



California State University, Los Angeles
Department of Public Safety

NUMBER: I-19 APPROVED: _____
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SUPERSEDES: 5/1/2007 Reviewed/Revised: August 19, 2011

SUBJECT: **Emergency & Incident Notifications**

I. PURPOSE:

To provide a guideline for the handling of Emergency and Incident Notifications to the campus, Chief of Police, Deputy Chief, Operations Lieutenant, and other internal or external organizations as required to appropriately respond to an incident.

II. POLICY:

- A. The University Police, through establish procedural guidelines, will provide a resource for the management of Emergency Notifications campus-wide.
- B. Notifications in emergency situations begin with the first responder to the scene and include, as necessary: command and administrative staff; other agencies, such as fire, medical, and hazardous materials personnel; University departments; Medical Examiner; CSULA Facilities Management personnel; and the media.

II. DEFINITIONS:

- A. Death in Family. Death of an immediate family member or relative.
- B. Emergency Situation. An actual or potential condition that poses an immediate threat to life of property.
- C. Family Emergency. A situation in which a member of a person's immediate family should be notified (home fire, auto accident, etc.).
- D. General Assistance. Services provided of a non-emergency nature.
- E. Medical Emergency. A situation in which an individual is ill, injured and /or a situation which requires immediate medical assistance.
- F. Neighboring Jurisdiction. A law enforcement agency in an adjoining city or other unit of local government.
- G. On-duty Command Officer. The assigned Deputy Chief or Lieutenant who will be on-call during a specific period of time to respond to incidents as needed; provide guidance to Department of Public Safety staff; and, be

available to receive notifications during and after normal working hours.
(Note: The Chief of Police shall also be immediately notified.)

III. PROCEDURE:

- A. Notification of University Police supervisory personnel and campus administration.
1. Notifications for incidents occurring during the business day will be made the same day. For other incidents, notifications may be made immediately or the next business day, depending on the severity of the incident.
 2. The person responsible for making the notification will determine whether the incident warrants immediate notification. If unsure about whether a notification is required, the person responsible for making the notification should make the notification. Consultation with the next higher authority is recommended for situations that are not clearly defined.
 3. The Watch Commander is responsible for initiating chain of command notifications as soon as the incident permits. Since the watch commander's first priority is the incident at hand, he/she may instruct the Communications Center to make initial notifications, if circumstances prevent timely notifications. This allows contacted persons to respond quickly to the scene should a response be required.
 4. The Communications Center may only make notifications at the instruction of the watch commander. While Communications Center staff should ask the W/C if notifications need to be made, they may not initiate notifications on their own.
 5. The Watch Commander will notify the on-duty Command Officer and the Chief of Police. Notification will occur regardless of the time of day. Should any person in the chain of command not be available during the current watch, each subsequent watch commander will continue to attempt contacts during the next shift. The University Police Dispatch center will be provided with, and shall maintain, an on-duty Command Officer schedule.
 6. The highest level in the chain of command that assumes responsibility for managing the incident will make further administrative notifications as needed [President, Vice Presidents, departments, etc.].
 7. For the following incidents, notifications shall be initiated with the Chief of Police and the on-duty Command Officer being called as soon as reasonably possible by the Watch Commander. The Chief of Police, or the on-duty Command Officer, in the Chief's absence, may direct that other notifications be made by Department staff.

- a. Death or injury incidents:
 - 1) All deaths occurring on campus, including suicides;
 - 2) Off-campus deaths relevant to the University community, e.g., athlete involvement, deaths of several campus members, etc. when the Division is notified by the responsible agency;
 - 3) All injury incidents, including attempted suicide, aggravated assaults when medical treatment of injuries is required, creating substantial risk of death resulting in serious or permanent disfigurement, or causing long-term loss or impairment of the functioning of any bodily member or organ.
 - b. Any vehicle pursuit terminating in an accident.
 - c. Damage to property, structures, or threats to public safety:
 - 1) Fire or arson creating a threat to life or property;
 - 2) Hazardous chemical or materials spills creating a threat to life or property;
 - 3) Lab accidents creating a threat to life or emergency situations.
 - d. Bomb threats that necessitate an evacuation.
 - e. Crimes involving the use of weapons.
 - f. Robbery; Sexual assaults.
 - g. Bias/hate crime incidents.
 - h. Civil disturbances involving a large number of people.
 - i. Assaults or injuries to Police Services employees that require medical attention.
 - j. Any incident likely to bring immediate media attention to CSULA.
 - k. Any incident involving students off campus where the University Police become involved in the case with the originating jurisdiction.
 - l. Any Felony arrest.
 - m. Any arrest wherein the suspect(s) will be booked.
 - n. Any arrest (Felony or Misdemeanor) of a University employee.
 - o. Warrant arrest will follow the same procedures as all other arrests.
 - p. Any incident involving the use or display of weapons (generally defined as a Dangerous weapon i.e. firearms, knife, etc).
 - q. Any crime involving injury to a person.
 - r. Any crime involving the significant theft of state property or damage to state Property (generally over \$5,000)
8. Notification to the Communications Center Supervisor should be made in major incidents where his or her expertise is required or could assist.

Incidents that could require the assistance of other dispatchers should be a consideration in all major incidents.

9. Persons in the chain of command shall:
 - a. Respond promptly to the notification;
 - b. Notify the next person up the chain of the command through the Chief of Police; and
 - c. Should advise who has not been previously notified and continue to attempt notification.

B. Notifications to Internal Support Groups.

1. Contact the University Facilities Operation for any of the following observed conditions (depending on the condition, contact can be made immediately by telephone or through a Work Request Form submitted to Facilities);
 - a. Campus utilities or streets requiring immediate attention;
 - b. Large holes or debris in a commonly used roadway;
 - c. Electrical power lines down;
 - d. Breaks in water, gas, or other utility line;
 - e. Fire hazards requiring immediate attention (Campus Risk Management should also be notified);
 - f. Damage to buildings that pose a threat to personal safety;
 - g. Traffic control signs in need of repair;
 - h. Small and non hazardous holes in roadways;
 - i. Street or mall lights in need of repair;
 - j. Graffiti or other forms of damage;
 - k. Telephone or video cables down but not creating a hazard;
 - l. Potential fire hazards not requiring immediate attention;
 - m. Damage to buildings; or
 - n. Other conditions that require action in the best interest of community safety, security, and sense of well-being.

A log entry in ARMS shall be made on all conditions reported to document the notification on hazardous road and campus conditions.

2. University Risk Management will be notified of all fires, hazardous materials incidents, or conditions that pose a threat to personal or environmental safety.

C. Notification of other agencies and jurisdictions.

1. Notifications to other agencies in an emergency could include the fire department, emergency medical, the medical examiner, hazardous materials personnel, the media, and other entities necessary to adequately address the situation. The watch commander must make this determination and may consult with higher authority at anytime in reference the existing circumstances and level of response.

2. Higher authority may advise the watch commander and provide direction without being on scene, giving instructions to be followed.
 3. Advance notification of possible conditions that could result in an emergency response by a support agency shall be made as early as possible. The advanced notification should include:
 - a. The time and locations of the event;
 - b. Name of the supervisor in charge of the action;
 - c. Method of contacting the supervisor in charge;
 - d. Nature of the event, e.g., search warrant;
 - e. Assessment of the potential for problems; and
 - f. Assistance, if any, that may be requested of the agency of jurisdiction.
 4. Notification of the Medical Examiner.
 - a. A University Police Investigator will be notified in reference any situation involving a death on campus and will respond to the scene.
 - b. Notification to the medical examiner shall be made for any incident in which an officer responds to a scene where a death has occurred. The notification is usually made by the University Police Investigator.
 - c. The Medical Examiner will be provide with the following information:
 - 1) Victims' name, if known;
 - 2) Location of scene;
 - 3) Contact telephone of the Officers; and
 - 4) Any information known at the time that will assist the medical examiner/coroner.
 5. News media shall be notified through the standing campus public information operating procedures. This includes the notification of the University Public Information Office, who will have the responsibility to manage this function. The Chief of Police, a Command Officer, or a designee assigned the responsibility shall be the notifying authority and the liaison with the campus Public Information representative.
- D. To provide Emergency Notification to general campus personnel and students, the Public Safety Dispatcher will provide and/perform the following functions.
1. Accept calls for Emergency Notification.
 2. Determine if there is an emergency or death. If there is determined to be an emergency:
 - a. Obtain the name and telephone number of the caller;
 - b. Obtain the full name of the person to be notified and any of the below information, if available or known:

- 1) location;
 - 2) status (student, staff, faculty or visitor);
 - 3) appropriate University identification number;
 - 4) date of birth; and
 - 5) major or department.
3. Advise caller that Department will call back to inform him/her if unable to locate person requested.
 4. Access "Peoplesoft" for student information.
 - a. If "Peoplesoft" is not operational, contact Administration 101 for student information at X-3913.
 - b. Contact University Housing Office at X-4807 if appropriate.
 - c. Contact Resident Director if appropriate.
 5. Dispatch a University Police Officer if death notification.
 6. Dispatch available Public Safety employee to make notification if other than death.
 7. Make appropriate log entries.
- E. Public Safety Personnel will perform the following functions as required for Emergency Notification:
1. Respond promptly to classroom to make notification.
 2. When possible notify student at beginning of class.
 3. Exhibit sensitivity when making notifications.
 4. Make notification in private if possible.
 5. Call person outside of classroom when appropriate
 6. Make a minimum of disruption of classroom activity.
 7. Provide emotional support if required.

IV. Appendices. None.