for Each Campus

Crisis Response Team will determine action items, including but not limited to:

- Campus closures
- Cancellation of any system-sponsored events
- Monitoring of health affected individuals
- Communication plans and information
- Programs for mental health and psychosocial needs

Emergency Situation Levels:

Level 0

Crisis Response Team should become familiar with procedures in the event of an emergency on each level. Chain of command should be established within each department and updated as needed. Information should be available online for concerned individuals to reference.

Level 1

Crisis Response Team (all or parts) determine content of informational update to student, staff, and faculty that will include information about the pandemic outbreak and how City University of Seattle will address it if it worsens. Provide links to resources for crisis hotlines, government updates, etc. through the website and e-mail.

Levels 2 - 3

All steps for Level 1. Host webinar or provide forum for concerned employees to post their questions and get answers in a timely fashion.

Level 4

Follow similar procedure as in Level 2-3. Crisis counseling made available to affected individuals

LEVEL 0: Pre-event planning	
Response	Responsibility
Crisis Response Team needs to be notified of duties and roles for each level of emergency	President or its designee
Essential employees/chain of command established within each department for each site	Director, Human Resources Administrative Support
Seminars on flu prevention and hygiene conducted through Wellness program	Wellness Committee Human Resources Health Care Provider
Upload pandemic influenza plan with resources to website Ensure that pandemic response webpage shell is created for public website	Administrative Support
Level 1 (International/National): Pandemic declared	
Response	Responsibility
Assemble Crisis Response Team to respond to any increases in severity or spread of illness as they occur	President or its designee
As pandemic level is updated, provide e-mail communication to correspond with information provided by the CDC	Provost Director, Human Resources VP, Student Services Administrative Support
Level 2 (Regional): Pandemic outbreak in local community,	

Non-University victims	
Response	Responsibility
Assemble Crisis Response Team to respond to any increases in severity or spread of illness as they occur	President or its designee
Send e-mail to all site locations leadership to Human Resources of any illness related to the pandemic by faculty, staff, and students	Provost Director, Human Resources VP, Student Services
Provide students, faculty, and staff with resources they can use to learn current information about the issue (i.e. CDC.gov, pandemicflu.gov, WHO.int)	Provost Director, Human Resources VP, Student Services Administrative Support
Activate pandemic response webpage on public website	Administrative Support
Level 3 (Local): Pandemic outbreak among faculty, staff, or students	
Response	Responsibility
Crisis Response Team assembled to determine: <ol style="list-style-type: none"> 1. Campus closures 2. Cancellation of any University sponsored events 3. Monitoring health of effected individuals 4. Communication plan 5. Mental health and psychosocial needs 6. Adoption of CDC recommendations (below) as appropriate 	President or its designee Crisis Response Team
Level 4 (Critical): Death within City University	
Response	Responsibility
Crisis Response Team assembled	President or its designee
Press statement assembled	President or its designee
Crisis Counseling made available	Director, Human Resources

Recommendations for Action Based on CDC Guidelines

Pre-Outbreak Preparation

Training

Training for pandemic prevention and evacuation procedures in the event of a campus closure will be carried out by the Safety Committee Representatives (Floor Captains) at each campus. Training will follow guidelines approved by Crisis Response Team and CDC recommended procedures.

Crisis Response Team

The Crisis Response Team will assemble prior to an emergency to discuss roles and confirm emergency procedures.

Web Development

City University University websites (both US and Canada) will be updated on Pandemic Influenza and how the university is handling the developing situation. A PDF version of the Pandemic Response Plan will be made available, as well as up-to-date information for students, staff, and faculty. Links to resources for further information will also be posted on this site. Content will be approved by Crisis Response Team.

Staffing Considerations in Event of a Campus Closure

In the event of a campus closure, only essential employees should be allowed access to carry out fundamental operations. Essential employees should be designated in advance and approved for reentry before entering closed campuses.

- Crisis Response Team will determine if essential employees should be allowed to return to a closed campus and under what circumstances.
- Each phase of a pandemic should be considered when determining essential employees and critical operations. For example, staff may be essential at Level 2 but non-essential at Level 3.
- Employees must be notified of essential/non-essential standing in advance and agree to carry out functions if necessary.
- Essential employees must also establish a chain of command, listing at least two substitute employees should the first be unable or unwilling to perform essential duties.

General Workplace Guidelines to Follow in Event of a Campus Closure

In the event of a campus closure, the following steps need to be taken before leaving the workplace:

- Change voicemails to inform callers of office closure, both individual and departmental. Inform callers where they can get more information (web, hotline, etc.)
- Secure office equipment
- Deposit any cash or checks

- Submit and approve timesheets
- Lock building windows and secure facility
- Remove all food and other perishable items from break rooms and unplug each unit
- Remove live plants and any food kept in office
- Remind employees to take home any valuables or possessions with them
- Turn off lights
- Shut down computers and electronic equipment

Note: Checklists may need to be tailored appropriately according to department (i.e. IT, facilities, counselling center).

Leave Policies

Employees who exhibit symptoms of a declared epidemic or pandemic illness are expected to abide by CDC recommendations. Employees who report to work with epidemic/pandemic symptoms will be sent home. (CityU Policy 4300.27 Epidemic & Pandemic Leave)

Staff

Each campus and department should establish a chain of command in advance so that substitutes can fill in for affected staff. Consider including staff from other departments who would be able to fill in if necessary. Home phone numbers and contact information should be available so that sick employees might be contacted for questions related to work procedures.

Federal law does not require employers to provide paid leave to employees who are absent from work because they are sick with a pandemic, or have been exposed to someone with the pandemic. Employees may elect to utilize PTO or other applicable paid leave options if infected. (CityU Procedure 4300.06.01 Paid Leave)

Employees may be eligible for paid leave under the Family and Medical Leave Act (FMLA), Employment Standards Act in BC, Alberta Employment Standards to care for family members with serious illness. Workers who have a family member with pandemic Symptoms should be urged to stay home to minimize the spread of the pandemic.

In the event of an extended level 3 or 4 pandemic, the Crisis Response Team will consider the need for supplemental paid leave options.

Faculty

Actions concerning how to handle a stalled course due to faculty illness will be determined by the Division of Academic Affairs.

Students

Actions pertaining to the spread of illness among students will be handled by Student Services. The student notification system needs to be ready to go in the event of an emergency. Notifications should include resources for concerned students to find out more information and specific information about which areas of City University have been affected (i.e. campus locations).

Military and Medical:

Service in the National Disaster Medical System (NDMS) in response to a public health emergency, as well as authorized training to prepare for such service is considered “service in the uniformed services” and is protected by the Uniformed Services Employment and Reemployment Rights Act (USERRA). Employees leaving because of NDMS activation have rights for reemployment upon return. Employees called to service for the National Guard in an emergency situation also have the right to timely reemployment following completion of service.

Business Closure

In the case of long term campus closures, employee layoffs may be necessary. Employees who are laid off due to a shutdown caused by a pandemic illness would be eligible for unemployment benefits if the worker meets all other UI program requirements (i.e. worker is available to work).

A plan should be activated to help employees relying on public transit to get to work should the public transit system be halted or shut down during an outbreak. Alternative work locations/remote work and carpools with other employees should be considered.

Refusal to Work

Leave taken by an employee for the purpose of avoiding exposure to the pandemic would not be protected under the FMLA. Ill employees are encouraged to stay home to prevent illness from spreading in the workplace, but able-bodied employees should come to work to ensure continuation of operations in the event of a widespread absence.

The best way to keep employees from fearing coming to work is to keep them informed. Issue frequent updates on what City University is doing to prevent the spread of illness and notify them when employees become ill. Seminars on wellness and prevention, as well as the latest updates in healthcare for combating disease should be readily available. If employees refuse to come to work, it may be necessary to consider termination or lay-offs on a case-by-case basis.

Sending Employees Home

Employers have the right to mandate that employees who are known or suspected to have pandemic illness to stay home if their presence poses a direct threat to the rest of the workforce.

If a sick employee comes to work and it is later confirmed to have the pandemic illness, it is important to inform your workforce in case they start to become sick as well. Some states do have laws that prohibit an employer from terminating an employee who is under order of isolation or quarantine, or has been directed to enter isolation or

quarantine and chooses to come to work anyways, although current laws should be reviewed when making a decision as to a course of action.

Pay Policies

Establish a plan with payroll to determine which departments would require overtime in the event of a mass-absence and how this would be handled.

Press Releases and Information Disbursal

Information released should be decided upon by the Crisis Response Team in a timely fashion and sent to students, staff, and faculty as quickly as possible following a local outbreak.

- Work with EAP to develop a crisis communication hotline for concerned individuals.
- Create a web-based information source that students and staff can access for the latest updates on the pandemic and how City University is responding.
- Disburse information on sicknesses, campus closures, safety measures, etc., through e-mail or other electronic formats.
- Create forums for questions to be posted so that answers can be made available quickly.

Campus Closures, Social Distancing, and Work Restrictions

The decision to implement social distancing methods, such as a campus closure, ultimately rests with the Senior Members of the Critical Response Team. Quarantine will do little to improve the situation due to the nature of pandemic influenza, and campus closure may be deemed necessary in some cases to protect students, staff, and/or faculty. Campus closure decisions should be based on the current stage of pandemic, number of employees who are ill, other campus closures in the immediate area, recommendations from local and federal government to close business, and rising mortality rates.

Social Distancing Recommendations

- Cancel all public gatherings or participation in community events (i.e. job fairs)
- Cancel all City University of Seattle-related travel

- Cancel classes involving person-to-person contact and conduct only on line classes
- Restrict access to campus except by essential staff
- Implement telecommuting procedures where possible
- Maintain an adequate amount of space between employees when possible
- Stagger shifts or institute flex-work policies to prevent employees from coming into contact with each other
- Close laboratories and research labs if necessary

Appendix B:

Bomb Threat or Other Violent Threat - Checklist

STAY CALM

EXACT WORDS USED TO MAKE THE THREAT (if possible):

(ATTACH EMAIL, LETTER, OR MESSAGE IF AVAILABLE)

IF THIS IS A BOMB THREAT - QUESTIONS TO ASK:

1. WHEN IS THE BOMB GOING TO EXPLODE?

2. WHERE IS THE BOMB LOCATED?

3. WHAT KIND OF BOMB IS IT?

4. WHAT WILL CAUSE THE BOMB TO EXPLODE?

5. WHAT DOES THE BOMB LOOK LIKE?

6. WHO PLACED THE BOMB?

7. WHY WAS THE BOMB PLACED?

8. WHAT IS YOUR NAME?

9. WHERE ARE YOU CALLING FROM?

IN ALL THREATS OF A VIOLENT NATURE PROVIDE A DESCRIPTION OF CALLER'S VOICE:

Caller's name _____

Accent _____ Race _____

Time of call _____

CIRCLE THE APPROPRIATE DESCRIPTION:

MALE	FEMALE	YOUNG
OLD	MIDDLE AGED	CALM
LISP	SOFT	SLOW
STUTTER	CRYING	EXCITED
DEEP	LAUGHING	DISTINCT
RASP	SLURRED	RAPID
RAGGED	NORMAL DEEP	BREATHING
NASAL	DISGUISED	ANGRY
WHISPERING	LOUD ACCENT	

IF THE VOICE IS FAMILIAR, WHOM DID IT SOUND LIKE?

YOUR NAME _____

YOUR POSITION _____

YOUR TELEPHONE NUMBER _____

Appendix C:

Violence in the Workplace

General Statement

The University is committed to providing students, faculty, staff and visitors a safe and healthful environment. Accordingly, the University prohibits acts of violence or threats of violence in the campus community or the workplace. This prohibition extends to persons conducting business with or visiting the University, even though such persons are not directly affiliated with the University.

II. Definitions

1. An *act of violence* is conduct that intentionally or recklessly causes bodily injury to another person or damage to property.
2. A *threat of violence* includes any behavior that could be interpreted by a reasonable person as intent to cause physical harm to another person or damage to property.
3. *Employee* means faculty, staff and/or student employees.
4. *Workplace* means all University facilities and other locations where an employee is engaged in University business.

III. Reporting Requirements

1. Employee involvement is essential to preventing acts or threats of violence in the workplace. Each employee is therefore responsible for immediately reporting to his or her supervisor or department head and to the Human Resources Department any such act or threat.
2. The University will ensure that all reports of workplace violence are treated confidentially to the maximum extent possible.
3. Anyone who experiences, observes, or otherwise knows of an *imminent* act or threat of violence should immediately call Security and/or Human Resources Department.

IV. Investigations

The University will promptly and thoroughly investigate all threats or acts of violence in the workplace.

V. False Charges

Bringing a knowingly false charge under this statement is prohibited and may be illegal.

VI. Retaliation

Retaliation against anyone for reporting a violation of this statement or for cooperating in an investigation under this statement is prohibited. Retaliation includes, but is not limited to, acts of reprisal, interference, restraint, penalty, discrimination, intimidation or harassment against an individual or group.

VII. Weapons

The University will strictly enforce rules against possessing or storing firearms, explosives, dangerous chemicals, substances, instruments or other weapons which can be used to inflict bodily harm on any individual, or damage upon a building or grounds of the University, or at University sponsored or supervised events.

Exception: law enforcement personnel.

VIII. Sanctions

Any employee who violates this statement will be subject to disciplinary action, up to and including termination. Any student who violates this statement will be subject to disciplinary action, up to and including expulsion. Further, the University will support criminal prosecution or other remedial action against any person who violates this statement.

Appendix D:

Site Specific Instructions All Sites

Safety Bulletin Board

All locations shall maintain a safety bulletin board. The bulletin board will have the minutes from the most recent Safety Committee Meeting, as well as committee members contact information.

Earthquake Preparedness

All students, staff and faculty are encouraged to purchase, at your own expense, a personal emergency preparedness kit in the US, (<http://www.ready.gov/america/getakit/index.html>) and in Canada, <https://www.getprepared.gc.ca/cnt/rsrscs/pblctns/yprprdnssgd/index-en.aspx> that can be stored in your car or at your desk and provides basic necessities in the event of an earthquake.

Recommended resources for kits include:

United States:

<http://www.redcrossstore.org/>

<http://www.americanfamilysafety.com/kits/>

<http://www.1800prepare.com/categories/Survival-Kits>

Canada:

<https://www.redcross.ca/how-we-help/emergencies-and-disasters-in-canada/be-ready-emergency-preparedness-and-recovery/get-an-emergency-kit>

https://www.canadiansafetysupplies.com/emergency-preparedness-disaster-survival-s/89.htm?gclid=CjwKCAiAhreNBhAYEiwAFGGKPPmEtqBGBnJ4NVMCLQTPN9cTG_Bm9R9bCXKy05o7ica2DfY4qLMgiRoCBkoQAvD_BwE

Calgary Site Specific

Title	Campus Phone #	Emergency Contact #
Associate Program Director	403.209.8352	

Evacuation Assembly Location

- In the back parking lot of Gnocchi's (the restaurant located next to the site.)

First Aid Kit

- First aid kit will be inspected and stocked as needed.

Edmonton Site Specific

Title	Campus Phone #	Emergency Contact #
Academic Advisor	780.437.0288	

Evacuation Assembly Location

- In front of Shopper's Drug Mart (located across the street from Edmonton site.)

First Aid Kit

- First aid kit is located in the kitchen.
- First aid kit will be inspected and stocked as needed.

Seattle Site Specific

Title	Campus Phone #	Emergency Contact #
Lead Site Assistant	206.239.4545	
Security Guards	206.239.4501	

Evacuation Assembly Location

- The parking lot across 6th Ave between Wall Street and Battery Street (east of our building and west of the Pink Elephant Car Wash.

First Aid Kit

- First aid kits are in the 1st floor security guard station, the 1st floor library workroom, the second floor staff kitchen, and the executive suite's kitchen.
- First aid kit will be inspected and stocked as needed.

Tacoma Site Specific

Title	Campus Phone #	Emergency Contact #
Regional Site Coordinator	206.239.4735	Cell 206.302.9097
Site Assistant	253.896.3217	

Evacuation Assembly Location

- The courtyard at the fountain at the front of the building near where you enter the parking lot.

First Aid Kit

- First aid kit is located in the copy/work room on the main floor immediately to the left as you enter.
- First aid kit will be inspected and stocked as needed.

Vancouver, BC Site Specific

Title	Campus Phone #	Emergency Contact #
-------	----------------	---------------------

Site Supervisor	604.689.2489	778.588.5001
Director of Enrollment	604.689.2489	

Evacuation Assembly Location

- The back of the building at Café Three's.

First Aid Kit

- First aid kit is located in the back room of the advising and student services office.
- First aid kit will be inspected and stocked as needed.

Victoria Site Specific

Title	Campus Phone #	Emergency Contact #
Admin Assistant III	250.391.7444	250.818.6054

Evacuation Assembly Location

- The left side of the building at the rear of the large parking lot.

First Aid Kit

- First aid kit is located in the site office.
- First aid kit will be inspected and stocked as needed.

Appendix E:

EMERGENCY SITE CLOSURE PROCEDURES

Objective:

Provide a decisive plan of action for all natural disasters and/or facility failures. *Natural disasters* include but are not limited to: inclement weather, floods, and earthquakes. *Facility failures* include but are not limited to: power outages and plumbing.

Site Closure Process:

1. The situational event is identified and the site representative (in most cases this will be a Campus Manager or Site leader).
2. The Campus Manager or Site leader will contact the appropriate personnel, depending on the situation.
 - a. Single site situations:
 - i. Enrollment Site Manager will contact the Vice President of Student Services (VPSS) to provide a site status update and a recommendation for site closure.
 - ii. VPSS will contact the President (*Chair of Crisis Response Team*) to relay recommendations and receive approval for site closures/delayed starts. VPSS will relay final decision to Campus Manager or Site leader
 - iii. VPSS ensures notice posted on CityU portals, will update employee information line and faculty/student information line, and notify appropriate media contacts and launch site specific Alert.
 - iv. Upon closure confirmation, the Campus Manager or Site leader or designee will post closure signs if event occurs during operating hours and change the outgoing site phone message to reflect site closure (for inclement weather, this may not be possible if he/she is not already on site). Campus Manager or Site leader or designee will contact building property manager and CityU Facilities Manager if closure related to a flood, plumbing issue, etc.
 - v. For sites with Academic Location Leads, Campus Manager or Site leader will notify Academic Location Lead of the decision.

- vi. For sites with classroom rentals, Campus Manager or Site leader or designee will notify rental contact of decision.
 - vii. If classes are scheduled after the site has opened for the day, the Campus Manager or Site leader or designee will attempt to phone/email all Teaching Faculty and students scheduled to attend class for that day/evening. This activity may be supported by other sites that are open for operations.
- b. Regional (multi-site) Inclement Weather:
- i. If prior to normal business hours, the VPSS will contact the following agencies for road conditions and driving conditions:

Washington State:
 Washington State Department of Transportation: www.wsdot.wa.gov/traffic/
 or dial 511

Washington State Emergency Management
www.emd.wa.gov

British Columbia:
 Environment Canada's Official Weather Warnings:
www.weatheroffice.ec.gc.ca/warnings/report_e.html?bc42
 Drive BC: www.drivebc.ca
 Lions Gate Bridge Advanced Traveler Information System:
<http://www.th.gov.bc.ca/atis/lgcws/cctv50.html>
 Greater Vancouver Traffic Info Directory: www.gvrd.com/traffic/index.html

Alberta
https://weather.gc.ca/warnings/index_e.html?prov=ab
 - ii. VPSS will contact designated individuals and obtain local weather conditions in their area as needed.
3. VPSS will finalize site closure recommendations no later than 5:30 am and will review recommendations with President, when available, and receive final decision. VPSS will relay final decision to Facilities Manager.
 4. VPSS ensures notice posted on CityU portals, will update employee information line and faculty/student information line, and notify appropriate media contacts and launch site specific Alert.

5. For site closures or delayed starts, VPSS will notify Telecomm Analyst to change the PBX programming to implement the inclement weather announcement for all incoming lines.
6. VPSS will contact the appropriate media upon decision to close or delayed starts.
7. If a delay or closure decision has been made for to site requiring notification to contracted security staff, the Facilities Manager will coordinate as applicable.
8. For sites with classroom rentals, Campus Manager or Site leader or designee will notify rental contact of decision. **Note:** Current rental agreements include information on our site closure process, referring participants to the student/faculty information update line and/or local TV and radio stations for site closure/delay updates.
9. The appropriate Campus Manager or Site leader or designee will post signs on doors announcing closure when the closure occurs during operating hours; signs will not be posted if closure occurs prior to operating hours due to poor traveling conditions.
10. During weekdays, an email notice will be sent by the VPSS regarding site closures to the CityU distribution list in Outlook (grp.staff) so that sites are aware of the closure.
11. **City University Offsite Classes/Programs will follow the same closure procedures as the housing facility.**
12. Weekend closure will follow the same procedures above (1-11).

Appendix F:

Hazardous Chemical Communication Program

Company Policy

The university is committed to the prevention of exposures that result in injury and/or illness; and to comply with all applicable state health and safety rules. To make sure that all affected employees know about information concerning the dangers of all hazardous chemicals used by the university, the following hazardous chemical communication program has been established.. For the purposes of this policy and in compliance with current (local, State, Federal, Provincial) regulations, the following definitions will apply:

- **Hazardous chemical** - Any chemical that is a physical or health hazard.
- **Health hazard** - A chemical, mixture, biological agent, or physical agent that may cause health effects in short- or long-term exposed employees. Based on statistically significant evidence from at least one study conducted using established scientific principles. Health hazards include:
 - Carcinogens
 - Toxic or highly toxic agents
 - Reproductive toxins
 - Irritants
 - Corrosives
 - Sensitizers
 - Hepatotoxins (liver toxins)
 - Nephrotoxins (kidney toxins)
 - Neurotoxins (nervous system toxins)
 - Substances that act on the hematopoietic system (blood or blood-forming system)
 - Substances that can damage the lungs, skin, eyes, or mucous membranes
 - Hot or cold conditions.
- **Physical hazard** - As used in Employer Chemical Hazard Communication, WAC 296-800-170 means a chemical that has scientifically valid evidence to show it is one of the following:
 - Combustible liquid
 - Compressed gas
 - Explosive
 - Flammable
 - Organic peroxide
 - Oxidizer
 - Pyrophoric

- Unstable (reactive)
- Water reactive.
- **Certain products, chemicals, or items are exempt** from this rule. *Below is a summarized list of these exemptions.*
 - Any hazardous waste or substance
 - Tobacco or tobacco products
 - Wood or wood products that are not chemically treated and will not be processed, for example, by sawing and sanding
 - Food or alcoholic beverages
 - Some drugs, such as retail or prescription medications
 - Any consumer product or hazardous substance when workplace exposure is the same as that of a consumer
- Retail products used in offices in the same manner and frequency used by consumers can be termed “consumer products.” Consumer products include things such as: Correction fluid, glass cleaner, and dishwashing liquid.

Container Labeling (Seattle only)

- **Property and Facilities Director or their designee**, is responsible for container labeling procedures, reviewing, and updating. The labeling system used at City University is as follows:

The Washington Industrial Safety and Health Act require that all hazardous chemicals be properly labeled. Hazardous chemical means an element, compound, or mixture of elements or compounds that is a physical or health hazard.

- **Original (primary) container labels must be maintained.** *The supervisor of every University work area where containers of hazardous chemicals are present is responsible for assuring that the manufacturer or supplier’s label is not removed or defaced, unless it is illegible or inaccurate. If re-labeling is required, the label must include, at a minimum, the following information found on the materials MSDS; name of the chemical, the pertinent physical and health hazards, including the organs that would be affected, and the manufacturer’s name and address. (Note: normally, the original manufacturer’s label, if in good condition, will satisfy this requirement.)*
- **Secondary containers must also be labeled:** *When a chemical is transferred from its original container into another container for other than immediate use, it is called a secondary container. The supervisor of every University work area is responsible for assuring that all secondary containers are labeled with at least: the name of the chemical as it appears on the MSDS, the appropriate hazard warnings, the name of the person responsible for it, and the date it was filled*
- **Limited exceptions to labeling requirement:** *A container may be unlabeled if it is a portable container intended for the immediate use of the student/employee who*

transferred the chemical from a properly labeled container. There are no other exceptions.

- ***Reviewing and updating label warnings:*** *during monthly safety inspections at each site, the floor/site captains will inspect all hazardous chemicals that are present to ensure proper labeling per program requirements. It is the responsibility of **Troy Crabtree, Property and Facilities Dir.** to ensure that these inspection procedures are followed and that all labels are reviewed and updated as required.*
- It is the policy of the university that no container will be released for use until the above procedures are followed.

Material Safety Data Sheets (MSDS)

- **The Property and Facilities Director or their designee**, is responsible to establish and monitor the employer's MSDS program. This person will make sure procedures are developed to obtain the necessary MSDSs and will review incoming MSDSs for new or significant health and safety information. This person will see that any new information is passed on to affected employees.
- The procedures to obtain MSDSs and review incoming MSDSs for new or significant health and safety information are as follows:
 - Maintain a current list of hazardous chemicals in use at all CityU locations, and the applicable MSDSs. Each CityU location will also have a list of those chemicals used at their site and a copy of the applicable MSDSs. This information will also be housed on the CityU website for electronic access. On a quarterly basis, the Property and Facilities Dir. will research and ensure that MSDSs are current. If not, copies will be replaced at each site, and the website will be updated accordingly. The location(s) of local MSDSs will be provided to all new employees.
 - Copies of MSDSs for all hazardous chemicals in use will be kept at site locations. MSDSs will be available to all employees during each work shift and at each location. If an MSDS is not available or a new chemical in use does not have an MSDS, immediately contact: **the Property and Facilities Director or their designee (425-681-9666)**.

List of hazardous chemicals

- The following is a list of all known hazardous chemicals used by our employees. Further information on each chemical may be obtained by reviewing MSDSs located at the office of **Troy Crabtree, Property and Facilities Director**.

- MSDS identity:
 - None

- The criteria (e.g., label warnings, MSDS information, etc.) used to evaluate the chemicals are: product label and frequency of use. The list will be updated quarterly by the Property and Facilities director and all campuses notified of any changes.

Chemical Name Manufacturer Location Used

All chemical use at City U falls under the consumer product exemption.