

California State University, Long Beach Foundation

MEMORANDUM

To: Foundation Management  
Foundation Central Office Employees

From: Brian M. Nowlin Director of Human Resources

Date: August 13, 2002

RE: **Emergency Preparedness Plan**

The Foundation's Administrative Procedure regarding Emergency Action and/or Evacuation has been provided as part of our effort to update and upgrade our emergency procedures. These procedures/plans are designed to coordinate effective and orderly responses to emergencies that may affect either Foundation employees or the Foundation building. Please carefully review the attached material and contact me with any questions at (562) 985-4690.

# CSULB FOUNDATION EMERGENCY ACTION AND PREPAREDNESS PLAN

In the event of an emergency such as fire, earthquake, bomb threat, natural disaster, national disaster, or other circumstances requiring the evacuation of the CSULB Foundation building, specific actions should be taken as detailed in this document. All employees should be aware of and prepared to perform a prompt, safe, and successful evacuation.\*

## Emergency Supplies

### Central Office

- The Main First Aid Kits and emergency blanket are located in the Foundation Human Resources Office. Supplies are monitored by that department. In addition, each Department Director has been issued a mini First Aid kit for their area; please contact your Director for access location.
- Security Lights (in case of power outage) will come on automatically and stay lit in order to proceed with evacuation. Flashlights are located in the Human Resources and Reception area; and flashlights have been issued to each Department as well.
- Emergency Water Supply is located in the Human Resources Work/File Room.
- Batteries and Emergency Supply bags are issued and kept by each of the Building Marshals. The Senior Building Marshall and/or the Director of Property Management, is responsible for maintenance and restocking of these items.

## Internal and External Communication

- The Director of Property Management will post a sign with the notice of the office closure in the event of a building or campus wide emergency and evacuation. Director of Property Management and/or the Building Engineer are also responsible for securing the Building Doors after evacuation and/or during a closure.
- The Executive Director, Director of Human Resources, and Director of Property Management are responsible for the decision to change to an emergency message. At their direction, the Assistant Director of Human Resources, will set and record an emergency message\* on the main number in order to provide updated and detailed information regarding closure, any changed hours of operation, and/or further contact information based on the nature of the emergency. In the Assistant Director's absence, the Director of Human Resources and/or Property Management are responsible for recording the emergency message.\*

NOTE: Instructions for recording the emergency message will be provided in the Emergency Preparedness Plan manuals for the parties responsible.

Please Note: If you or your employees have any questions about whether you should report to work during or following an emergency situation, please call or direct others to call the main number for emergency information at (562) 985-5537.

Foundation Managers will also be provided with an emergency contact list of employee phone numbers to be kept confidential and used only in emergency situations.

Emergency Contact Numbers:

University Police (562)985-4101

ADT Security System (888)238-2666

Schindler Elevator Repair Service

David Bastistelli (800)225-3123, refer building id number 801741

Schindler Elevator Service

Local Office (949)251-8760 and contact Carol Hold Miller or David Bastistelli

Bomb Threat or Report

Most bomb threats are threats only, but there is always the possibility that an explosive device is on the premises. If you notice any unusual objects in your area, report them IMMEDIATELY to the Director of Property Management at (562)985-8090, or Foundation Front Desk at (562)985-5537, who will notify the Executive Director and/or any Department Directors; or call 9-1-1 if no one is available at the aforementioned numbers. Keep calm, do not approach or touch any suspicious objects. Bombs must be handled by trained personnel only. Any suspicious objects become the responsibility of the proper authorities.

If you receive a bomb threat, try to extract as much information as possible:

1. Call 9-1-1 and give them your name, Company name, address of the building, your floor, and suite #. Repeat any information the Caller@ may have given you, word for word.
2. Do not touch or handle any unusual objects you may find. Report them to the authorities.
3. To prevent panic, notify those in your area and the Director of Property Management at (562) 985-8090; or Foundation Front Desk at (562) 985-5537.
4. Issuance of orders to evacuate will be the decision of Foundation Management with consultation from the University Police Department. If you are ordered to evacuate, follow the evacuation procedure.\* However, you may take purses,

briefcases, suitcases with you if time allows.

Please also refer to the Bomb Threat Information Page attached.

### Earthquake

A flashlight, portable radio, extra batteries, and First Aid Kit are accessible at all times (located in the Human Resources Department). Each Department Director has also been issued a mini First Aid kit for their area; please contact your Director for access location.

During an earthquake, it is important to keep calm. Most injuries occur as people are entering and/or exiting buildings. If you are inside, stay there. Crouch under a solid object, such as a desk or a sturdy table, and cover your head with your hands and arms. If no solid object is available, stand in a doorway or against an interior wall. Stay away from windows, exterior walls, and objects that could fall on you (lighting fixtures, bookcases, etc.). Do not be surprised if the electricity goes out. STAY CALM and remain where you are until the shaking stops. If you are in an elevator, stop at the nearest floor, get out if possible, and take cover. If you are trapped in an elevator, utilize the elevator emergency notification devices. You are generally safer inside; however, if you are outside, stay there. Move away from trees, buildings, telephone lines, and electrical lines. Seek an open area.

### Power Failure

In the event of a power failure, the following guidelines should be followed:

- Open window draperies and raise blinds, if applicable;
- If you are instructed to evacuate, lock all areas;
- Do not congregate in lobby areas, or at the front of the Building;
- If you are trapped in an elevator during a power failure, wait for assistance. Your elevator will cease operation, but will not fall. Do not force open the doors or try to escape through the roof hatch. Do not panic.

### Natural and/or National Disaster

In the event of a natural disaster or national disaster, information concerning the status of California State University, Long Beach and the Foundation will be available through the following:

Foundation Emergency Line (562)985-5537

All Foundation employees, vendors, students, faculty, and/or customers, should call the main number for emergency information.

CSULB Switchboard (562)985-4111

Recorded information concerning the University's status will also be available for

employees, students, parents, and community members.

KLON 88.1 FM

KLON-FM (88.1 FM) will announce campus status reports at the beginning of each hour. More frequent broadcasts will be added if necessary.

This Communication process will go into effect any time a major emergency impacts University Operations.

NOTE: Please refer to attached evacuation procedure.

## Procedures for Dealing with Disruptive Individuals Foundation Central Office

Your safety is of the utmost important to the Foundation. To assist you in handling situations as they occur, we have provided the following information:

### Identifying Strangers in the Building

The Front Desk attendants will inquire of any unfamiliar persons as to whom they are visiting and announce the visitor to who they came to see. Please do not hesitate to inquire of anyone who seems to be wandering in the office as to who they are here to see. We would prefer to unintentionally offend someone than to allow an uninvited and unauthorized individual into our secured areas.

Side Note: It is also wise to make sure your personal belongings are secured and/or out of sight, especially during Aslow activity@ times such as lunch hours.

### Verbal Abuse

If someone (whether a student, faculty member, employee, or other individual) approaches your desk or enters your office in an angry fashion, begin by assuming that a rational approach will calm them down, then proceed as follows:

- Allow them to express their anger.
- Don't take the anger personally.
- Empathize - Tell them that you understand how they could be frustrated with the situation.
- Listen carefully to their complaint(s), ask questions, and rephrase/repeat back to them to ensure understanding
- Work with them to find a solution, including referring them to the person that CAN help them (if you are not able to).

If these steps do not work, and the individual continues to be verbally abusive to you, call your supervisor and have them address the situation/individual.

### Physical Threats

Any threats of violence against you, others, or the building will NOT be tolerated. The University Police will be called to deal with the situation. Do not hesitate to initiate this action. Call your immediate Supervisor and/or manager to seek assistance, or in the event of an emergency situation that warrants police involvement, and if you are calling from a campus extension, please proceed as follows:

Tell the individual that you are calling for someone who can help them (DO NOT SAY YOU'RE CALLING THE POLICE).

Call one of the Foundation Directors, and/or the Executive Director of Foundation and say: "This is (you) will you please tell **Bonnie Myers** that I have a person here who needs to speak with her. Tell the threatening person that she will be here in a few minutes.

The Director will contact University Police upon hearing "Bonnie Myers@ who is a University Police Sergeant. By giving your name "this is (you)", the Director will know where you are and who to direct assistance to when contacting the University Police. Police will come, possibly with guns drawn, so do not execute this procedure unless NECESSARY. However, do not hesitate to do so if you feel threatened in any way. The current extensions to the Directors/Executive Director of CSULB Foundation are as follows:

55570 Dr. Robert J. Behm, Executive Director

58756 Janna Tenenbaum, Deputy Executive Director

54690 Brian Nowlin, Director of Human Resources

58090 Debbie Peurrung, Director of Property Management

57641 Ron Miller, Director of Information Technologies

57619 Director of Grants, Contracts, and Foundation Programs

You are encouraged to practice this procedure periodically so it will be natural to you when needed. Just make sure the extension you call knows this is a drill, so the police are not called inadvertently.

### Telephone Threats

If, in the process of talking to someone by telephone, you receive a threat against yourself, other staff, or the building, notify the Executive Director or the Director of Human Resources immediately.

These procedures are intended for the **Foundation Central Office**. Other Foundation Project employee offices are urged to make comparable plans, or adapt their work site/department to follow similar procedures herein.