



# EMERGENCY PREPAREDNESS AND RESPONSE GUIDE

**ON CAMPUS EMERGENCY**  
**District Police/Fire/Medical**  
**(707) 527-1000 or 911**

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# ON-CAMPUS EMERGENCY CONTACTS

## District Police or 911

**District Police:** 707-527-1000 or x1000

For on-campus emergencies, calling 707-527-1000 or x1000 (from an on-campus phone) will connect you directly with a District Police dispatcher who has immediate resources to assist you.

Note: If you dial 911, you may be connected to another dispatch center who will forward your call to SRJC District Police.

## **WHEN TO CALL DISTRICT POLICE**

- You see/smell fire or smoke.
- There is a medical emergency (severe breathing problem, burn, seizure).
- There is a distressed, disruptive or dangerous individual (imminent threat):
- Violence or threat of violence
- Threat of suicide
- Person behaving in a suspicious manner
- You smell/see chemicals, gas, or a hazardous spill.
- There is an after-hours, unscheduled, utility outage or emergency.

## Facilities Operations

**Phone:** 707-527-4231

**Hours:** 8AM -5PM (Monday - Friday) – After hours call District Police for assistance

## **WHEN TO CALL FACILITIES OPERATIONS**

- For unscheduled power outages localized to your room/building
- For indoor plumbing failure

**Sign up for SRJC ALERT**, the school's emergency alert system, to receive critical information that can help you make informed decisions during an emergency.

## SRJC ALERT

**Students:** You automatically receive emergency alerts based on contact information in your student portal.

**Employees:** Opt-in to alerts on your staff portal is recommended, ensure contact information is current.

## **OTHER IMPORTANT CONTACTS**

### **Behavioral Consultation Assessment Response Education (B:CARE) Team**

**Website:** [bcare.santarosa.edu](http://bcare.santarosa.edu)

### **Disability Resources**

**Phone:** 707-527-4278 (Santa Rosa)/707-778-2491 (Petaluma)

**Deaf/Hard-of-Hearing videophone:** 707-331-1156

**Email:** [disabilityinfo@santarosa.edu](mailto:disabilityinfo@santarosa.edu)

### **Human Resources (for District employees)**

**Phone:** 707-527-4954

**Website:** [hr.santarosa.edu](http://hr.santarosa.edu)

### **Risk Management**

**Phone:** 707-527-4822

**E-mail:** [riskmanagement@santarosa.edu](mailto:riskmanagement@santarosa.edu)

**Website:** <https://financeadmin.santarosa.edu/risk-management>

### **Student Health & Psychological Services**

**Phone:** 707-527-4445

**Email:** [studenthealthservices@santarosa.edu](mailto:studenthealthservices@santarosa.edu)

**Website:** [shs.santarosa.edu](http://shs.santarosa.edu)

# **EMERGENCY PREPAREDNESS**

## **Before an Emergency** (Employees & Students)

- **Keep your ID card, car/house key, and cell phone on your person** so you are prepared to leave if needed.
- Learn **Evacuation Routes** of the buildings you enter.
- Identify nearby outdoor **Evacuation Assembly Areas (EAA)**.
- Determine possible locations to **Shelter in Place** in classrooms, buildings, and areas you frequent.
- **Practice** your evacuation and Shelter in Place plans to discover unanticipated issues and solve them before an emergency.
- Ensure you are signed up to receive SRJC emergency alerts and your email(s) and cell numbers are current.
- Contact Dawn Carter [dcarter@santarosa.edu](mailto:dcarter@santarosa.edu) to identify any location-specific emergency plans that may apply to campus(s)/building(s) you frequent.

## **Access or Functional Needs** (Also see page 12)

- Make a personal plan and consider identifying **Emergency Companions**.
- Learn where **Areas of Refuge** are located in any multistory buildings you frequent.

## **During an Emergency** (Employees & Students)

- During a significant emergency, such as a major earthquake, emergency responders and institutional resources may be delayed or overwhelmed. This may require individuals to act before instructions can be provided; therefore, everyone should be prepared to maintain situational awareness, assess conditions, and make informed decisions based on available information and circumstances at their location.
- First Responders may be aware of situations outside of the immediate area and provide directions based on that knowledge, please follow their directions.
- Loud noises, strobing lights, smoke, debris, loss of electricity, and other disruptive conditions that cause confusion and hinder communication during emergency events.
- After an evacuation, District officials may ask everyone to remain in outside evacuation areas until a head count is complete, to ensure everyone safely exited buildings.

# RESPONSE PROCEDURES

## Active Shooter



**Run** –Leave the area if safe to do so. Prevent others from walking into the danger zone, if possible.

**Hide** – Quietly take cover.

- Turn off lights & lock or block doors.
- Turn cell phones to silent.
- Look and listen for chances to escape.

**Fight (last resort!)** –Act with aggression, improvise weapons, commit to stopping the attacker.

## Criminal Activity



Immediately **call 707- 527-1000 or 911** from a safe location if you are the victim of, or witness to:

- Crimes in progress or suspicious activity
- Assault
- Verbal or physical threat of bodily harm
- Weapons violations
- Violent disturbances or behavior
- Hostage situation

**Do not confront a suspect or block their exit.**

## Earthquake



**Inside:**

- Drop/Lock, cover and Hold On until the shaking stops.
- Avoid windows, and heavy objects.
- Evacuate when initial shaking stops (strong aftershocks are likely).



**Outside:**

- Move away from trees, signs, buildings, electrical poles and wires.
- Protect your head with your arms/books/backpack.
- Proceed to the nearest Evacuation Assembly Area.

## Evacuation



- Proceed calmly to the nearest exit.
- Do not use elevators.
- Gather personal belongings if safe to do so.
- Last out of a room: shut, do not lock, door.
- Proceed to an Evacuation Assembly Area and report injured people or safety issues.
- Do not re-enter building until instructed to do so by first responders, District officials, or it is clear there is no ongoing threat.

## Fire / Smoke

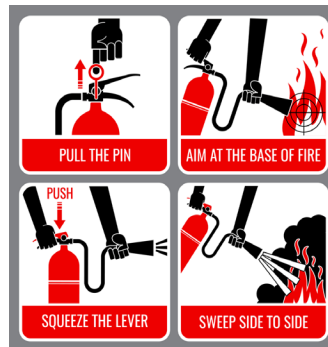


- See or smell fire or smoke: Evacuate immediately, DON'T WAIT for an official evacuation order.
- Close, do not lock, doors (to inhibit the spread of the fire).
- Inform others to leave the area.
- Activate the nearest fire alarm, if possible.
- Call 707-527-1000 or 911 from outside/if safe to do so.
- If trapped inside: SIGNAL from an unbroken (if possible) window. Begin SHELTER IN PLACE.

### **Fire Alarm** (even if fire or smoke isn't immediately evident):

- Evacuate as soon as the alarm sounds.
- Use stairs only. Do not use elevators.
- Proceed to an Evacuation Assembly Area (EAA).
- Do not re-enter until the alarm has been resolved, first responders or District staff indicate it is safe, or it is clear there is no ongoing threat.

**Fire Extinguisher** ONLY use if the fire is below knee height AND you are trained.



## Lockdown



- Electronic locking systems employed, remain in current building.
- Individuals can exit a building, but no one can enter.
- If shooting can be heard, engage in Run/Hide/Fight protocol.
- First responders are on their way to assist. Be patient and calm. You will be updated when there is more information.

**Do not call dispatch unless you have specific, active, information regarding the threat.**

## Medical Emergency



- Call 707- 527-1000 or 911.
- Do not move a patient unless absolutely necessary.
- Only approach patient if safe to do so.
- Provide first aid if you are trained and it is safe.

**Note:** Student Health Services does not respond to campus medical incidents.

## Shelter in Place (Different from a lockdown, electronic locks will not be engaged.)



### **Hazmat/Chemical/Fire conditions outside your room/area:**

- Move to a small, interior room with no windows.
- Little to no ventilation preferred, turn off fans if possible.
- Close doors and windows.
- If practical, seal gaps in windows, vents and doors to create a barrier between yourself and any contamination.

### **Hazmat/Chemical conditions inside your room/area:**

- Report spill/release to instructor or lab lead.
- If classroom staff is unavailable call District Police 707- 527-1000.
- Immediately leave the area & warn others to leave.
- If contaminant may be on your skin, clothes, shoes, get checked by District personnel/First Responders prior to leaving.
- NEVER attempt to clean-up a spill yourself unless you are trained and have protective equipment

### **Reason unknown, First Responder request:**

- Conditions more dangerous outside than inside.
- Seek immediate shelter inside.
- Stay away from windows.
- Do not use elevators.
- Wait for instructions from District Officials or First Responders.

## Suspicious Package or Bomb Threat



- Any unfamiliar or out-of-place bag, package, object, or container may be a bomb or explosive material.
- Do NOT handle or touch the object.
- Do not operate doors or windows, power switches or alarms.
- Do not use elevators.
- Move away from the threat and call 707- 527-1000 or 911 immediately.

### **If You Receive a Bomb Threat:**

- Try to stay calm and keep your voice calm.
- Take notes if practical.

- Call 707-527-1000 or 911 to share your notes with First Responders.

## Utility Failure



### **Power Outage (unscheduled)**

- District personnel or First Responders may determine evacuation is necessary during a power failure, follow their instructions.
- **If you are in an elevator:** use the elevator's emergency call button or your cell phone to dial 707- 527-1000 to inform District Police of your location and situation.

### **Power Outage (scheduled)**

Including PG&E Public Safety Power Shutdowns (PSPS), rolling black-outs, scheduled maintenance, construction.

- Guidance from District officials is disseminated via SRJC Alert, indicating campus and class modifications.

### **Flooding/Plumbing Failure**



- 8am-5pm Call: SRJC Facilities 707- 527-4231.
- After Hours: District Police 707- 527-1000.
- Cease using all electrical equipment, evacuate if necessary.

### **Smell Natural Gas/Unknown smell**

- Do not switch lights on or off.
- Cease all operations immediately and evacuate.
- Call District Police: 707- 527-1000.

## Viral Outbreaks

Epidemics, pandemics related to Influenza A (H1N1, H1N2 or H3N2) or Influenza B virus and Coronavirus variants



- District officials provide guidance when modification of normal campus or class procedures are necessary due to outbreaks.
- Flu and Cold season protocols:
- Wash your hands often with soap & water for 20+ seconds.
- Avoid touching eyes, nose, or mouth with unwashed hands.
- Avoid close contact with people who are sick
- The CDC recommends wearing a mask under certain conditions.

# ADDITIONAL SAFETY INFORMATION

## SRJC Alert & Other Alerts

- District officials sometimes send pertinent text, voice or email alerts about emergencies & situation updates affecting our campuses.
- **SRJC ALERT** may be heard as a voice aloud on classroom phones and/or PA systems.
- You may receive similar alerts from other organizations in the area if you are signed up for their alerts too.

## Lockdown Buttons

- Used when there is a threat outside a room or building. When activated, electronic locks prevent entry but do not restrict occupants from exiting.
- Lockdowns initiated by the SRJC Police Dept. may engage the electronic locks of a certain building, a campus, or the entire District.
- Classrooms that have doors with *direct exterior* access may have room-level lockdown buttons. Activation of these will *only lock that classroom*—not the entire building or campus.



- If safe (or in the case of an accidental press) contact District Police to describe what is occurring. If no call is made, or no one answers the classroom phone, police will assume an active threat and may approach defensively.

## Electronic Access During Emergencies

- During a lockdown, ID cards will not unlock doors with electronic locks.
- During a power outage, doors will automatically reset to a locked state. ID cards may continue to work temporarily, but access programming may be affected and may require correction after power is restored.

## Access During Campus Closures

- If **accessing campus during closures, contact District Police** at 707-527-1000 **upon arrival and departure**. This supports employee safety, helps identify authorized personnel, and prevents unnecessary searches during emergencies.

## Fire Prevention Protocols

- Keep draperies, cardboard boxes, magazines, newspapers, matches/lighters away from heat vents/ sources and lamps.
- Notify Facility Operations if outlets, wiring, or smoke detectors need attention.
- Use extension cords rarely and temporarily.

# FILING INCIDENT REPORTS

## Accident, Injury, or Illness Reports:

<https://financeadmin.santarosa.edu/injury-or-illness-incident>

Incidents occurring on District property, or during a District supervised event, must be reported and are time sensitive. The appropriate departments are notified through the online form.

### PLEASE REPORT:

- Property damage
- Illness/injury (of staff, students, or anyone on campus property)
- Safety “near misses”
- Possible safety hazards on campus (large tree limb across a sidewalk)

If you have questions about the form, and/or an employee is injured during work, contact **Human Resources** 707- 527-4954 and 707-527-4803 **Risk Management** at 707- 527-4822 or [riskmanagement@santarosa.edu](mailto:riskmanagement@santarosa.edu)

## Student Behavioral Concerns: (In cases where there is no immediate danger)

Access Behavioral Concern Report here: [bcare.santarosa.edu](http://bcare.santarosa.edu)

The **B-CARE** online reporting tool (above) provides direct access to the SRJC **rapid-response** team. Submitting the online form ensures the **B-CARE team** members are immediately notified in order to begin collaboration for the situation.

### **B-CARE Team Approach and Actions:**

#### **Behavioral**

**Consultation** | personal or group consult addressing difficult student behavior

**Assessment** | analysis and evaluation of reported behavioral concerns and threats

**Response** | coordinating a professionally diverse group of SRJC staff to respond and provide appropriate intervention and referral

**Education** | providing website resources, workshops, and trainings on handling distressed, disruptive, and dangerous campus situations

The primary mission of the B-CARE team is to avoid crises before they occur. This is accomplished through prevention, early intervention, and response to concerning or inappropriate student behavior, in order to mitigate risk to the campus community and allow all students to safely pursue their academic goals.

## **Title IX Reports**

The information below will assist you in reporting sex-based discrimination including sexual assault domestic or dating violence, stalking, or threat of any of these acts of allegations of misconduct committed by a student, employee or other member of the college community (with or without filing a police report and whether on or off campus).

Please call 707-527-4822 and ask to speak to the Title IX Coordinator to file a report. The most updated Title IX personnel information is here: <https://titleix.santarosa.edu>

### **The Title IX Coordinator will:**

- Inform you of your rights as the affected party
- Inform you of your protection from retaliation
- Assist with referrals to confidential resources
- Investigate allegations involving students and/or staff
- Inform you of the outcome of the investigation
- Forward findings for student or employee conduct review/discipline
- Provide you with reasonably available options for changing academic schedules, campus escort, and referral to academic supports, as well as honoring lawful protective or temporary restraining orders

**Filing a Title IX Complaint:** Allegations of sex-based harassment including sexual assault, domestic or dating violence, and stalking may be filed online on the Title IX website (<https://titleix.santarosa.edu/>), by phone at 707-527-4822 or in-person in Bailey Hall, Room 1314 (located inside the Purchasing department suite) on the Santa Rosa campus.

The mailing address is: 1501 Mendocino Avenue, Santa Rosa, CA 95401

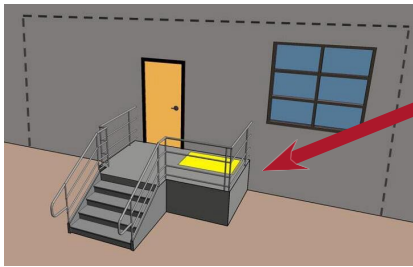
Full versions of Title IX-related Board Policy 3433 and Procedures 3433/A and 3434/A can be viewed at: <https://titleix.santarosa.edu/>

With the exception of Student Psychological Services, and in some cases, Student Health Services, all District employees should report information that comes to their attention of a possible sexual assault, intimate partner violence, and/or stalking to the District's Title IX Coordinator. The District will conduct an investigation to ensure campus safety (per legal mandate).

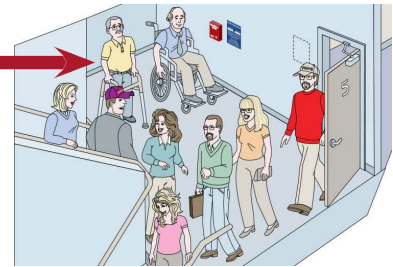
# ACCESS & FUNCTIONAL NEEDS

**Areas of Refuge** (multistory buildings): If unable to evacuate a building (elevators don't work during a power outage), you will likely seek refuge while waiting for First Responders. If you don't see an Area of Refuge sign, look for:

- Enclosed stairwells that do not impede evacuation progress
- Exit balconies or corridors
- An office with a closing door, located a safe distance from the hazard
- Inform another evacuee of your location. You or they should call District Police or 911 requesting emergency evacuation assistance



## Areas of Refuge



## Find an Emergency Companion

- Self- Request assistance from two friends or colleagues at the locations you frequently visit. Indicate what type of assistance you are requesting. If physical exertion is needed, ask the Companion to verify they are physically able to assist you without harming themselves.
- Volunteers supporting these plans are not trained First Responders.

## Assisting Persons with Functional Needs

- Persons with temporary or permanent mobility, hearing, vision, (or other) impairments are generally authorities on their personal needs.
- Ask if, and how, you may be of assistance during an emergency.
- If a person has a service animal, ensure they are not separated from one another, if possible.

## Stair Chairs

- Stair chairs are used to transport persons (unable to move freely between floors) during an evacuation or power outage, when elevators are unavailable.
- Stair chairs are generally stored in containers on walls near, or in, stairwells. Some are near elevators (containers and stair chairs on SRJC campuses pictured below):



## **DISTRICT EMERGENCY PLANNING OVERVIEW**

In compliance with all applicable federal, state, and local laws and regulations: SRJC maintains and updates an Emergency Operations Plan and utilizes applicable Emergency Management systems. For more information, please refer to [District policies 6.12](#) and [6.12P](#).

- The District maintains the ability to operate an Emergency (or Department) Operations Center and Incident Command Posts virtually and/or in-person, as needed.
- As a Special District in the county, and per the California emergency Services Act, the District has the legal right to proclaim a local emergency with the existence of a disaster or extreme peril to persons or District property.
- The District Superintendent/President, or designee, may proclaim an emergency resulting in a partial or full campus closure and/or suspension of District activities, to include off campus programming. Some critical functions may receive priority status for continuation. Some staff may be required to remain at work performing critical functions.
- Emergency proclamations give the District the right to control access to District facilities. Only critical function personnel will be authorized. District Police will ask unauthorized persons, and those without proper credentials, to leave the premises.
- Emergency preparedness trainings are offered regularly, and upon request, to employees.

### **Building Safety Teams**

- Each building has **Building and Area Safety Coordinators**, serving critical roles during emergencies; such as directing people to exits during an evacuation.
- Teams conduct periodic trainings and update Building Emergency Action Plans with procedures specific to each building.
- Contact **Emergency Management** at 707-524-1621 or [dcarter@santarosa.edu](mailto:dcarter@santarosa.edu) with questions about Building Safety Teams or emergency procedures for your campus/building/area.

### **Personal Safety & Preparedness**

The District advocates for personal preparedness as it allows for the opportunity to assist others during challenging times. Consider:

- Preparedness kits in the home
- Preparedness kits in vehicles
- Evacuation and Shelter in Place plans for the home
- Communication Plans
- Back-up power Plans
- Examine kits and plans annually, updating as needed



There are excellent federal, state, and local preparedness resources available. One of the most comprehensive sites is: [www.ready.gov](http://www.ready.gov)



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