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Reporting an Emergency
When you dial 9-1-1 to report an emergency, give the following information:

1. Nature of emergency (describe clearly and accurately).
2. Exact address or building, floor, and area.
3. Telephone number from which you are calling.
4. Your full name. **Do not hang up** as additional information may be needed.

If you are unsure about the seriousness of a situation, dial (559) 730-3999 to speak with a dispatcher or officer from District Police. Please program these numbers into your cell phone.

**Emergency Phones (Code Blue Phones)**
Emergency/duress phones (blue lighted phones) are located throughout campus, and inside each elevator. Phones provide immediate access to the District Police (no need to dial 9-1-1); follow directions on phone. A map showing locations of emergency/duress phones is available on the District Police website at [http://www.cos.edu/StudentServices/Maps/Pages/default.aspx](http://www.cos.edu/StudentServices/Maps/Pages/default.aspx)

**Other Campus Phone Numbers:**
**Facilities**, or (559) 730-3969
**District Police**, 3999 or (559) 730-3999 (dial 9-1-1 for emergencies)

**PLEASE WRITE YOUR INFORMATION HERE**

BUILDING NAME _______________________________________________________

FLOOR ______________________________________________________________

ROOM NUMBER _______________________________________________________

2
Introduction
Emergencies, accidents and injuries can occur at any time and without warning. Sequoias Community College District has established procedures for you to follow so that the effects of such situations can be minimized.

This guide will acquaint you with basic safety procedures. Please read it thoroughly BEFORE an emergency occurs, and become familiar with campus emergency response procedures. This will enhance your chances of protecting yourself and others in an emergency situation.

How to Prepare
What can I do to be better prepared?

Read this pamphlet carefully and keep it handy. The ATT telephone directory also contain vital emergency information.

Know your building’s floor plan. Know where the stairs and fire extinguishers are located.

Know the locations of alternate exits from your area.

If you work in an office, know exactly how many doors you will pass along your evacuation route before you reach the nearest exit door; in heavy smoke, exit signs may be invisible. Even in heavy smoke, you can count the number of doors you pass, so you will know when you reach the exit door.

Be prepared for a 72-hour stay on campus in case of a serious emergency. Keep on hand such personal items as:

• Medications (must be properly safeguarded)
• Flashlight and batteries
• Books, pack of cards, etc.
• Some food items such as nutrition bars
• Water in bottles or other containers
• Sweater, comfortable shoes
Take advantage of training programs such as:
• Injury and illness prevention program
• First Aid classes, offered by the American Red Cross

Prepare yourself and your family at home so they will know what to do, where to go, and how to cope in an emergency situation. http://www.redcross.org.

Medical Emergencies
In the event of a serious illness or injury on campus, immediately call 9-1-1 from a campus phone. If you notice any jewelry with an inscription of medical information, bring it to the dispatcher’s attention. Give appropriate first aid until Public Safety personnel arrive; have someone escort personnel to the scene.

Do not move the victim until EMS Personnel arrives

FIRST AID TIPS:
• BLEEDING
  Call 9-1-1. Press directly onto the wound with sterile gauze, sanitary napkin, clean handkerchief, or bare hand. Maintain steady pressure for 5 to 15 minutes. If bleeding is from an arm or leg, elevate that limb until emergency personnel arrive.
• CHOKING
  Call 9-1-1. Do nothing if the victim is moving air by coughing or gasping. If no air movement, apply four abdominal thrusts by grabbing the victim from behind with your hands over the “belly button” area; quickly squeeze in and up.
• SEIZURE
• SHOCK
  Call 9-1-1. Keep victim warm and calm, with legs slightly elevated, until emergency personnel arrive
• UNCONSCIOUS / UNRESPONSIVE
  Call 9-1-1. Check for a pulse by gently pressing the side of the victim’s throat.

Check for Breathing: If victim is not breathing and an AED is available, open AED and apply. Administer CPR as required.
Initiate Rescue Breathing. If you don’t know CPR, continue with Rescue Breathing.

**Rescue Breathing:** Gently tilt the head back to open the airway; watch chest and listen for air from mouth. If not breathing, pinch the nose and give 2 slow, full breaths. Watch the chest rise and fall during each breath. Breathe into the victim’s mouth once every 5 seconds until emergency personnel arrive.

### Earthquake

**What happens during a major earthquake?**

- Things may fall and break: ceiling tiles, bookcases, file cabinets, and other furniture that has not been anchored to walls or floors.
- The motion may be severe; if you are standing, you may be thrown to the ground.
- Many services may stop working: lights, telephones, elevators, heat and air conditioning.
- Some exterior windows may break, causing shattered glass and strong drafts.
- Possible fires from broken natural gas lines, electrical short circuits, or other causes.
- The shaking may last only a minute or two, but there may be a number of aftershocks (over several days/weeks/months).

**During the earthquake:**

- If you are outside, stay outside. Move quickly to an open area away from buildings, trees, power lines, roadways.
- If inside a building, stay inside. Do not evacuate or go outside: falling debris could cause injury.

- Take cover beneath a desk or table or shelter in a doorway. PROTECT YOUR HEAD AND NECK.
- Keep away from overhead fixtures, windows, filing cabinets, bookcases, and other objects that could fall on you.
- Assist any disabled persons in the area and find a safe place for them.
- DO NOT USE ELEVATORS.
What if you are in an elevator?

- If you are in an elevator, you are probably better protected than most people. The elevator will not fall down the shaft, and nothing heavy can fall on you.
- If the power fails, the elevator will stop and lights will go off. Public Safety will respond as quickly as possible and advise you how rescue will occur. Upon rescue, take directions from emergency personnel.

After the earthquake:

- Check for injuries, give or seek first aid. DO NOT MOVE INJURED PERSONS UNLESS NECESSARY.
- Alert emergency responders (Police, Fire, Medical) to situations requiring their attention.
- Assist any disabled persons in the area and find a safe place for them.
- Turn on a battery-powered radio, if you have one, to learn about what has happened.
- Replace telephone handsets that have been shaken off. Do not try to use telephones except to report fires or medical emergencies.
- Check doors for heat before opening. DO NOT OPEN DOOR IF HOT.
- Use handrails in stairwells; stay to the right. DO NOT USE ELEVATORS.
- Walk — DO NOT RUN. Do not push or crowd.
- Keep noise to a minimum so you can hear emergency instructions.
- Move to your assembly point by safest route available, unless otherwise instructed. Wait for and follow instructions from your Safety Coordinator. Be prepared for aftershocks and be prepared to evacuate to lower floors, if necessary.
- If away from your workplace at the time of the quake, do not return to your workplace unless so instructed by emergency personnel.

What happens to the college during this time?

Plans have been made for all essential college functions to continue on a temporary basis. Personnel and facilities are designated to carry on operations on a limited basis. Alternate office facilities will be established, if necessary. COS will restore normal operations as soon as possible.

Practice DUCK and COVER!
Evacuation

Determine in advance the nearest exit from your work location and the route you will follow to reach that exit in an emergency. Establish an alternate route to be used in the event your route is blocked or unsafe.

DURING EVACUATION: If time and conditions permit, secure your workplace, and take with you important personal items such as car keys, purse, medication, glasses.

- Follow instructions from emergency personnel.
- Check doors for heat before opening. *(Do not open door if hot.)*
- WALK — DO NOT RUN. Do not push or crowd.
- Keep noise to a minimum so you can hear emergency instructions.
- Use handrails in stairwells; stay to the right.
- Assist people with disabilities.
- Move to your assembly point unless otherwise instructed.

WALK – don’t run!

*If relocating outside the building:*

- Move quickly away from the building.
- Watch for falling glass and other debris.
- Keep roadways and walkways clear for emergency vehicles.
- If you have relocated away from the building, DO NOT RETURN until notified that it is safe to do so.
- Contact District Police for Evacuation Chairs

Evacuation Locations

Evacuation maps indicate basic evacuation areas for buildings on campus. In the event of a fire alarm or general evacuation, please respond to the noted evacuation area.

All evacuation areas are designated by letters, in the event that some evacuation area’s may be compromised due to prevailing wind or other reasons, you may be directed to an alternate location based on this lettering system.

In general, during evacuation from campus, you should respond to the closest evacuation point possible. Evacuation points for each campus are designated on the maps on pages 21-23.
Please pay close attention to the evacuation orders. Depending on the condition of evacuation, evacuation assembly areas may be specified due to the type of emergency and prevailing wind conditions.

Evacuation of Disabled Persons

Non-ambulatory persons:
Evacuation may not be necessary or advisable. Many stairwells are designed to provide temporary protection from fire or other danger. An able-bodied volunteer should stay with a wheelchair user in the platform area of the stairwell while a second person notifies emergency personnel or paramedics of the exact location of the wheelchair user. If immediate evacuation is necessary, be aware of the following considerations:

- Wheelchairs have movable parts; some are not designed to withstand stress or lifting.
- You may need to remove the chair batteries; life-support equipment may be attached.
- In a life-threatening emergency, it may be necessary to remove an individual from the wheelchair. Lifting a person with minimal ability to move may be dangerous.
- Wheelchairs should not be used to descend stairwells, if at all possible.
- Non-ambulatory persons may have respiratory complications. Remove them from smoke or fumes immediately and determine their needs and preferences.

Always consult with the person in the chair regarding how best to assist him/her:

- The number of people necessary for assistance.
- Ways of being removed from the wheelchair.
- Whether to extend or move extremities when lifting because of pain, catheter leg bags, spasticity, braces, etc.
- Whether to carry forward or backward on a flight of stairs.
- Whether a seat cushion or pad should be brought along if the wheelchair is being left behind.
- In lieu of a wheelchair, does the person prefer a stretcher, chair with cushion/pad, or car seat?
- Is paramedic assistance necessary?

Visually Impaired Persons:
Most visually impaired persons will be familiar with their immediate
work area. In an emergency situation, describe the nature of the emergency and offer to act as a “sighted guide” – offer your elbow and escort him/her to a safe place. As you walk, describe where you are and advise of any obstacles. When you have reached safety, orient the person as to where you are and ask if any further assistance is needed.

**Hearing Impaired Persons:**
Because persons with impaired hearing may not perceive emergency alarms, an alternative warning technique is required.

Two methods of warning:
- Write a note describing the emergency and nearest evacuation route. (“Fire. Go out rear door to the right and down, NOW!”)
- Turn the light switch off and on to gain attention, then indicate through gestures what is happening and what to do.

■ Shelter in Place Procedures
During certain emergencies, such as an active shooter on campus situation, weather emergencies or hazardous chemical spills, students, faculty and staff may be directed to “shelter in place” rather than evacuate the building.

In these types of emergency situations, notification of the type of emergency and direction to shelter in place will be communicated through the campus emergency notification system or direction from District Police Department personnel, faculty or staff, campus wide e-mail notification and other alert systems.

If directed to shelter in place:
- Stay inside the building or find a safe place to shelter in.
- Close and lock the door if in a classroom.
- Make sure all windows are closed and stand clear of any windows.
- Remain in shelter until notified otherwise by District Police or emergency personnel.

If the emergency involves an active shooter on campus, lock the building and room doors if safe to do so, turn off room lights, cell phones and remain quiet and in place until you are contacted by District Police or emergency personnel.
“Run, Hide, Fight” a video providing information on what to do to protect oneself in a situation involving an active shooter has been made available at http://www.cos.edu/StudentServices/Police/Pages/Emergency-Preparedness.aspx

We would like to acknowledge and thank the City of Houston Mayor’s Office of Public Safety and Homeland Security for the use of this video.

Fire Safety

Prepare in advance:
Know the locations of alternate exits from your area. If your work station is located within an office, know exactly how many doors you will pass along your evacuation route before you reach the nearest exit door – in heavy smoke, exit signs may be invisible. Even in heavy smoke, you can count the number of doors you pass, so you will know when you reach the exit door.

Fire on your floor:
• Immediately call 9-1-1 and report location of fire.
• Activate fire alarm; alert others; move everyone away from area of fire.
• Use fire extinguisher on small (wastebasket-size) fires ONLY if it is safe to do so.
• For larger fires, GET OUT; close doors to confine fire as much as possible.
• If clothing catches fire, STOP…DROP…ROLL.
• Follow directions of emergency personnel, if present.

When a fire alarm is activated on your floor:
• Proceed to the nearest exit.
• Feel door, top and bottom, for heat (use back of hand). If hot, do not open. If door is not hot, open slowly. Stand behind door and to one side; be prepared to close it quickly if fire is present.
• Use stairway for exit; do not use elevator. Close stairwell door behind you.
• Stay low when moving through smoke; walk down to the ground floor and exit.
• Do not return to area until instructed to do so by emergency personnel.
If trapped in a room:
- Place cloth material around/under door to prevent smoke from entering.
- Retreat. Close as many doors as possible between you and the fire.
- Be prepared to signal from window but DO NOT BREAK GLASS unless absolutely necessary (outside smoke may be drawn in).
  * Call for help.

If caught in smoke:
Drop to hands and knees and crawl or crouch low with head 30 to 36” above floor, watching the base of the wall as you go. Hold your breath as much as possible; breathe shallowly through nose using blouse or shirt as filter.

If forced to advance through flames:
Hold your breath. Move quickly, covering head and hair. Keep head down and close eyes as often as possible.

FIRE EXTINGUISHER INSTRUCTIONS

P  PULL safety pin from handle.

A  AIM (nozzle, cone, horn) at base of the fire.

S  SQUEEZE the trigger handle.

S  SWEEP from side to side (watch for re-flash).

Chemical Spills, Toxic Fumes Release, Biological Release/Spills

Immediate Emergency: Call 9-1-1,
District Police Non-Emergency: Call 3999 or (559) 730-3999.

CHEMICAL AND SOLVENT SPILLS
- If spill involves personal injury, remove clothing; flush with warm tapwater for 15 minutes; call 9-1-1.
- If immediate hazard exists or medical assistance is required, call 9-1-1.
For small spills / those not involving immediate danger to life or property:

• Confine the spill.
• Evacuate and secure the immediate area; limit access to authorized personnel.
• Notify area supervisor. Any spill that could POTENTIALLY cause injury to a person or property must be reported to Facilities or District Police.

TOXIC FUMES RELEASE

• If you smell gas or other toxic fumes or experience irritation, coughing, burning eyes, and/or difficulty breathing, evacuate the area immediately.
• If you smell gas in a dark room, do not turn on lights; this action could ignite gas. Do not touch, activate, or de-activate any power switches, fire alarms, lights, etc.
• Evacuate immediately and notify District Police. Do not re-enter the area until advised to do so by emergency personnel.

BIOLOGICAL RELEASE / SPILL In the event of a biological release / spill

• Decontaminate the spill with appropriate disinfectant and personal protection.
• For a large spill or release of highly infectious materials, notify everyone in the area, secure the area, then call District Police immediately.

If a bloodborne pathogen exposure or needlestick injury has occurred

• Go to the nearest sink and wash affected area with warm water and soap.
• Contact District Police and seek medical attention immediately.

Power Outage

Notify Facilities Department at (559) 730-3969 during regular business hours (between 8 a.m. and 4:30 p.m.). After hours, notify District Police (559) 730-3999.

• If evacuation of the building is required, assist any disabled persons and exit by stairway.
DO NOT USE ELEVATORS.
• Laboratory personnel should secure activities that may present a danger when electrical power is off or when it is unexpectedly restored. Notify the lab supervisor immediately. If conditions are hazardous, notify Facilities or (after hours) District Police.

• When mechanical ventilation is interrupted, close fume hood sash; close all containers and put away chemicals. In some areas, respirators may be required until the situation is stabilized. Use natural ventilation, if available.

• Unplug all electrical equipment, televisions, computers, and audio-visuals; turn off light switches unless needed. When power returns, a surge may blow out light bulbs and other equipment if left on.

• Contact District Police for information regarding scope and expected duration of outage.

• If evacuation is necessary, use flashlights or light sticks to evacuate to assembly point (see “Evacuation”).

If people are trapped in an elevator:
• Tell passengers to remain calm and that you will get help.
• Telephone District Police at (559) 730-3999.
• Talk to passengers until a police officer arrives.
• If trapped use the elevator phone to contact District Police

Physical Threat or Assault / Workplace Violence
If you are witness to violent acts or behavior, immediately move away from the incident, then dial 9-1-1 to summon assistance. Program 559-730-3999 in your cell phone.

Workplace Violence
If one or more of the following situations or activities is present in your workplace, then consider your workplace to be at potential risk of violence:

• Working alone at night and during early morning hours.
• Exchange of money.
• Availability of valued items such as money and jewelry.
• Availability of prescription drugs.
• Working with patients, clients, customers or students known or suspected to have a history of violence.
• Employees or former employees with a history of assaults or
who exhibit belligerent, intimidating or threatening behavior.

- Employees who have been the object of belligerent, intimidating or threatening behavior from family members or significant others.

Every campus office or department should perform an initial assessment to identify its particular workplace security issues. If that assessment determines college employees are at significant risk, the responsible manager or supervisor should contact District Police for additional information and training.

### Bomb Threat

Bomb threats are usually received by telephone, sometimes by note or letter. Most bomb threats are made by callers who want simply to create an atmosphere of anxiety and panic – but all such calls must be taken seriously. If you receive a threat of any kind, immediately call District Police at **9-1-1**. If possible, get a coworker to do this while you continue talking with the caller:

- Permit the caller to say as much as possible without interruption. Then,
  - Ask a lot of questions:
    - Where is the bomb?
    - When is the bomb going to go off?
    - What kind of bomb is it?
    - What does the bomb look like?

- Take notes on everything said and on your observations about background noise, voice characteristics, caller’s emotional state, etc. Use the Bomb Threat Report on the following pages.
- District Police will advise you if evacuation is necessary. Follow instructions given by District Police.

If there has been a threat, and you see a package or foreign object, DO NOT TOUCH IT. Immediately call **9-1-1** to report any unusual objects or items.

Bomb threats are assumed to be real and considered a threat to the college and its operations. If an explosion occurs at any time, report immediately to **9-1-1**.
TELEPHONE BOMB THREAT CHECKLIST

KEEP CALM: Do not get excited or excite others.

TIME: Call received ___________am/pm    Terminated ___________am/pm

EXACT WORDS OF CALLER:

DELAY: ASK CALLER TO REPEAT.

Questions you should ask:
A. Time bomb is set to explode? ________________________________
B. Where located? Building_________ Floor_____ Area ________

Voice description:
☐ Male  ☐ Female  ☐ Young  ☐ Old  ☐ Middle-aged
☐ Calm  ☐ Nervous  ☐ Refined  ☐ Rough

Other Descriptors:
Accent: ☐ Yes  ☐ No    Describe ________________________________
Speech impediment: ☐ Yes  ☐ No    Describe ________________________________
Unusual phrases ________________________________
Recognize voice? If so, who do you think it was? ________________________________

BACKGROUND NOISE
☐ Music  ☐ Traffic  ☐ Running motor (Type) __________________
☐ Whistles  ☐ Bells  ☐ Horns  ☐ Aircraft  ☐ Machinery
☐ Tape recorder  ☐ Other______________________________

ADDITIONAL INFORMATION
A. Did caller indicate knowledge of the facility? If so, how? In what way?

________________________________________________________________________

B. What line did call come in on?_____________________________________

________________________________________________________________________

C. Is number listed? ☐ Yes  ☐ No  ☐ Private number?
Whose?____________________________________________________________

Signature_________________________________________ Date ____________

Print: Name ________________________________________ Dept.______________
Identifying Suspicious Package and Envelopes

Some characteristics of suspicious packages and envelopes include the following:

- Inappropriate or unusual labeling
  - Excessive postage
  - Handwritten or poorly typed addresses
  - Misspellings of common words
  - Strange return address or no return address
  - Incorrect titles or title without a name
  - Not addressed to a specific person
  - Marked with restrictions, such as “Personal,” “Confidential,” or “Do not x-ray”
  - Marked with any threatening language
  - Postmarked from a city or state that does not match the return address

- Appearance
  - Powdery substance felt through or appearing on the package or envelope
  - Oily stains, discolorations, or odor
  - Lopsided or uneven envelope
  - Excessive packaging material such as masking tape, string, etc.

- Other suspicious signs
  - Excessive weight
  - Ticking sound
  - Protruding wires or aluminum foil

If a package or envelope appears suspicious, DO NOT OPEN IT.

Handling of Suspicious Packages or Envelopes

- Do not shake or empty the contents of any suspicious package or envelope.
- Do not carry the package or envelope, show it to others or allow others to examine it.
- Put the package or envelope down on a stable surface; do not sniff, touch, taste, or look closely at it or at any contents which may have spilled.
• Alert others in the area about the suspicious package or envelope. Leave the area, close any doors, and take actions to prevent others from entering the area. If possible, shut off the ventilation system.
• WASH hands with soap and water to prevent spreading potentially infectious material to face or skin. Seek additional instructions for exposed or potentially exposed persons.
• If at work, notify a supervisor or a law enforcement official. If at home, contact the local law enforcement agency.
• If possible, create a list of persons who were in the room or area when this suspicious letter or package was recognized and a list of persons who also may have handled this package or letter. Give this list to both the local public health authorities and law enforcement officials.

What to do in the event of a CIVIL DISTURBANCE

Civil disturbances include riots, demonstrations, threatening individuals, or assemblies that have become significantly disruptive.

In the event of a civil disturbance at COS:
• If you are on campus, contact 911 or District Police at 3999. If you are off campus, call 9-1-1.
• Avoid provoking or obstructing demonstrators.
• Secure your area (lock doors, safes, files, vital records, and expensive equipment).
• Avoid the area of the disturbance.
• Continue with normal routines as much as possible.
If the disturbance is outside, draw your blinds, stay away from doors or windows, and most importantly, STAY INSIDE!!!

Hostage situations

1. Evacuate the area if possible.
2. Immediately notify the police (911). Be prepared to provide as much information about the situation as possible.
3. Respond to immediate needs of people involved in the crisis.
Basic Guidelines if taken hostage
1. Do not negotiate; trained negotiators from the District Police will conduct negotiations.
2. Remain calm.
3. Be cooperative.
4. Do not make threats
5. Be a good listener
6. Observe all you can
7. Avoid heroics

Emergency Notification Systems
The District has several ways to provide emergency notifications for serious events which may occur at District locations.

You may be notified of emergencies via email, text, audible broadcast alerts or public announcement systems, or electronic alerts via District network computer displayed on the computer screen. These systems are available district wide for emergency notifications.

On the Visalia campus an additional alert pod is located in each classroom that receives a radio signal which then displays a text message.

In the event of a localized or district wide emergency you will be notified of the type of emergency and specific instructions of what you need to do.

Media Relations in an Emergency
Overview
As a public institution, College of the Sequoias, its programs, activities and plans are of special interest to the general public. One of the important ways in which we communicate with the general public is through the mass media.

In order to ensure a professional relationship with the media, due diligence must be taken to ensure that information originating from the college is accurate, complete, reflects the official position of the organization and is released to the media and target publics in a timely manner.
The Public Information Office has been designated as the first and primary contact with the media. Most reporters will contact the PIO when they need information. They know they will be referred to the proper source for information quickly and that the PIO will respect their individual deadlines.

In the interest of orderly, consistent management of the information released to the media, the following guidelines have been established:

**Dealing with the media**
If you are contacted by the media, media relations personnel are available for assistance and support. PIO staff are prepared to handle the inquiry and, if necessary, set up a time for the reporter to interview you or someone else. In addition, PIO staff will provide you with as much information as possible and counsel you on what to expect during the interview. We will also provide the reporter with the appropriate information about you, including the correct spelling of your name, title and area of expertise. Please keep in mind that you are not required to talk to the media, and if you are uncomfortable doing that, we stand ready to assist.

**Times of crisis**
PIO staff members strive to be honest and forthright, particularly with information concerning an emergency, crime, controversy and other matters about which reporters have received information. If a member of the media contacts you during a crisis situation, please do not give out any information. Refer the caller to the Public Information Office, which is authorized to release information pertaining to these crisis situations. A proactive policy generally results in a fair and balanced account of what really happened, rather than a one-sided or distorted picture. Administrators are asked to keep the Public Information Office fully informed, in a timely manner, regarding such activities in their areas of responsibility.

**Media access**
College of the Sequoias is a public institution and our campus/centers are public areas. Members of the media are welcome on college property as are members of the public, but they face the same restrictions as the public. They are not entitled to enter areas that are not open to the general public unless they have established
permission through the Public Information Office. In an emergency or crisis situation, they are subject to the same access restrictions that would apply to the general public in the interest of safety and to allow emergency responders to effectively do their jobs. Again, special media access may be established through the Public Information Office.