



Emergency Procedures

2017 - 2018 Academic Year

General contact information

In the event of a life-threatening situation or immediate emergency, call 9-1-1 and evacuate the area as soon as possible.

During business hours, you can contact the GTU by using the following numbers:

1. GTU Facilities department: (510) 649-2477
2. GTU Business office: (510) 649-2430
3. GTU security service: (510) 649-2450 (generally only 2:00 pm to 9:00 pm)

Outside business hours if you need to speak with someone about an emergency the GTU uses a hosted “phone tree” that will make sure your call will be answered. Call (510) 982-1111 and then enter “1” to report an emergency. The automated system will place calls to authorized individuals at the GTU and someone will answer your call.

For non-emergencies, please contact the facilities department or business office at the numbers above.

For security concerns, please email security@gtu.edu or call (510) 649-2450.

In the event of an emergency

The GTU maintains GTU-Alert, an emergency warning system designed to increase the safety on the GTU campus by alerting subscribers in the event of an imminent threat to safety or security.

If you encounter an **emergency**, please take the following steps:

1. First, make sure you are in a safe place
2. Call 9-1-1 and report the emergency (if using a GTU phone dial “9” first)
3. Notify the GTU by calling: (510) 982-1111
 - a. When prompted press “1” to report an emergency
 - b. Stay on the line and wait for one of the GTU-Alert administrators to answer
 - c. Be prepared to provide specific information on the nature and location of the emergency

- d. The administrator you speak with is authorized to activate the alert notification system.

What to say when you call 9-1-1

1. Provide the phone number from which you are calling.
2. Provide the address and directions to the exact location of the emergency (e.g. floor, room number, etc.)
3. Describe the condition of the victims, and how whether anyone is injured.
4. Provide your name.
5. Stay on the phone and follow the instructions of the emergency operator.

Ongoing emergency situations

In the event of a serious emergency at the GTU that forces the closure of the school for a period of time the GTU will post a recorded message that you can access from anywhere. Call (510) 982-1111 and press "2" when prompted. You will be able to listen to a recorded message updating you on the status of the emergency. The GTU will utilize this system in the event of an earthquake, fire or other emergency that forces the closure of its building(s).

Instructions for dealing with specific emergencies

Bomb Threats

Take the threat seriously. Attempt to gather as much information as possible. Ask questions to keep the caller on the phone; have someone else call (9) 911 if possible. Do not activate the fire alarm or evacuate the building.

- Call 9-1-1
- Notify the GTU Business Office by calling 649-2430 and the security guard by calling 649-2450.

Disturbances

If the disturbance threatens the safety of persons or property, or if criminal or violent behavior is involved:

- Remain calm
- Call 9-1-1 and report the disturbance to emergency services
- Notify the GTU by calling: (510) 982-1111
 - When prompted press 1 to report an emergency
 - Stay on the line and wait for one of the GTU-Alert administrators to answer
 - Be prepared to provide specific information on the nature and location of the emergency
- If the disturbance is not an emergency, call the Berkeley Police non-emergency number 981-5900. Notify the GTU business office at 649-2430 and the security guard by calling 649-2450.

Earthquake

Remain calm. Assess your situation. Avoid panic and try to organize yourself and others for maximum personal safety. Observe the following guidelines:

- Do not leave the building. You are safer inside a building than outside.
- Take immediate shelter under tables, desks, doorways and similar places.
- Keep away from overhead fixtures, windows, skylights, bookcases, filing cabinets and electrical power equipment.
- Assist any handicapped persons in the area and find a safe place for them.
- Do not use elevators.
- Do not dash for stairways; they may be broken and crowded with people. Do not use stairways until you know they are safe.
- If it is necessary to leave the building, do not touch downed wires, exposed cables or damaged electrical equipment.
- If you are outside, stay outside. Keep away from buildings, trees, power lines, etc.
- Be prepared for additional aftershocks.
- Do not call (9) 911 unless it is necessary for reporting injury. Keep emergency phone lines open.
- If you need to call (9) 911 and there is no dial tone, stay on the line (the delay could be a minute or more). Do not repeatedly depress the switch hook. If you receive a “fast busy” signal or an “all circuits are busy” recording, hang up and try again.
- Do not go into damaged areas unless public safety officials have requested your help.
- Do not use matches, lighters or other open flame appliances.
- Do not operate electrical appliances or equipment, including telephones, if you suspect a gas leak. The appliance may create a spark that could ignite leaking gas.
- If you smell gas, turn off the gas valve. At the Library building, only PG&E can turn off the gas; call 1-800-743-5000. For the Le Conte building and the Annex, wrenches for gas valves are at the front desk of the GTU Bookstore (see page 8 for maps of gas valve locations).
- Flashlights and medical supplies are located:

Library building:	Le Conte building:	Annex building:
Circulation Desk	3rd floor reception desk	1st floor, CTNS
Business Office hall, right-hand cabinet		1st floor, HR office

- Tune battery-powered radios to Berkeley’s emergency station at 1610 on the AM dial.
- If water is leaking, turn to the Flooding or Water Leakage section on page 7 of these Emergency Procedures.
- If communications lines are down, the senior person in each building will be in charge of the situation.

Elevators

If an elevator stalls between floors or doors will not open, push the emergency button or pick up the elevator emergency phone, which will automatically connect you to the elevator emergency dispatch service.

Fire

A building occupant must evacuate the building when the fire alarm sounds.

If there is a fire in your work area, follow these guidelines:

- If you have been trained and are able to safely extinguish the fire, do so. However, make sure that you have a safe exit from the fire area.
- If you are unable to extinguish the fire, leave the area immediately and pull the fire alarm.

LIBRARY: The smoke detector system senses smoke and activates the fire alarm automatically. The sprinkler system is activated by heat and will also trigger the fire alarm. When the alarm is activated it rings loudly and also goes off in the Fire Station. If there is a fire in your area that you are unable to extinguish, do not wait for the alarm to be triggered automatically. Leave the area immediately and pull the fire alarm.

LE CONTE BUILDING: The fire alarm does not activate automatically. Pull the fire alarm; alert individuals in your area; make your way out of the area immediately.

ANNEX: there is no fire alarm in the Annex building. Alert individuals in your area; make your way out of the area immediately.

Report the fire

- From a safe location, call (9) 911 (from a campus phone) and report the fire.
- From a cell phone, call (510) 981-5911 to reach the City of Berkeley Police. (For your safety: store this number in your cell phone.)
- Speak calmly and clearly.
- Be prepared to give the following information
 - The location of the fire:
 - LIBRARY: 2400 Ridge Road
 - LE CONTE BUILDING: 2465 Le Conte Avenue
 - ANNEX: 2452 Virginia Street
 - Extent of the fire
 - Who you are
- Let the emergency person end the conversation. They may have questions to ask and/or special information about what you should do until help arrives.
- Evacuate the building as soon as the alarm sounds. Stay calm, do not rush or run, and do not panic. Safely stop your work. Gather your personal belongings if it is safe to do so. (Reminder: take prescription medications out with you if at all possible; it may be hours before you are allowed back in the building.) If safe, close your office door and window, but do not lock them.

- Use the nearest safe stairs and proceed to the nearest exit. Do not use the elevator.

Evacuation routes

LIBRARY: Leave by the main entrance or use the stairs next to the elevator and exit through the basement.

LE CONTE: If the fire is on your floor, use the nearest safe stairs and exit the building. If the fire is not on your floor and if it is a safe exit way, use the exterior fire escape.

ANNEX: Use the nearest safe stairs and proceed to the nearest exit.

On your way out, warn others nearby.

Move away from fire and smoke. Close doors and windows if time permits.

Touch closed doors. Do not open them if they are warm or hot.

Use stairs only; do not use elevators.

Move well away from the building, go to your building's designated rally site and report to your floor warden.

From the LIBRARY: meet at the CDSP lawn, directly across the street.

From the LECONTE BUILDING: meet directly across the street, in front of CDSP.

From the ANNEX: meet on the sidewalk, directly across Virginia Street.

Do not re-enter the building or work area until you have been instructed to do so by the emergency responders.

Notify the GTU

For all buildings, if the fire occurs after business hours notify the GTU by calling: (510) 982-1111

- a. When prompted press 1 to report an emergency
- b. Stay on the line and wait for one of the GTU-Alert administrators to answer
- c. Be prepared to provide specific information on the nature and location of the emergency

Fire Fighting

All GTU fire extinguishers are type A, B and C combined into one. This type of extinguisher can be used to fight any fire except burning metal.

At the Le Conte building use fire hoses if you can do so safely. Do not activate fire hoses for electrical fires. At the Library building there are no hoses; the sprinkler system will be activated automatically in the event of fire. The Annex is not equipped with fire hoses.

If a fire is small enough to put out (e.g. small fire in a personal trash receptacle) activate a fire extinguisher and direct the contents of the extinguisher at the base of the fire.

Never let the fire get between you and the door.

If you cannot put the fire out quickly, leave the room and shut the door behind you, and follow fire evacuation procedures.

If caught or trapped by the fire, keep close to the floor, crawl on hands and knees and breathe through a wet cloth. Call (9) 911, if possible, and report the exact location of the fire.

Activate fire alarms, call the Fire Department and evacuate the building no matter how small a fire is. Activate alarms, call the fire department and evacuate even if you think you have put a fire out. A fire you think is “small” may rapidly become unmanageable; a fire you think is “out” may rekindle itself hours later.

Fire extinguisher and fire hose locations

Library Building Extinguishers

- | | |
|-----------|---|
| Basement | <ul style="list-style-type: none">• Across from elevator door. |
| Level I | <ul style="list-style-type: none">• On pillars ten feet on either side of main stairs.• On pillars ten feet on either side of art wall.• Computer room. |
| Level II | <ul style="list-style-type: none">• Public Services Office next to computer room.• Technical Services Office next to photocopier. |
| Level III | <ul style="list-style-type: none">• Staff Lounge next to kitchen. |

Le Conte Building Extinguishers (and Fire Hoses)

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|--------------|---|
| Basement | <ul style="list-style-type: none">• Next to elevator.• <i>(Fire hose at bottom of front stairwell.)</i> |
| First Floor | <ul style="list-style-type: none">• Bookstore, across from sales counter.• |
| Second Floor | <ul style="list-style-type: none">• On second floor landing of main stairs.• <i>(Fire hose around the corner from the elevator.)</i> |
| Third Floor | <ul style="list-style-type: none">• <i>(Fire hose and extinguisher across from reception desk.)</i> |

Annex Building Extinguishers

- | | |
|------------------|--|
| Basement | <ul style="list-style-type: none">• Inside the workshop. |
| Inside each unit | <ul style="list-style-type: none">• In the hallway. |
| Second floor | <ul style="list-style-type: none">• At the top of the interior stairs. |

Fire Prevention

Smoking is not permitted in any of the GTU buildings or on the terraces of the Library building. Smoking is not permitted within 20 feet of any entrance, exit or air intake vent to any building that is open to the public (Berkeley Municipal Code 12.70.030.U). Anyone seen smoking in a prohibited area should be asked to stop immediately.

Corridors should remain clear at all times. Remove all obstructions from corridors, passages and exits. This is especially important in little-used areas.

Make sure waste and recyclable materials are disposed of regularly.

Call the Business Office (649-2477 or 649-2430) or use the GTU School Dude Maintenance Site at www.myschoolbuilding.com to report accumulation of waste materials, obstructed corridors, broken hose cabinets, faulty or missing exit signs, problems with fire alarms, fire extinguishers, emergency exit doors or other built-in fire protection equipment, or other fire prevention problems.

First Aid Emergencies

- Remain calm
- Call 9-1-1 and report the emergency to the operator
 - Give the phone number from which you are calling
 - Give the address (2400 Ridge Road, 2465 Le Conte Avenue, 2452 or 2466 Virginia Street), floor, room number, and any special directions on how to find the victim
 - Describe the victim's condition (for example – conscious, breathing, burned, bleeding, broken bones, etc.)
 - Describe what happened; how many are injured or what help is being given
 - Give your name
 - Do not hang up – let the emergency operator end the conversation
- Have someone meet the emergency responders at the building entrance and guide them to the site of the emergency
- Assist and stay with the victim and do not leave people who need urgent care
- Do not move the victim unless absolutely necessary
- Notify the business office by calling 649-2433

First aid kits are available in the following locations:

<i>Library building</i>	<i>Le Conte building</i>	<i>Annex building</i>
Circulation Desk	Bookstore front desk	1 st floor, CTNS
Business Office hall cabinet, right-section	3 rd floor reception desk	

Flooding or water leaking

Call the facilities department at 649-2477.

Call the business office at 649-2430.

If library books are damaged or endangered call the director of the library at 649-2540

Describe the problem, give your location and information about what has been done thus far (who has been called, the extent of the damage).

If water is leaking and flowing onto books or close to doing so, and if it is safe to enter the basement, shut off the water at the main valve in the basement janitorial closet. In addition, there are separate sprinkler-system shut-off valves on each floor in the janitorial closets next to the restrooms. For sprinkler shut-offs on Levels I–III use the key on the Emergency Supply shelf at the Circulation Desk.

If books are endangered, the Library will immediately dispatch personnel to evaluate the situation and assist with recovery operations.

Unless you are dealing with a very small area, do not remove books from the shelves. Plastic will be brought to cover ranges of shelving.

Remove library materials from the floor if they are still dry.

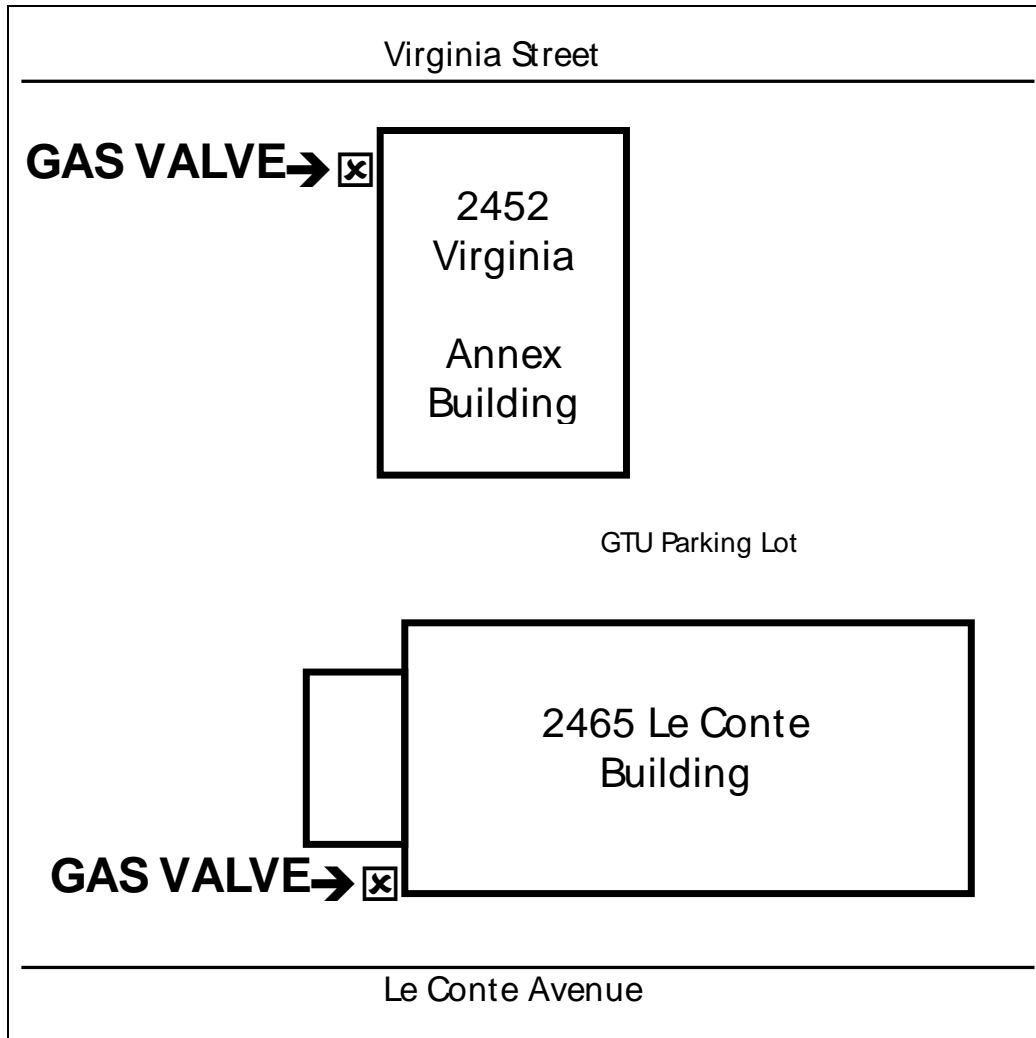
Do not work in standing water which may have made contact with wiring and may be electrified.

Fluorescent lights

Sometimes the coating inside fluorescent light bulbs can be harmful. Do not touch broken tubes. Call the facilities office at 649-2477.

Location of gas valves

In the event of a server earthquake it may be prudent to shut gas valves to prevent fires. Gas valves are located in the following areas:



Power failures

Report power failures to the facilities department by calling 649-2477 and the business office by calling 649-2430.

Robbery, theft and other crimes

In the event of a robbery or other crime in progress try to remain calm. As soon as you can, proceed to a safe place and call the Berkeley police department at 9-1-1.

If you are able to do so, try to remember a description of the suspect, including height (compare to your own), eye color, skin color, clothing and other features.

Notify the business office by calling 649-2430.

Smoke

If you only *smell* smoke, do not immediately sound the fire alarm. Investigate possible sources for the smoke. If you are unable to identify the source satisfactorily, or if smoke is coming from a fire or potential fire, **call the Fire Department 9-1-1.**

In the Library building the smoke detection system will automatically activate the fire alarm and summon the Fire Department.

At the Le Conte and Annex buildings, smoke detectors will sound, but they are not connected to the Fire Department.

At all three sites it is important to call the Fire Department to describe the situation.

Responding to disruptive behavior

Angry verbal abuse

Examples of verbal abuse include extremely abusive and threatening argument about a bill, insistence upon special privileges, etc.

Normally calm and reasonable patrons, customers or members of the GTU community may be aggravated into disruptive behavior by frustration: a bill they feel is undeserved, a book that is missing, grades they feel are inappropriate, etc. Your goal is to defuse the person's anger.

Acknowledge existence of the problem: explain procedures, describe the steps that can be taken to solve or alleviate the problem or the frustration. Listen supportively, with empathy and understanding. Be aware that the person is venting inner frustration; the anger is probably not directed at you, especially in the early stages.

Enlist the aid of your supervisor or another staff member. If the complaint seems legitimate, refer the problem to your supervisor.

Personal verbal abuse should not be tolerated. If a patron's tirade goes beyond criticism of GTU or Library policy and focuses on you, particularly if this abuse is racist, sexist or ageist in nature, retreat from the confrontation immediately. Warn the person that you will call the police if the abuse persists.

Call another staff member. If you are alone, call the police (981-5900) and report the disruptive behavior. Give the dispatcher your name and location.

If the incident occurred in the Library building, record it in the Incident Report Log at the Circulation Desk.

Destruction of library materials or other GTU property

Examples: writing in books, cutting out pages, damaging furniture, spray-painting graffiti, etc.)

If the action seems to be accidental, unintentional, or fairly minor (such as writing in a library book) tell the person to stop. If the person is cooperative and this is a first offense you may want to handle the problem locally. For example, ask the patron to replace the material. Use your own judgment or consult with your supervisor.

If the action seems deliberate and seriously destructive, call the Police at 9-1-1 and describe the situation. Secure damaged materials as evidence. If the patron leaves the area, be prepared to give police a physical description and to file a formal complaint.

If the incident has taken place in the Library Building, record it in the Incident Report Log at the Circulation Desk.

Personal hygiene problems

Examples: patron's physical condition is such that other patrons or staff complain of odor, vermin, etc.

If the person's behavior is otherwise acceptable, do not take any action unless you have received at least two complaints (your own negative reaction may count as one complaint).

After the second complaint, explain to the person that others have complained and ask the patron to leave. If the person argues or resists, warn the person that you will call the Police if your request is ignored.

If the patron does not exit, call the Berkeley Police at 981-5900. Say, "We have an unwanted guest and we've received complaints." Give your name and building location.

If the incident occurred in the Library Building, record it in the Incident Report Log at the Circulation Desk.

Refusal to abide by library or GTU rules

Examples: smoking or eating in the building, refusing to exit at closing time.

Advise the person of the rule. Explain the reasoning behind the rule. Provide the patron with alternatives: describe other places to go to eat, drink, study late at night, etc.

If the behavior continues, insist that the patron leave. If the person refuses, warn the person that you will have to call the Police.

If the patron continues to refuse to leave, call the Berkeley Police at 981-5900. Tell the dispatcher you have a patron who refuses to cooperate with staff members about a Library or GTU rule.

If the incident occurred in the Library Building, record it in the Incident Report Log at the Circulation Desk.

Bizarre but non-threatening behavior

Examples: random, senseless movements; erratic, inappropriate, abnormal actions, loud talking or singing, engaging other patrons or staff members in inappropriate and unwanted interactions that are distracting or disturbing to others.

Approach the person directly; ask if the person needs assistance. Enlist the aid of another staff member if possible.

Tell the person that the behavior is distracting and disturbing to other Library users or GTU community members and must be stopped. Be direct and firm.

Ask the person to leave the building. If the person refuses and the behavior continues, warn the person you will need to call the Police. Then call the Berkeley Police at 981-5900. Give the dispatcher your name and building location.

If the incident occurred in the Library Building, record it in the Incident Report Log at the Circulation Desk.

Suspicious lurking

Examples: person seems to be out of place, is not using Library materials, seems to be watching other patrons and staff or their belongings, or attempts to enter a staff-only area.

Ask if the person needs assistance.

Watch the person; notify other staff members.

If the person's response is not appropriate or seems evasive, call the Berkeley Police at 981-5900 even if the patron has left the area. Say, "We have a suspicious person." Give your name and building location as well as a description of the person.

If the incident occurred in the Library Building, record it in the Incident Report Log at the Circulation Desk.

Obscene phone calls

Hang up immediately.

Call the Berkeley Police at 981-5900. Ask to file a report with a patrol officer. Be prepared to describe what you can recall of the caller's voice, sex, probable age, what the caller said (even if very obscene – officers are used to taking such reports). Describe background noises, if any.

If the call was received in the Library, record it in the Incident Report Log at the Circulation Desk.

Sexual offenses

Examples: indecent exposure, inappropriate sexual advances.

Immediately call the Berkeley Police at 981-5900. Say, "We have a sexual offense in our building."

Give your name and building location. Give as full a description of the offender as possible, and the last place seen or the direction of flight.

The patron or staff member to whom the behavior was directed may be very upset. Do not try to get the person to give you all the details in a public area. Take the victimized patron or staff member into an office or an area away from others. Try to encourage the person to stay to talk directly to the police officer. Be supportive of the feelings of the victimized patron or staff member.

Contact the Title IX officer and report the incident to the Vice President for Administration and Finance.

Threats to personal safety

Examples: disturbed person is armed or violent.

Immediately call the 9-1-1 Emergency Service

If the person is armed, inform the dispatcher. Give your name and building location.

Do not hang up; let the emergency dispatcher end the conversation. Have someone else stay on the line with the dispatcher if possible.

Without risking your own safety or inflaming the situation, try to get other staff and patrons and yourself out of the area.

When things have calmed down, call the Business Office (2430) and, if the incident occurred in the Library Building, record it in the Incident Report Log at the Circulation Desk.

Filing a formal complaint with the police department

Be prepared to file a formal complaint when:

- Disturbance or damage is serious. For example theft, sexual assault or exposure, battery, violent behavior, destruction of Library or GTU materials, ongoing or repeated disturbances of the peace; and,
- You have witnessed the behavior of the suspect or the victim. Police officers cannot arrest someone for an action they have not witnessed unless the person who has observed the behavior is willing to file a formal complaint.

In filing a formal complaint, you are making a charge that may lead to a person's arrest. It is possible that you may be asked to appear in court.