

EMERGENCY PROCEDURES

California State Polytechnic University, Pomona
prepared by the cooperative efforts of:
Emergency Services Division of UPD
Department of Environmental Health & Safety

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(909) 869-6961
(909) 869-4697

BE PREPARED - BE CALM - BE SAFE

EMERGENCY PHONE NUMBERS

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DIAL 9-1-1

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NON-EMERGENCY CALLS TO:

POLICE & PARKING SERVICES

(909) 869-3070

EMERGENCY: DIAL 9-1-1

CELL PHONES:

(909) 869-3070

Non-Emergency: Dial extension 3070

FACILITIES MANAGEMENT

(909) 869-3030

During Normal Working Hours:

Dial extension 3030

After Hours Emergencies:

Dial extension 3070

For: Building Maintenance Services,
Utility Problems, and Transportation

ENVIRONMENTAL HEALTH & SAFETY

(909) 869-4697

During Normal Working Hours:

Dial extension 4697

After Hours Emergencies:

Dial extension 3070

For: Chemical & Biological Spills
Radiation Contamination or Spills

INTRODUCTION

Emergencies, disasters, accidents and injuries can occur any time and without warning. Being prepared physically as well as psychologically to handle emergencies is an individual as well as organizational responsibility. California State Polytechnic University, Pomona has established emergency procedures for you to follow so that the effects of those emergencies can be minimized.

YOUR SAFETY IS OF PRIMARY IMPORTANCE.

The purpose of this guide is to acquaint you with some basic safety procedures to follow in handling emergencies and disasters, with guidelines to follow at work and at home.

Becoming familiar with this information will enhance your chances of protecting yourself and others. With your heightened awareness, you

can better act to minimize panic and confusion when an emergency occurs. No matter what the crisis; **THINK** before you **ACT**.

Please read this guide thoroughly **BEFORE** an emergency occurs and become acquainted with these Emergency Procedures. For further information, contact the Emergency Services, **(909) 869-6981**, or the Environmental Health & Safety Department, at **(909) 869-4697**.

HOW TO PREPARE FOR MAJOR EMERGENCIES

HOW TO PREPARE

Every Cal Poly Pomona employee should be prepared for emergencies by learning basic emergency procedures and maintaining a small personal emergency kit in their office and vehicle. Read this pamphlet several times and keep it handy.

STAY CALM AND REACT SENSIBLY

The success of any emergency plan will depend on the thoughtful and cooperative response by all campus personnel pulling together.

AT WORK YOU SHOULD:

- Be familiar with your building's floor plan.
- Know where the stairs and fire extinguishers are located.
- Enroll in a first-aid/CPR class.
- Prepare your area for earthquakes by securing and anchoring equipment and furniture, including bookshelves, cabinets, computers, and typewriters.
- Identify your Building Marshal. Complete the information on the back-side of this pamphlet. Visit and get to know your building marshal. This information is available in your telephone directory.

MEDICAL EMERGENCIES

ILLNESS/INJURY

- In the event of a serious illness or injury on campus, immediately call University Police. Dial **9-1-1** on a campus phone do not use 9-1-1 on a cell phone. Dial (909) 869-3070 to access University Police on a cell phone.
- Do not move a seriously injured person, or one who appears to be seriously ill, unless it is a life-threatening situation.
- Give your name, location and telephone number, and as much information as possible regarding the nature of the injury or illness, and whether or not the victim is conscious.
- All on-campus injuries, even though minor, must be reported to your immediate supervisor.
- The university has an agreement with MEDIC-1 ambulance so that any injured or ill person will be transported to Student Health during business hours at no charge to the patient. Dial (909) 869-3070 to request medical transport

NEAREST FIRST AID KIT: _____

FIRST AID

- Campus police officers are trained in first aid and cardio pulmonary resuscitation (CPR). An automatic external defibrillator is available through University Police. Do not attempt to render first aid unless you have been trained to do so.
- Remain with the victim until campus police officers arrive. Keep the ill or injured person as calm and comfortable as possible. You should list below the names of persons in your building or department who are trained in first aid and/or CPR, should they be needed. List also the location of the nearest first aid kit.

CPR/FIRST AID Contact: _____

Alternate: _____

HAZARDOUS GAS LEAKS

For emergency calls dial **9-1-1** from any campus phone, or from a cell phone (909) 869-3070. Non-emergency calls, dial extension **3070**. The Environmental Health & Safety Department will also be notified through either dispatcher at the University Police Department or Facilities Management.

COMPRESSED GAS CYLINDERS:

If a compressed gas cylinder should begin leaking, and if in the judgment of the person or persons responsible for such materials it presents any danger to themselves or the other building occupants, the following steps should be taken: Confine the gas, vapors or fumes from fires by shutting the room door. Contact your Building Marshal and sound the building fire alarm so evacuation can begin.

Call campus police **9-1-1** from any university phone. Give your name, department, location, identity of the gas, and associated hazards of the emergency.

Evacuate to a safe area at least 500 feet away from the building. Do not return to the building until instructed that it is safe to do so by emergency personnel.

Suspected gas leaks or suspicious odors should also be reported to campus police or the Environmental Health and Safety Department, extension **4697** so appropriate action can be taken.

UTILITY FAILURES

ELECTRICAL/LIGHT FAILURE:

In the event of a major utility failure such as a power outage, contact Facilities Maintenance at extension **3030**. For after hours, contact the University Police Department at extension **3070**. If deemed necessary, the University Police Department (campus police) will instruct you to evacuate the building.

PLUMBING FAILURE OR FLOODING:

Cease using all electric equipment. Vacate the area, and notify Facilities Management during normal working hours, ext. **3030**. Contact Police & Parking Services for after hours emergencies, ext. **3070**.

VENTILATION FAILURE:

If smoke or burning smells come from the ventilation system, immediately report it to Facilities Management at extension **3030**. If smoke is dense, immediately notify The University Police Department by dialing **9-1-1**.

NATURAL GAS FAILURE:

If a natural gas line is leaking, it is considered an emergency. Contact Public Safety immediately by calling **9-1-1**. Alert others in the area and close doors behind you as you evacuate the building. Facilities Management will be dispatched to turn off the gas from the outside.

OTHER MAJOR DISASTER OR EXPLOSION

- In the event of a violent accident such as an airplane crash or explosion, take the following actions:
- Immediately take cover under tables, desks, or other such objects providing protection against flying glass and debris.
- When it is safe to do so, notify the campus police on any campus phone by dialing **9-1-1**. When using a cell phone dial (909) 869-3070. Give your name, location and nature of the emergency.
- If the emergency threatens those in the building, contact your Building Marshal or if directed to do so by emergency personnel, activate the building alarm system.
- Assist the disabled, and if there is an immediate hazard, assist injured persons in evacuating the building.
- Once outside, move to your pre-designated evacuation area or clear area at least 150 feet away from the affected building. Keep walkways clear for emergency vehicles.
- Do not return to a building until emergency personnel tell you to do so.



EVACUATION

CAMPUS EVACUATION

- Building evacuations will occur when a building alarm sounds and/ or you receive notification by a Building Marshal, Floor Captain, or designated emergency personnel.
- If no emergency personnel are present, an individual may leave the building if, in their opinion, imperative circumstances dictate that safety is jeopardized by remaining in the building. Contact the University Police Department. (9-1-1 or (909) 869-3070) to advise of evacuation.

BUILDING EVACUATION

- Sound an evacuation alarm via building alarm system, shouting, or any possible means.
- Confirm building alarms that are used to start an evacuation and what the “all clear” signal is. Building Marshals and Floor Captains will be using an evacuation checklist to ensure that everyone is out.
- Building occupants will be directed away from the incident to a staging area strategically located away from the incident. Re-entry into buildings will be denied, until it is safe to return.

In the event your building is evacuated:

- Take all valuables, keys, and emergency supplies with you.
- Walk quickly to the nearest marked exit and ask others to do the same. Do NOT use the elevators.
- Assist disabled personnel in your building.
- Move away from the building safely and quickly. Go to your designated evacuation site.
- Do NOT congregate between buildings. Do NOT leave campus unless advised to do so by a Building Marshal or Floor Captain, or emergency personnel.
- Report in to your Building Marshal or Floor Captain, or designated emergency personnel who will keep track of employees from your area.

MINI-EOC EVACUATION SITES

Mini-EPC	Buildings	Evacuation Site Location
1	1, 111, 112, 113	Courtyard, North side of Bldg. 1/Northeast Corner of Quad
2	2, 92, and Ag Valley	Lawn, South side of Bldg. 2 and 7
3	3, 4, 8	Northwest corner of the Quad
4	26, 26A, 35, 150 and 35A	Center area of University Park
5	5, 24, 25, 97	Quad lawn, East of Bldg. 5
6	6, 94, 95	Southeast side of the Quad
7	7, 2 annex	Grass knoll, East of Bldg. 7 & 2, Courtyard (SE of fountain)
8	76, 77, 78, 79	Lawn, at 79, Lot L
9	9, 13, 17	Engineering Meadow
10	CLA-Tower, 98, 19	Lawn area (the knoll), East side of Bldg. 26
11	41, 43, 86	Recreation Field, South of Bldg. 43
12	81, 28, 29, 45, 67, 75, 89 and shops	Facility Maintenance Corporation Yard/Lot in front of Bldg. 28
13	59, 20, 21, 22, 23, 57, 58, 70, 71	North side of the Rose Garden/Grass North of Bldg. 43
14	55, 66, 116	South side of University Park-North of Bldg 55
15	15, 16	Engineering Meadow
16	46	Parking Lot and lawn area adjacent to the Building
17	Village	Phase 1, Central Quad
18	CLA-Classroom, 98	Lawn area East side of 26
19	CRS, Agriscapes	Parking Area
20	I-Poly High School	Grass South of Bldg. 43
21	Downtown Center, Pomona	Park area west of building
22	CTTI Facility, 220A, B, C	Parking lot - against the fence away from driveway

EARTHQUAKE

WHAT HAPPENS TO CAL POLY POMONA DURING THIS TIME?

- In the event of a major earthquake, key personnel designated by the University's Emergency Management Division will provide a basis for the conduct and coordination of emergency operations and the management of critical resources during emergencies.
- Plans have been made for all essential University 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.
- Facilities Management and Campus Police, in coordination with the Environmental Health & Safety Department, will determine what buildings should be evacuated, what hazardous areas are to be avoided and what the safest routes of egress are from the buildings and campus. Any decision to evacuate will be made as soon as possible and activated by the use of available fire alarms, telephones or personal contact by designated key personnel or campus police.

WHAT ARE THE BIGGEST DANGERS?

- Falling objects: pictures, contents of cupboards and shelves, ceiling tiles and light fixtures. Furniture, file cabinets and bookshelves may also tip over.
- Swinging doors and broken windows.
- Possible fires from broken natural gas lines, electrical short circuits, or other utility failure causes.
- Spills or leaking containers containing radioactive or other hazardous materials.

DURING THE EARTHQUAKE

- Take cover underneath a desk or table. **PROTECT YOUR HEAD AND NECK.**
- Stay away from windows and objects which could fall on you.
- If indoors, stay where you are... **DO NOT RUN OUTSIDE.** Falling debris may cause injury.
- **DO NOT USE ELEVATORS.**
- If outdoors, stay in an open area. **DO NOT ENTER THE BUILDING.**

Practice:

DUCK, COVER & HOLD

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 elevators will stop, and the lights will go off. Most elevators are equipped with emergency telephones inside the elevator car. All you need to do is open the phone door and speak calmly into the speaker. University Police will respond as quickly as possible and advise you how rescue will occur. During rescue, take directions from Emergency Personnel.

AFTER THE EARTHQUAKE

- Be prepared for aftershocks. If evacuated, do not return to your office unless instructed to do so by emergency personnel. Building evacuation is not immediate. You may be safer inside. Evacuate only if directed to do so by emergency personnel or if a building alarm has been activated.
- Cal Poly, Pomona has specially trained personnel to conduct Search & Rescue operations. **DO NOT ATTEMPT TO MOVE ANY VICTIMS** unless directed to do so by emergency personnel.
- When you have returned to your area, replace telephone handsets that have been shaken off. **DO NOT TRY TO USE THE TELEPHONES** except to report fires or medical emergencies. Even if they do still work, they will be needed for emergency communications. Your emergency personnel will keep you informed of what has happened and what you should do.
- Utilize battery operated radios or TVs to learn about what has happened.

EVACUATION OF DISABLED PERSONS

IF YOU ARE DISABLED:

- It is your responsibility to prepare for emergencies by learning the location of exits, stairwells, fire alarms, and fire extinguishers in each building you use frequently.
- Know how to help others help you. Give clear instructions as to your needs or preferences. Look for a Building Marshal, Floor Captain, or designated emergency personnel. Ask them to escort you to the nearest exit or to designate someone to assist you.
- If you are alone in a building, trip the fire alarm, if possible. Safe areas are exit corridors and stairwells. As a last resort, go to these areas if trapped above the first floor level, and continue to signal for help until rescued.
- If you cannot speak loudly, you should carry a whistle or have some other means for attracting attention.

HEARING IMPAIRED PERSONS:

- Not all fire systems have a flashing light. Most are sound alarms. Therefore, persons with impaired hearing may not perceive emergency alarms and an alternative warning technique is required. Two methods of warning are:
- Writing a note telling what the emergency is and the nearest evacuation route.
- Turning the light switch on and off to gain attention, then indicate through gestures what is happening and what to do.

VISUALLY IMPAIRED PERSONS:

Most visually impaired persons will be familiar with the immediate area they are in. In the event of an emergency, tell the person the nature of the emergency and offer to guide them by having the person take your elbow and escort them out. As you walk, tell the person where you are and advise of any obstacles. When you have reached safety, orient the person to where they are and ask if any further assistance is needed.

CRUTCHES, CANES, OR WALKERS:

- If the person is having difficulty exiting quickly, treat them as if injured for evacuation purposes.
- Carrying options include using a two-person, lock-arm position carry, or having the person sit in a sturdy chair, preferably with arms.

NON-AMBULATORY PERSONS (WHEELCHAIRS)

There are many considerations when moving a person in a wheelchair:

- Lifting a person with minimal ability to move may be dangerous to their well-being, but in a life threatening emergency it may be necessary to remove an individual from their wheelchair. Always consult with the person in the chair regarding how to best assist them. Assist as needed if removed from the wheelchair (i.e., whether they prefer a stretcher, chair with cushion pad, car seat, or if paramedic assistance is necessary). A number of people may be necessary for assistance.
- Non-ambulatory persons may have respiratory complications. Remove them from smoke or fumes immediately and determine their needs and preferences. Some people in wheelchairs may have electrical artificial respirators attached. Life support equipment may be attached. They should be given priority assistance if there is smoke/fumes present, as their ability to breathe is seriously in danger.
- Wheelchairs have many movable or weak parts which were not constructed to withstand the stress of lifting. You may have to remove the chair batteries.

FIRE SAFETY

FIRE ON YOUR FLOOR:

- Upon discovering a fire, close the door to the room where the fire is located and call **9-1-1** giving your name, department and location of the fire.
- Activate the building fire alarm, alert others, and move everyone away from the area of the fire.
- Use fire extinguisher **ONLY** if safe to do so on small fires (waste basket sized).
- Be sure you are using the proper extinguisher for the type of fire you are fighting. If you are not sure, read the instructions on the extinguisher.

HOW TO USE A FIRE EXTINGUISHER

- P** PULL safety pin from handle.
- A** AIM nozzle, cone, or horn at base of the fire.
- S** SQUEEZE the trigger handle.
- S** SWEEP from side-to-side. (watch for re-flash)

- If the fire is large, very smoky, or rapid-spreading... **GET OUT**. Close doors and confine the fire as much as possible.
- The nearest fire alarm in **YOUR AREA** is located:
_____.
- The nearest fire extinguisher is located at
_____.
- The type of fire extinguisher(s) in your area are for _____ class type fires.

IF TRAPPED IN ROOM:

- Place cloth material around and under the doors to prevent smoke from entering. Retreat - close as many doors as possible between you and the fire. Be prepared to signal from a window... but, **DO NOT** break the glass unless absolutely necessary (outside smoke may be drawn in).

IF CAUGHT IN SMOKE:

- Drop to hands and knees and crawl. Hold breath as much as possible. Take shallow breaths through your nose and use a blouse, shirt, or jacket as a filter.

WHEN A FIRE ALARM IS ACTIVATED ON YOUR FLOOR

- Evacuate the building immediately. Inform others in the building who may not have responded to the alarm to evacuate immediately. The alarm may not sound continuously. If the alarm stops, continue the evacuation. Warn others who may enter the building after the alarm stops.
- When the fire alarm sounds, **DO NOT USE ELEVATORS**. It may become inoperative and turn into a trap. Take your personal belongings and lock file cabinets and office doors upon leaving.
- **WALK... DO NOT RUN** to the nearest exit or stairway. Know the location of an alternate exit. Be sure to close the stairwell door behind you. Walk down to the ground floor and exit.
- Evacuate to your safe evacuation site and out of the way of emergency personnel. Do not return to the building until instructed to do. Follow directions of emergency personnel or building marshal(s).
- Stay low when moving through smoke.
- If you are disabled, yell for help to go down the stairs. Give assistance to (help carry if necessary) all disabled persons down the stairs. (Note: Detailed procedures for disabled persons are available from the Disabled Students Office).
- Notify emergency personnel on the scene if you suspect someone may be trapped inside the building.

IF FORCED TO ADVANCE THROUGH FLAMES:

- Hold your breath and move quickly.
- Cover your head and hair.
- Keep your head down and close your eyes as often as possible.

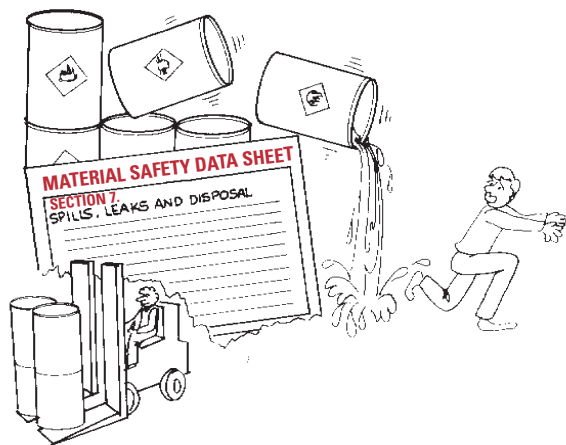
IN SUMMARY

Your own common sense is the finest safety device ever developed. Above all... remember to use your head. Prepare yourself in advance. Know where to go and how to get there. If your work station is located within an office, know in advance exactly how many doors you will have to pass along your evacuation route before you reach your nearest exit door. This tip will be very helpful in the event you encounter heavy smoke.

CHEMICAL, INFECTIOUS MATERIAL AND RADIATION SPILLS

CHEMICAL & INFECTIOUS MATERIAL SPILLS

1. If immediate fire hazard exists or medical assistance is required, **CALL UNIVERSITY POLICE at 9-1-1.**
2. Give your name, location of the spill, nature of the spill (type or name of chemical/infectious agent), extent of the spill (how large), where the spill is headed, time you first noted the incident, etc. The Police Dispatcher will question you with more details.
3. Evacuate the area and await for assistance.
4. For spills not involving **IMMEDIATE** danger to life or property:
 - Confine the spill.
 - Evacuate the immediate area and limit access.
 - Notify your area supervisor and your building marshal.
 - Any spill which can potentially cause injury to a person or property must also be reported to the Environmental Health and Safety Department, extension **4697.**
 - **DO NOT ATTEMPT TO CLEAN UP THE SPILL** unless specifically trained to do so.
 - It is preferable that only emergency personnel trained about chemical or infectious hazards should enter the contaminated area when equipped with personal and respiratory protection.
 - Do not leave the scene until instructed to do so.



RADIOACTIVE MATERIAL SPILLS

- Call the Environmental Health and Safety Department, extension **4697.**
- Identify the precise radioactive contaminant and its specific activity (eg., Iodine-125, 10 microcuries).
- Keep all persons as far away from the accident scene as possible until help arrives.
- Perform life saving rescues and emergency first aid.
- Avoid spreading contamination. Confine the spill and limit access and traffic. To prevent further contamination, keep all persons involved with the incident at the scene until they are monitored.

Injuries or Ingestion of Radioactive Material:

- Employ every effort to reduce or restrict spread or dispersion of the radioactive material.
- When the skin has been broken and becomes contaminated with radioactive material, immediately wash the wounded area thoroughly under a stream of cold water into a catch basin.
- Accidental ingestion or swallowing of radioactive material should be treated like some of the other types of poisoning. In this case, it is recommended that you induce vomiting into a catch basin while waiting for emergency personnel.



9-1-1 PROCEDURES

University Police Department is located at the corner of Magnolia & Oak . Emergency telephones are located in each parking lot for your use to request assistance. Non-public campus phones inside buildings are also available. Dial **9-1-1** for emergency assistance or extension **3070** for non-emergency assistance. Cell phone calls to 9-1-1 should be placed to (909) 869-3070. In the event of an emergency, please adhere to the following guidelines. Your safety is of primary importance.

SERIOUS ILLNESS/INJURY

- Telephone University Police at **9-1-1** from any campus phone. Be ready to provide as much information as possible regarding the illness/injury.
- Do NOT move seriously injured or ill persons unless they are in a dangerous location.
- Administer first-aid or CPR when required and only if you are properly trained.
- Stay with the victim until help arrives. Keep the victim as calm and as comfortable as possible.

FIRE/EXPLOSION

- Telephone University Police at **9-1-1** from any campus phone. Give your name, location and type of fire or explosion.
- Sound any available fire alarms.
- Calmly evacuate the building using the stairwell (not elevators) and take your personal belongings with you. Check in with your Building Marshal or Floor Captain at the designated evacuation area.
- If you are disabled, go to the nearest stairwell and ask someone to notify emergency personnel of your special needs, and your location for evacuation.

EARTHQUAKE

- Remain calm. Move away from windows and take cover under a desk or table until the shaking stops. Stay away from objects that can fall on you.
- If you are outside, stay in the open and move away from buildings and/or power lines. If you are in a vehicle, stop as far from the flow of traffic as possible but not under a bridge, tree, sign or street light.
- Building evacuation is NOT immediate. If necessary, evacuation will be conducted by emergency personnel at the direction of University Police. If directed to evacuate, use the nearest exit and move to designated evacuation areas. Do not use the elevators.

CRIMES IN PROGRESS

- Telephone University Police at **9-1-1** from any campus phone. Be ready to give your name, location and description of the problem.
- Do NOT attempt to apprehend or confront the suspects.
- Be a good witness. Make a note of the suspect's appearance, details of the incident, weapons seen and vehicles involved. Remain calm.

HAZARDOUS MATERIAL INCIDENT

- Telephone University Police at **9-1-1** from any campus phone. Give your name, location and description of the situation. If possible, identify the chemical or material involved and advise of any injuries or if a fire has started.
- If you are outside a building, evacuate the area by moving upwind of the incident.
- If you are inside and the incident occurred outside, evacuate only when instructed to by emergency personnel. Close all windows and, if possible, turn off all ventilation equipment and fans.
- Do NOT attempt to clean up a spill unless you are trained in such procedures.

BOMB THREAT

- Immediately call University Police at **9-1-1** from any campus phone. If directed to evacuate, make note of anything unusual and report it after you have safely left the building.
- Remain calm. Use the checklist provided at the back of this pamphlet. Write down exact words of caller. Note time of call, voice (male or female, age, accent or background sounds), location of bomb and time it will explode.
- Ask the caller, if possible, what type of bomb, what it looks like, the reason for placing it and who is claiming responsibility, etc.

BOMB THREAT REPORT

DESCRIPTION DETAIL REPORT

Questions to Ask:

1. When is the bomb going to explode?

2. Where is it right now?

3. What does it look like?

4. What kind of bomb is it?

5. What will cause it to explode?

6. Did you place the bomb?

7. Why?

8. What is your address?

9. What is your name?

Sex of Caller: _____ Race: _____

Age: _____ Length of call: _____

Time of call: _____ Date: _____/_____/_____

Number at which call is received:

{ _____ } _____ - _____

CALLER'S VOICE:

Calm

Angry

Excited

Slow

Soft

Loud

Laughter

Crying

Normal

Distinct

Slurred

Nasal

Stutter

Lisp

Raspy

Deep

Ragged

Clearing throat

Deep breathing

Cracked voice

Disguised

Accent

Familiar

If voice is familiar, who did it sound like? _____

BACKGROUND SOUNDS:

Street noises

Animal noises

Clear

Static

Music

House noises

Motor

Other _____

Office machinery

Factory machinery

Voices

PA System

Local

Long distance

Booth

THREAT LANGUAGE:

Well spoken

Foul

Irrational

Incoherent

Taped

Message read by threat maker

REMARKS:

EMERGENCY MANAGERS

_____ Floor _____ Building

Your Building Marshal: _____ Phone No.: _____

Your Floor Captain: _____ Phone No.: _____

_____ Phone No.: _____

_____ Phone No.: _____

_____ Phone No.: _____

_____ Phone No.: _____

List your Pre-designated
Evacuation Area Location

The information included in this manual is not all inclusive, but covers most actions taken during emergencies. Common sense must prevail when instructions are not available or do not fit your particular needs.

If you have questions concerning a unique situation not covered in this manual, contact the University Police, (909) 869-3070 or the Department of Environmental Health & Safety at (909) 869-4697.

