



Issued: 07/19/1999
Last Revised: 09/15/2019

**CSU FULLERTON POLICE DEPARTMENT
GENERAL ORDER NUMBER 5-14 [CALEA 91.1.6a, 41.2.4]**

EMERGENCY AND INCIDENT NOTIFICATIONS

SUBJECT: Emergency and Incident Notifications

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

POLICY: The University Police, through established procedural guidelines, will keep all levels of the University informed about any incidents that could bring either positive or negative notoriety to the University. 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; CSUF Facilities Operations personnel; and the media.

PROCEDURES:

- I. Notification of University Police supervisory personnel and campus administration.
 - A. Notifications for incidents where there may be a question as to the agency's liability or for those which may result in heightened community interest shall be made to the Chief immediately. If the Chief is not available, the Watch Commander will notify a member of the Command Staff at once. Notification will occur regardless of the time of day. [CALEA 11.4.5]
 - B. 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. [CALEA 11.4.5]
 - C. 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 in situations that are not clearly defined. [CALEA 11.4.5]
 - D. 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 Dispatcher to make initial notifications, if circumstances prevent timely notifications. This allows contacted persons to respond quickly to the scene should a response be required. [CALEA 11.4.5]

- E. The dispatcher may only make notifications at the instruction of the Watch Commander. While dispatchers should ask the Watch Commander if notifications need to be made, they may not initiate notifications on their own. [CALEA 11.4.5]
- F. The Watch Commander will notify Command Staff and the Chief of Police. If the appropriate Command Staff is not available the Watch Commander will notify the Captain and/or Chief directly. 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. [CALEA 11.4.5]
- G. 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.]. [CALEA 11.4.5]
- H. Notifications shall be initiated through the chain-of-command as soon as reasonably possible by the Watch Commander for the following occurrences. [CALEA 11.4.5]
1. Death or injury incidents:
 - a. All deaths occurring on campus, including suicides;
 - b. Off-campus deaths relevant to the University community, e.g., athlete involvement, deaths of several campus members, etc. when the Department is notified by the responsible agency;
 - c. 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.
 2. Any vehicle pursuit terminating in an accident.
 3. Damage to property, structures, or threats to public safety:
 - a. Fire or arson that creates a threat to life or property;
 - b. Hazardous chemical or materials spills that create a threat to life or property;
 - c. Lab accidents that create a threat to life or emergency situations.
 4. Bomb threats that necessitate an evacuation.
 5. Crimes that involve the use of weapons.
 6. Robbery; Sexual assaults.
 7. Missing Persons reported to University Police.
 8. Bias/hate crime incidents.
 9. Civil disturbances that involve a large number of people.
 10. Assaults or injuries to University Police employees that require medical attention.
 11. Any incident likely to bring immediate media attention to CSUF.
 12. Any incident that involves students off campus where the University Police become involved in the case with the originating jurisdiction.
 13. Any arrest (Felony or Misdemeanor) of a University employee.

14. Any incident that involves the use or display of weapons (generally defined as a Dangerous weapon i.e. firearms, knife, etc).
 15. Any crime that involves injury to a person.
 16. Any crime that involves the significant theft of state property or damage to state Property (generally over \$5,000)
- I. The Chief of Police shall be notified any time that there is a response to the President's residence, at El Dorado Ranch. [CALEA 11.4.5]
- J. Investigators shall be notified as stated in General Order 6-1, "Investigations Unit".
- K. Notification to the Communications or Records Supervisors 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.
- L. Notification to the Emergency Management Coordinator should be made in major incidents where his or her expertise is required or could provide assistance. Incidents that could require his or her assistance should be a consideration in all major incidents.
- M. Persons in the chain of command shall:
1. Respond promptly to the notification;
 2. Notify the next person up the chain of the command through the Chief of Police; and
 3. Advise who has not been previously notified and continue to attempt notification.
- II. Notifications to Internal Support Groups.
- A. Facilities Operations
1. Contact Facilities Operations for any of the following observed conditions (depending on the condition, contact can be made immediately by telephone or through a Work Order submitted to Facilities Operations):
 - 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 (Environmental Health and Safety 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.
 - 2. When it becomes necessary to call out Facilities Operations personnel for emergencies, they will be called from the call-out list.
 - 3. The individual called will be given detailed information describing the nature of the problem so that they can make an intelligent assessment as to the action or response to be taken.
 - 4. Once contact is made with an individual on the call-out list (this does not mean a message was left). It is their responsibility to authorize call-out and to contact individuals to respond, or to let the matter wait until normal business hours.
 - 5. A log entry in RIMs shall be made on all conditions reported to document the notification on hazardous road and campus conditions.
- B. Environmental Health and Safety will be notified of all fires, hazardous materials incidents, or conditions that pose a threat to personal or environmental safety.

III. Notification of Fire Department

- A. When the Police Department receives a report of fire, visible smoke, odor of smoke, water flow alarm, Halon alarm, building fire alarm, or hazardous materials spill, the Dispatcher will dispatch an officer to the scene and notify METRO NET for the main campus and OCFA for the Irvine campus of the report and request fire units to respond.
- B. The first officer on the scene shall make an assessment of the situation and advise the Dispatcher and wait for the responding fire units.
- C. If the fire has been extinguished, personnel will follow the procedures in General Order 5-5.

IV. Notification of other agencies and jurisdictions.

- A. Notifications to other agencies in an emergency could include emergency medical, the medical examiner, the media, and other entities necessary to adequately address the situation. The watch commander must make this determination and may consult with Command Staff, time permitting, at anytime in reference to the existing circumstances and level of response.
- B. Command Staff may advise the Watch Commander and provide direction without being on scene, giving instructions to be followed.

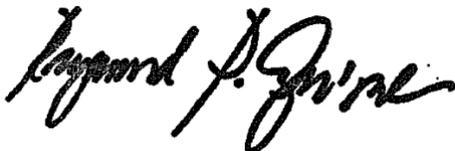
- C. Advance notification of possible conditions that could result in an emergency response by a support agency shall be made as early as possible. The advance notification should include:
1. The time and locations of the event;
 2. Name of the supervisor in charge of the action;
 3. Method of contacting the supervisor in charge;
 4. Nature of the event, e.g., search warrant;
 5. Assessment of the potential for problems; and
 6. Assistance, if any, that may be requested of the agency of jurisdiction.
- D. Notification of the Medical Examiner.
1. A University Police Investigator will be notified in reference to any situation involving a death on campus and will respond to the scene.
 2. 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.
 3. The Medical Examiner will be provided with the following information:
 - a. Victims' name, if known;
 - b. Location of scene;
 - c. Contact telephone of the officers; and
 - d. Any information known at the time that will assist the medical examiner/coroner.
- E. News media shall be notified through the procedures established in General Order 1-5, "Media Relations". This includes the notification of the University Public Information Officer, who will have the responsibility to manage this function. The Chief of Police, or Command Staff, or a designee assigned the responsibility shall be the notifying authority and the liaison with the campus Public Information representative.
- V. Major Incident Report
- A. A Major Incident Report will be completed whenever any of following occurs:
1. Part I Crimes, such as, homicide, forcible rape, armed robbery, aggravated assault (involving weapons and/or serious injury), burglary that is out of the ordinary and arson.
 2. Part II Crimes, such as assault on an officer (requiring medical attention), cases of child abuse, kidnapping, strike, riots, fatal accident, officer involved shootings and incidents involving injury to subjects as the result of officers use of force.
 3. Other major incidents such as bombs, bomb threats where buildings are evacuated, suicides, missing person, earthquakes, hazardous material incidents, plane crashes, explosions, or any other newsworthy event.

- B. Dispatcher's Responsibility - Upon notification of any incident as defined in Section A, above, the dispatcher will log the times that all applicable radio and telephone notifications were made.
- C. Reporting Officer's Responsibility – Upon completing the preliminary investigation of any major incident, the Police Officer shall:
1. Complete all required reports to appropriately document the incident.
 2. Upon conference with the Watch Commander, complete a "Major Incident Report", which will include a short synopsis of the incident.
 3. Submit the "Major Incident Report" to the Watch Commander separately from the police report of the incident.
- D. Watch Commander's Responsibility – Upon receipt of a "Major Incident Report" the watch commander shall:
1. Familiarize himself/herself with the incident.
 2. Contact the appropriate Command Staff and provide him/her with all important information. The appropriate Command Staff shall notify the rest of Command Staff and the Chief of Police.
 3. In the absence of the appropriate Command Staff the watch commander shall notify the rest of Command Staff and the Chief of Police directly.
- E. The Chief of Police shall ensure that notifications are made to the Vice-President, President and Chancellor's Office, as appropriate. In the Chief's absence, Command Staff shall assume this responsibility.

REVIEWED BY:

S.Fisher

APPROVED:



Raymund Aguirre
Chief of Police