2014 Student Guide to campus emergencies

Valencia Campus
26455 Rockwell Canyon Road
Santa Clarita, CA 91355
Contact from off campus:
661-259-4700
To report an on-campus emergency: Dial 7

Canyon Country Campus
17200 Sierra Highway
Santa Clarita, CA 91351
Contact from off campus:
661-476-3900
To report an on-campus emergency: Dial 77

Emergency Operations Plan online at:
canyons.edu/Offices/Campus Safety/emergencyops/
About this book

Safety is a top priority at College of the Canyons. We have a well-trained and effective Campus Safety team and we enjoy close proximity and excellent working relationships with local first responders.

An important element that contributes to our outstanding safety record is the concern and involvement of all parts of our campus community: faculty, staff, students and other stakeholders.

As we read about challenges that college campuses have experienced around the country in recent months and years, we know that we need to remain vigilant – all of us – and be ready to respond if crisis strikes.

In that regard, we have trained faculty and staff with appropriate ways to respond in a wide variety of emergency situations. That training, however, will be exponentially more effective if you – our students – also know what is expected of you when an emergency situation develops.

Please take the time to read and understand this booklet and ask questions during your first days of classes so you understand your role in response actions wherever you happen to be on campus when crisis strikes.

The topics that follow are not intended to scare you in any way, but to empower you to react in the best possible manner.

Many of the topics simply address the fact that we live in southern California: earthquakes, wild land fires, wildlife issues, and the like. With the I-5 and SR-14 freeways passing quite close to our campuses we have acknowledged the potential impact of chemical spills, severe traffic tie-ups, etc.

And, finally, other topics have been forced into our collective consciousness as a result of an increasingly stressful world: bomb threats, shooters, behavior problems, etc.

Regardless of the nature of the events, it is best to know how the college will react and what your role is. In most emergency situations you will take one of two actions: evacuate or shelter in place. These actions are discussed in depth in the following pages.

*** The information in this handbook is a derivative of the Santa Clarita Community College District’s Emergency Operations Plan (EOP). For more in-depth information you may access the EOP at: canyons.edu/Offices/CampusSafety/emergency ops/
First responders tell us that while many emergency situations have similarities, no two are exactly alike. What may work in one situation, may not in another. Therefore we believe that helping you to think through workable solutions to unique circumstances is more useful than following a set of prescribed actions that may not fit the situation. The ideas we provide in this booklet reflect “best practices” we’ve gleaned from experts and events that have transpired across the country. The caveat is that they should always be tempered with a healthy dose of situational awareness and common sense.

If a crisis strikes, a single person from a group of highly-trained individuals will take on the role of Incident Commander [a position defined by the National Incident Management System (NIMS)] and the State Emergency Management System (SEMS).

The Incident Commander will activate a structure including other trained individuals and meet in a central, well-equipped location to carry out response activities including notifying students about the event and actions to take.

**Notification To Students:**

While many emergencies will be self-evident, i.e. earthquakes, fire, unusual weather, explosions, etc., some emergencies may not because they may be happening within a building, on a distant part of the campus, or even off campus. In those cases, the College has purchased a “cloud-based” **Emergency Notification System (COC Alert)** that uses text messages, emails, voicemails and other means to notify the campus community about the nature of an emergency situation and any initial actions to take.

Periodic message updates utilizing the ENS system will keep you informed about the situation until the emergency is resolved.

The system uses data you have entered on “MyCanyons” so please make sure your cell phone numbers and email addresses are up to date.
Building Evacuation

Response:
1. Each classroom on campus has a poster showing a schematic of the building floor you are on, the general area and a recommended evacuation route.
2. Take the time to know your primary evacuation route and scope out an alternative route if, for some unforeseen reason, the primary is unusable.
3. Know where your evacuation gathering site is and proceed there quickly.
4. You may not be returning to the building so take car keys, purse, cell phone, medication, glasses, flashlight, wallet, etc.
5. Leave the building safely and efficiently:
   - DO NOT USE ELEVATORS.
   - Walk; do not run.
   - Feel doors for heat before opening: if hot, seek another, safer route.
   - Evacuate quietly so you can hear emergency instructions.
   - Use handrails in stairwells; stay to the right.
   - Assist people with disabilities.
   - Watch for falling glass and other debris.
   - Do not return to the building for any reason until instructed to do so by authorities.

Campus Evacuation

Response:
1. Drive carefully through campus parking lots.
2. Drive to the nearest campus exit, even if it may not be your “normal” exit point.
3. Follow the directions of campus safety or other emergency preparedness personnel.
4. At campus exits, do not attempt to “cross” traffic on the main roadways. In most cases, you will need to turn “right” on main roadways to avoid bottlenecks behind you.
5. Carpool if feasible.
6. Do not return to campus unless directed to by authorities.
If you find a suspicious package

Response:

1. DO NOT TOUCH IT!
2. Report it immediately:

Valencia – Dial “7” from any campus phone extension or call Campus Safety at (661) 510-3882.

Canyon Country – Dial “77” from any campus phone extension or call CCC Safety at (661) 362-3977.

3. Keep others from approaching the package until Campus Safety arrives.
4. Meet Campus Safety and provide as much information as you can.
5. Follow instructions from Campus Safety or law enforcement authority.

If you hear or receive a threat call, note, email, Facebook, twitter, etc.

Response:

1. Notify Campus Safety Immediately.
2. Try to remember what was said:
   - Where is the bomb located?
   - When is it set to explode?
   - What kind of bomb is it?
   - What does it look like?
   - Did he/she place the bomb?
   - How many devices are there?
   - Why is he/she doing this?
   - Did they identify themselves by name? (even a false one!)
3. Try to remember the EXACT WORDS used by the caller.
4. Note other details: gender, accent, age, speech patterns or impediments, disguised, angry, crying, familiar to you, etc.
5. Time and date of threat and the means that it was made: overheard, email, Facebook, twitter, phone call, text, etc.
Minor Chemical Spill (on campus source)
Less than 1 liter; no one has been exposed to the chemical; lab workers have sufficient equipment and training to clean up spill.

Response:
1. Avoid direct contact with the spilled material.
2. Do not walk through, or otherwise come into contact with the spilled material.
3. Follow faculty directions.

Major Chemical Spill (on campus source)
The spill is greater than 1 liter; chemical is unknown, is flammable, reactive or highly toxic; someone has been exposed to/injured by the chemical.

Response:
1. Evacuate the building.
2. Follow all instructions.

Major Chemical Spill (off campus source)

Response:
1. You will likely receive information via the COC Alert system.
2. One of two actions will likely occur:
   a. Evacuation with special, specific instructions.
   b. Shelter in place – Chemical
      - Go in the shelter-in-place room and shut the door.
      - Shut and lock all outside doors and windows.
      - Turn off the air conditioner or heater.
      - Turn off all fans.
      - Go in the shelter-in-place room and shut the door.
      - If you can, tape plastic over windows in the room. Use duct tape and make an unbroken seal. Use the tape over vents into the room and seal electrical outlets or other openings.
      - When you leave the shelter, follow instructions from local emergency personnel to avoid any contaminants outside.
As you know, earthquakes can vary widely in size and intensity. Our campuses are modern and have been built to sustain considerable shaking – even in quakes that are 6.5 and above. However, smaller quakes may cause bookshelves to fall, desks to move, and other unpredictable movement of furniture and equipment.

How we choose to react to earthquakes is a judgment call, but we hope that most people will use common sense and act with the safety of themselves and others in mind.

**Best practices for larger earthquakes**

**Response:**

1. **Duck, cover and hold-on** until the shaking stops.

2. After the shaking stops, stay calm and check yourself and others for injuries.

3. Evacuate the building to your designated evacuation site.
   - You may not be returning to the building so take car keys, purse, cell phone, medication, glasses, flashlight, wallet, etc.
   - **DO NOT USE ELEVATORS.**
   - Walk; do not run.
   - Feel doors for heat before opening: if hot, seek another, safer route.
   - Evacuate quietly so you can hear emergency instructions.
   - Use handrails in stairwells; stay to the right.
   - Assist people with disabilities.
   - Watch for falling glass and other debris.
   - Do not return to the building for any reason until instructed to do so by authorities.

4. Do not enter or exit the building **DURING** the shaking.

5. Assist persons with disabilities.

6. Be prepared for aftershocks.

7. Await additional instructions from the Incident Commander at your pre-designated evacuation site.
“COC Alert” is the College of the Canyons emergency notification system. The system is used to inform the College of the Canyons community of a public safety emergency that could impact its campuses (such as an active shooter/hostile intruder, severe weather conditions, natural or man-made disaster, hazardous material release, etc.) and to provide protective action instructions. COC’s emergency notification system is also used to notify the college community of emergency campus closings.

How Does It Work?

Once it is determined that an emergency exists, college leadership will craft specific messaging and enter it into the COC Alert system. The system will then begin cycling through your contact information and deliver a message to you with details about the situation. In most cases, you will receive COC Alert messages using one or more of the following possible contact methods:

• Voice message to your cell phone
• Text message to your cell phone
• Email to your personal account
• Voice message to your home phone
• Messages to TTY/TDD receiving devices for the hearing impaired

What should I do when I receive a COC Alert message?

1. Remain calm.
2. Read the message! Don’t ignore it!
3. Alert other people. Please make sure you call out to those around you that you have received an emergency message requiring immediate action and follow the instructions given.

   [It is important to note that the wide variety of cell phone providers available today have different coverage patterns, so it is likely that you may receive a cell phone notification while someone sitting next to you (with another provider) may not.]

4. The information or instructions will be as specific as possible and will be specific to the particular emergency situation.
5. Please note that emergency messages will be assigned sequence numbers and times. The latest numbered message reflects the most current information.

How do I update my contact information?

1. Enter your “MyCanyons” account.
2. Follow the prompts for updating your contact information.
If you come upon a fire or explosion

Response:
1. Evacuate the building via the nearest, safe fire exit.
2. Sound fire alarms.
3. Notify leadership:

Valencia – Dial “7” from any campus phone extension or call Campus Safety at (661) 510-3882.
Canyon Country – Dial “77” from any campus phone extension or call CCC Safety at (661) 362-3977.

4. Provide your name, location and the extent of the problem.
5. If caught in smoke within a building, drop to your hands and knees and crawl; breathe shallowly through your nose and use your blouse, shirt, jacket or other material as a filter.
6. If trapped in a room, place a moist cloth under the door to keep out smoke; then retreat and close as many doors as possible between you and the fire. Signal first responders from windows but do not break windows.
7. Do not use elevators.

When fire alarms sound on campus
When a fire alarm sounds in any building(s) on campus and it is not associated with a system test:

Response:
1. Evacuate the building and go to the pre-designated evacuation location.

When fire department arrives
Response:
1. Stay clear of fire equipment.
2. DO NOT try to assist in fighting the fire.
3. Pass any information via Campus Safety personnel.
4. DO NOT return to an evacuated building until directed to by appropriate campus authority.
Minor injury or illness
Response:
1. If possible, escort person to the Student Health and Wellness Center for treatment.
2. Notify leadership:

Valencia – Dial “7” from any campus phone extension or call Campus Safety at (661) 510-3882
Canyon Country – Dial “77” from any campus phone extension or call CCC Safety at (661) 362-3977.

3. Whether someone goes to the Student Health and Wellness Center or not, the details of any injury that occurs on District property should be reported to the Heath Center and to Campus Safety within 24 hours of its occurrence.

Major, severe or critical injury, or illness
YOU may be the first person to come across a severely injured person or persons on campus. Medical distress may be from a car accident, to other types of accidents or human-related situations. Historically, we have experienced people who have been cut and are bleeding; people who experienced seizures, heart attacks or other ailments; people who have medical conditions resulting in the need for immediate medical attention; and other unpredictable situations.

Response:
1. Notify leadership:

Valencia – Dial “7” from any campus phone extension or call Campus Safety at (661) 510-3882.
Canyon Country – Dial “77” from any campus phone extension or call CCC Safety at (661) 362-3977.
2. If reporting about a person who cannot or should not be moved, has breathing difficulty or a suspected heart attack and you don’t immediately get a response by dialing “7” or Campus safety, dial 911. Provide the 911 Operator:
   - The specific location of the emergency.
   - The telephone number from which you are calling.
   - A brief description of what happened.
   - The number of people involved.
   - Approximate age of the injured person.
   - What emergency steps you have taken so far to assist the person(s)
   - Any other information the operator requires.
3. DO NOT MOVE A VICTIM UNLESS AN IMMINENT HAZARD MAKES IT UNAVOIDABLE.
4. If CPR is necessary, find someone who is CPR-trained and continue to conduct CPR until the person revives or until relieved by other competent responders.
5. Until help arrives, keep the injured person warm and comfortable.
6. Stay with the person(s). Never leave them unattended.
You may be asked to “shelter in place” through a “COC Alert” message or sheltering in place may be your immediate response to an unfolding situation in which that action is the best safety solution.

In general terms, sheltering in place involves moving to a defensible space and making that space secure against a safety hazard. While we often think this applies to only shooters or other dangerous people on campus, it also applies to certain chemical or biological substance spills on area roadways, the conditions of which may preclude evacuation.

**Shelter in place basics:**

1. Go to a room you can lock. Your instructors should discuss this with you during the first day of class, for each of your classes.
2. Lock the door if possible, otherwise move heavy furniture in front of the door and/or secure the door any way you can.
3. Close any exterior blinds.
4. Turn out the lights.
5. Turn off ringers on phones, turn off radios, remain quiet. (At night, keep phone “glow” to a minimum).
6. Remain in place until law enforcement or a campus authority known to you (including an ENS message), gives the “all clear.”
7. Follow all directions received from campus Emergency Notification System “COC Alert.”
8. **For a chemical spill,** follow the additional instructions in the Chemical and Hazardous Materials section of this guide.
9. **For a shooter or other law enforcement action,** follow the additional steps in the Shooter section of this guide.
While every situation regarding guns and potential shooters is impossible to predict, law enforcement has provided us with a simple philosophy to consider for these situations: Run; Hide; Fight.

On our campuses, we have interpreted this to mean:

1. Run to the safest place to hide;
2. Hide yourself and others the best you can, using the resources at hand;
3. Always develop a plan to fight as a last resort if the gunman(men) enters your space.

Hiding generally entails “sheltering in place”:

If you are inside a building

In addition to the basic shelter in place procedures:

1. Have one person in the room call 911 and provide info requested by dispatcher. (If the shooter is in your building and you have not received a COC Alert message.)
2. Remain in place until police or a campus authority known to you gives the “all clear.” Do not be misled by a clever shooter posing as a law enforcement officer.
3. Follow all directions received from campus Emergency Notification System “COC Alert” messages.
4. If the shooter manages to enter your space, have a plan of action in place to neutralize the shooter. This plan should be designed to disarm and hold the shooter by whatever means is necessary. Please take a few minutes to go online and review the OUTSTANDING video on potential actions you may take in a classroom to disarm and immobilize a shooter. It will empower you in ways you can’t imagine. Here is the link:

http://www.youtube.com/watch?v=r2tLeRUbRHw

Since “shooter” scenarios may involve more than one gunman, simply fleeing a classroom or building could increase your risk. In general, only leave a building if you are told to do so by law enforcement, a campus official known to you or official “COC Alert” messaging.
SHOOTER (CONT’D)

If you are outside on campus

Response:
1. Run away from the sound of gunfire.
2. Seek the nearest structure for shelter.
3. If in a parking lot, return to your car, lock it and hide on the floor.
4. Do not try to drive off campus. A gunman may focus on a moving car as a target AND law enforcement will be blocking exits in search of gunmen.
5. Follow directions from “COC Alert” messages.

When law enforcement arrives

Response:
1. Listen to and follow commands by law enforcement personnel.
2. Put down any items in your hands.
3. Raise your hands and spread your fingers.
4. Keep hands visible at all times.
5. Avoid any quick movements toward officers.
6. Remain at whatever assembly area authorities have designated until released.

Students with disabilities:
- Assist people with special needs as best you can.
When a power failure occurs

Response:
1. Remain calm.
2. Emergency lighting will activate.
3. Campus emergency generators will activate (key systems).
4. Elevators should automatically descend to the lowest level and open.
5. Electronic door access system will continue to function.
6. Heating and AC system blowers will shut down.
7. Fire alarm system will continue to function.
8. Should fire alarms sound, follow normal building evacuation procedures.
9. If no alarm sounds, no immediate danger exists, and if you determine you can continue your work safely, remain where you are and await clarifying information.

When a gas leak occurs

Response:
1. If you detect a strong odorized natural gas smell, move to a place where the odor is not detected and notify Campus Safety immediately.
2. Do not switch on lights or any electrical equipment.
3. Extinguish all flames and sources of ignition.
4. Evacuate the area and notify others in your building.
5. Prevent others from entering the building.
6. Wait at the evacuation site until you receive additional directions.

When the water supply is interrupted

Response:
1. The facilities department will assess the situation and potential impacts to the campus.
2. Information and/or direction will be provided to all affected groups and individuals via ENS messaging.
When violent or threatening behavior occurs

Response:

1. If you are a victim of, or witness to, violent or threatening behavior by others, avoid confrontation and immediately notify someone in authority:

   Valencia – Dial “7” from any campus phone extension or call Campus Safety at (661) 510-3882.

   Canyon Country – Dial “77” from any campus phone extension or call CCC Safety at (661) 362-3977.

2. Provide the following:
   - Nature of the incident or threat
   - Location
   - Description of person(s) involved
   - Description of property involved
   - Description of weapons involved
   - Description of injuries

3. Keep a safe distance from anyone acting violently or bizarrely and encourage others to keep clear until trained assistance arrives.

4. If a weapon is involved, flee to a safe area. If possible, keep the subject in view so you can assist responders.
Please let our wildlife stay wild! Don’t feed them, approach them, touch them, or otherwise interfere with them!

College of the Canyons’ two campuses comprise more than 220 acres of land and are (or were) the habitats of a variety of wildlife. They are also adjacent to some wild lands from which visitations of wildlife sometimes occur. Some of the wildlife that may show up on our campuses are:

- Bats
- Bees
- Bobcats
- Cougars
- Coyotes
- Owls
- Raccoons
- Snakes
- Spiders
- Tarantulas

If you encounter wild creatures on our campuses:

- It is best to simply stay away from them and, in the case of animals that may cause a safety issue, to call the switchboard or campus safety and make a report.

Valencia – Dial “7” from any campus phone extension or call Campus Safety at (661) 510-3882.

Canyon Country – Dial “77” from any campus phone extension or call CCC Safety at (661) 362-3977.

What are the risks?

**BATS:** All bats are protected species in California. Despite that, recent years have shown a marked increase of rabies in bat populations. Each year a number of rabid bats have been positively identified in Santa Clarita. Any bat that is active by day or is found in a place where bats are not usually seen, or any bat that is unable to fly and is easily approached could very well be rabid and needs to be reported.

**BEES:** There are a number of bees and wasps that you may come across on our campuses. Of particular note are the reports of Africanized Honeybee (AHBs) in Southern California. These bees are aggressive. Move to an enclosed, safe space, and report immediately.

**BOBCATS:** Bobcats are solitary animals and attacks on humans are rare. However, if you observe a bobcat that seems aggressive, it could be sick or rabid. Make loud noises and wave your arms while retreating to a safe place.

**COUGARS:** Cougars are generally quiet, solitary and elusive. They typically avoid people. While they once were frequent visitors to our campuses, their food supplies have dwindled and, therefore, sightings have been few and far between. If you encounter a cougar, do not run; instead, face the animal, make noise and try to look bigger by waving your arms; throw rocks of other objects. Pick up small children. Report the sighting.
COYOTES: The presence of coyotes is a fact of life in southern California. If you encounter them on campus let them know they are not welcome; make loud noises; throw rocks; don’t let them get near you. Report the sighting.

OWLS: Owls are a protected species. We have had a number of nests on campus over the years. Owls feed on rodents that are plentiful on campus and can often be seen in the early evening hours. Please report any harassment of owls or anyone disturbing their nests.

RACCOONS: Raccoons are known carriers of rabies, canine distemper, encephalitis, mange and a host of other diseases/disorders. They can also be infested with fleas, ticks, lice and mites that are known transmitters of disease. Unfortunately, the Santa Clarita area is a robust habitat for these creatures and many of them frequent both campuses. Steer clear of them and report any unusual encounters.

SNAKES: California has a variety of snakes, most of which are non-poisonous. The exception is the rattlesnake. Rattlesnakes have been found, from time to time, on both of our campuses. They are most active in spring and summer when temperatures are in the 80’s. Be careful when walking in dirt or overgrown areas of our campuses or near water sources when it is hot outside. It is best to treat all snakes as dangerous, give them a wide berth, report what you’ve seen and let a snake handling expert deal with them.

SPIDERS: The spiders of primary concern for our campuses are the Black Widow and a relative newcomer to southern California, the Brown Widow spider. The Black Widow’s venom is the more powerful of the two and is the only spider whose venom is termed “medically significant” to humans. The body of an adult black widow spider is about ½-inch long; is normally shiny black with a red hourglass marking on the underside of the abdomen. The venom of a Black Widow contains a neurotoxin and can be extremely harmful to humans. The bite of the female Black Widow is three times more potent than their male counterparts. Bites generally include one or two bite marks and local swelling. Pain usually progresses from the bite site and eventually to the abdomen and back. Report all Black Widow spider sightings.

TARANTULAS: Tarantulas have been found on the Canyon Country Campus since its inception in 2007. They are seen more frequently in the spring when they become more active. They are brown and black with hairy legs and are generally a couple of inches across. They are venomous, but their venom is weak, used primarily for stunning prey. There are cases where humans have been bitten resulting in mild pain, with swelling and soreness around the bite. It is best to steer clear of tarantulas and report any sightings of them.

Please let our wildlife stay wild! Don’t feed them, approach them, touch them, or otherwise interfere with them!
College of the Canyons’ campuses are bustling, vibrant and dynamic communities. Each day brings thousands of activities and personal interactions enjoyed by the college community.

Unfortunately, the demands and pressures of contemporary life can, from time to time, cause stresses that push some people to their emotional limits.

If you happen across individuals who are acting in a threatening manner, fantasizing in an extreme way about guns or other weapons, are expressing themselves with extreme anger against faculty, other students or the administration, or situations that are degrading to a point where an individual’s safety or our collective safety is at risk, call the Switchboard or Campus Safety immediately.

Please don’t put yourself in the position of “wishing” you had said something AFTER a violent event takes place.

Valencia – Dial “7” from any campus phone extension or call Campus Safety at (661) 510-3882.

Canyon Country – Dial “77” from any campus phone extension or call CCC Safety at (661) 362-3977.
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Student Emergency Guide

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