

# **Emergency Action Plan Team Manual**

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## **I. INTRODUCTION**

In the event of a building evacuation or a large disaster, UCSF students, employees, patients, and visitors will be counting on the EAP Team members to be knowledgeable about emergency procedures and prepared to perform their functions.

As an Emergency Coordinator or Floor Warden, you learned in basic floor warden training that in a building fire or emergency limited to a confined area, first responders should arrive within minutes. If you have people in need of assistance, missing or trapped, you will communicate your Emergency Status Report to the First Responders (Fire, Police, and EMS).

However, in the aftermath of a major earthquake it is highly probable that all bridges, highways, and public transportation will be damaged or closed for two or more days. Those that remain open will be restricted to emergency vehicle use. First Responders may not arrive for hours or days due to the magnitude of the event (think of Hurricane Katrina, Haiti, New Zealand and Japan). You may be the first responder.

Once you put on the Emergency Coordinator or Floor warden vest and hat, you will become a focal point for victims and the displaced seeking emergency guidance, assistance and information. This manual, combined with the emergency preparedness and response training offered by the UCSF Police Department and its emergency preparedness team will help prepare you to provide the leadership, order, and assistance when it is needed most.

## **II. Policy & Procedures**

### **Section 2.01 Purpose**

This policy delineates campus and departmental responsibilities to ensure compliance with and participation in the UCSF Emergency Action Plan program, in keeping with state and federal occupational safety regulations and standards to ensure employee safety from fire and other emergencies.

### **Section 2.02 Policy**

All UCSF Control Points shall comply with OSHA Standard [29 CFR 1910.38\(a\)](#) and the [California Code of Regulations, Title 8, Section 3220](#). UCSF Police shall administer Emergency Action Plan compliance by Departments to assure Emergency Action Plans are developed and maintained annually for all occupied workspaces.

The UCSF Medical Center is responsible for assuring compliance with said Standards and Regulations for its Medical Centers. The Medical Center will

collaborate with UCSF Police to assure collocated Medical Center and Campus Departments develop and submit Emergency Action Plans as outlined in this Policy.

### **Section 2.03 Evacuation Policy for People with Disabilities Requiring Reasonable Accommodation**

The following general guidelines have been adopted by UCSF to assist Departments in planning for the evacuation of people with disabilities that might require special assistance.

Department Emergency Coordinators should request persons at the work site who feel they may need special assistance during an evacuation to **self-identify and notify** appropriate key departmental personnel, and document the person in the Emergency Action Plan (EAP).

Departments will annually update their work site Emergency Action Plan to reflect the number of self-identified persons with disabilities that might require special assistance during an evacuation, and the location where they typically spend the majority of their working time.

The Department Emergency Coordinator will work with members of the department to develop a workable evacuation plan that will meet the needs of those who might require accommodation during an evacuation.

The evacuation plan will identify the location of rescue assistance areas in the building (see "Guidelines" below), where people unable to exit because of stairs, may await evacuation assistance from emergency personnel.

It is recommended that each department establish a buddy system in which volunteers and volunteer alternates are recruited and paired with persons with self-identified disabilities having special evacuation needs. It is the responsibility of the Department Emergency Coordinator to identify those volunteer "buddies" in the work site Emergency Action Plan.

Volunteer "buddies" and their alternates should become familiar with the special evacuation needs of their special needs "buddies", and the plan for alerting and assisting them, if an evacuation is ordered.

The volunteer "buddy" should immediately notify the police or fire personnel of their special needs "buddy's" location. This information will be used to assist emergency response personnel in locating and assisting disabled personnel following an emergency.

#### **(a) GENERAL EVAUCATION GUIDELINES**

DO NOT use elevators, unless authorized to do so by police or fire personnel. If the situation is life threatening, call 9-911 from a campus telephone, 476 6911 from a cell phone, or 911 from a non-campus or pay phone.

All emergency exit corridors and smoke tower stairwells are resistant to fire and smoke for approximately two hours. These are the safest areas during an emergency evacuation. Disabled persons are advised to proceed to them.

Rescue personnel are instructed to check all exit corridors and stairwells first for any stranded persons.

If possible, check the evacuation route for obstructions before assisting the person to the exit.

If people with mobility impairments cannot exit on their own, be transported via an evacuation chair, or be safely lifted by two persons familiar with utilizing the fireman's carry technique they should be moved to a safer area (e.g., fire-exit or "Emergency Exit" enclosed stairwells, into an adjoining building behind the fire doors). All emergency exit stairwells are fire rated. Notify police or fire personnel immediately about any people remaining in the building, and their locations. Police or fire personnel will decide whether the location is safe, and will evacuate when necessary or if possible.

In the event the disabled individual cannot or refuses to be evacuated and is moved to a safer area, the Buddy and disabled individual should assure communications can be maintained with the disabled individual during the emergency:

Exchange cell phone numbers and program into address-book before an emergency. Test to make sure they will connect (communicate) between the EAA and stairwell.

Provide the Buddy and disabled individual with hand-held 2-way radios. Test to make sure they will connect (communicate) between the EAA and stairwell. Buddy to provide cell phone or radio channel of the disabled individual to the Emergency Coordinator.

Check in with the individual at every 30 minutes until rescued.

If people are in immediate danger and cannot be moved to a safer area to wait for assistance, **and an evacuation chair is not available**, it may be necessary to evacuate them using a two person fireman's carry technique. **DO NOT** evacuate disabled in their wheelchair. This is standard practice to ensure the safety of disabled people and volunteers. **Attempt a rescue evacuation ONLY if you have had rescue training or the person is in immediate danger and cannot wait for professional assistance. Consider your options and the risks of injuring yourself and others in an evacuation attempt. Do not make an emergency situation worse.**

### **(b) For the Deaf and Hearing Impaired:**

Deaf and hearing-impaired persons may not hear audible fire alarms. Use an alternative warning system.

Get the attention of a person with a hearing disability by touch and eye contact, or by turning the light switch on and off. Do not use the light switch method if you smell natural gas in the area. Clearly state the problem. Be prepared to write a brief note to advise of the situation and evacuation instructions.

Offer visual instructions to advise of the safest route or direction by pointing toward exits or evacuation maps.

**(c) For Mobility Impairments:**

Persons who self-identify as mobility impaired for the EAP and for whom Buddies have been assigned, should be offered the option to have an evacuation chair installed in the nearest fire exit stairwell with training in its use and operation for the disabled individual and Buddies for emergency evacuation. (Refer to “Evacuation Chair Use Agreement” and “Evacuation Chair Training Agreement”).

Planning and fire drill training for persons who self-identify as mobility impaired for the EAP and for whom Buddies have been assigned, but declines to have an evacuation chair and training provided, shall include evacuation to a fire exit stairwell (if not working on a ground floor) to await evacuation by emergency responders (Fire, EMS, Police).

If you are assisting a non-ambulatory person, be aware that some people have minimal ability to move, and lifting them may be dangerous to their well-being. Non-ambulatory persons needs and preferences vary. Always ASK someone with a disability how you can help BEFORE attempting any rescue technique or giving assistance. Ask how he or she can best be assisted or moved, and whether there are any special considerations or items that need to come with the person.

**(d) When not to evacuate (shelter-in-place):**

When the danger is outside and you are unable to evacuate to an area far enough (i.e. hazardous material spill):

- Close all doors and windows; turn off all HVAC systems.
- WarnMe, UCSF emergency notification system will send voice and text message with instructions to shelter-in-place to all UCSF E-mail accounts and any self-registered mobile devices (registered at [www.warnme.ucsf.edu](http://www.warnme.ucsf.edu) )
- Outdoor warning sirens or horns will alert people (San Francisco tests the system and can be heard every Tuesday at Noon).
- Keep everyone indoors until given the all clear.

**(e) Summary**

Know your department staff. Encourage individuals with disabilities to self-identify with the EAP Emergency Coordinator for emergency planning purposes.

Prepare a personal evacuation plan for anyone requiring special assistance in an evacuation, i.e., staff, students, patients, and visitors. Plan for what they would do, who will assist them, use of evacuation chairs if indicated, and where they should

go to wait for assistance. Include this information in the work-site Emergency Action Plan.

Prepare any disabled staff for emergency evacuations in advance.

Department staff should be invited to volunteer to assist people with disabilities in an emergency. Identify these volunteer “buddies” and their back-ups in the Department Emergency Action Plan. In the absence of a volunteer, assign Floor Wardens and alternates to serve as Buddies.

Train staff to be aware of the special needs of people with disabilities and how to offer assistance.

Identify rescue assistance areas in your building, for any people unable to use stairs and who have declined use of an evacuation chair to await evacuation assistance from emergency personnel.

Refer to the website <http://access.ucsf.edu/> for information on UCSF building accessible attributes (TDD-text telephones, automatic doors, ramps, accessible restrooms, parking, etc.).

### **III. Responsibilities**

#### **Section 3.01 Campus-Wide**

##### **(a) UCSF Police Department**

UCSF Police monitors Emergency Action Plan compliance.

UCSF Police may designate Site Emergency Coordinators annually.

EAA locations and names of Primary and Alternate Site Emergency Coordinators will be distributed to the Site Emergency Coordinators for each building.

UCSF Police will collaborate with UCSF Medical Center to identify Medical Center Departments collocated in campus or leased properties as well as Campus Departments co-located within UCSF Hospitals to assure Campus Emergency Action Plans are completed.

UCSF Police shall maintain a folder within the UCSF Police network drive which can be shared by Campus and Medical Center to file copies of Emergency Action Plans.

UCSF Police along with the Office of Environmental Health & Safety is responsible for providing all-hazard emergency preparedness technical assistance to departments in the development of emergency plans, providing



hazardous reduction guidelines, monitoring compliance for implementation, assisting site coordinators in planning and conducting evacuation exercises, and providing and/or organizing relevant training.

**(b) Office of Environmental Health & Safety**

The Office of Environmental Health & Safety may assess staff knowledge of the worksite Emergency Action Plan, inspect emergency preparedness equipment & supplies, safety equipment or elements described in the Emergency Action Plan during worksite safety assessments.

Office of Environmental Health & Safety along with the UCSF Police is responsible for providing technical assistance to departments in the development of emergency plans, providing hazardous reduction guidelines, monitoring compliance for implementation, assisting site coordinators in planning and conducting evacuation exercises, and providing and/or organizing relevant training. Office of Environmental Health & Safety assistance may include a higher level of hazard materials specific guidance, training, and exercise assistant than available from UCSF Police.

**(c) Campus Fire Marshal**

The Fire Marshal shall schedule, conduct and evaluate fire drills for all occupied UCSF worksites annually.

The Fire Marshal and UCSF Police are responsible for conducting basic Floor Warden Training for all Medical Center and campus Floor Wardens and Emergency Coordinators (Refer to section [F. Training](#), page 9).

**(d) Medical Center**

The UCSF Medical Center administers Emergency Action Plan compliance within medical center departments.

The UCSF Medical Center will collaborate with UCSF Police to assure campus departments collocated in Medical Center facilities which Defend-in-Place are oriented and included in all Defend-in-Place drills and trainings.

The UCSF Medical Center will collaborate with UCSF Police to identify Medical Center Departments collocated in campus or leased properties to assure Emergency Action Plans are completed.

**(e) Control Points, Divisions, Departments, Units & labs****(i) Designation of Site Emergency Coordinator:**

Emergency Coordinators from each building are encouraged to designate a (Site Emergency Coordinator and alternates) from amongst the Emergency Action Plan cadre.

The UCSF Police Emergency Action Plan Coordinator will provide each primary Emergency Coordinator and the Emergency Action Plan approvers a listing of all Emergency Coordinators within a building, requesting they designate a primary and alternate Site Emergency Coordinator to serve at a minimum 12 months.

If Emergency Coordinators are unable to identify a lead and alternate Site Emergency Coordinator within one month, the UCSF Police EAP Program Coordinator will designate a primary and two alternate Site Emergency Coordinators annually.

Names and EAA locations for Primary and Alternate Site Emergency Coordinators will be distributed to the Emergency Action Plan Emergency Coordinators within each building.

Site Emergency Coordinators will be designated by white helmets.

**(ii) Emergency Action Plan Development:**

Departments must ensure that a department Emergency Action Plan is on file with the UCSF Police, and that all members of the department are familiar with the plan.

Emergency Action Plan templates and emergency preparedness and response planning guidelines are available from the UCSF Police/HSEM website to assist departments in implementing safety precautions in both laboratory and office areas.

**(iii) Emergency Equipment & Supplies:**

Departments should make efforts to purchase and maintain a three to seven day cache of emergency supplies at the worksite as listed and recommended in the UCSF Emergency Action Plan.

Departments should purchase and install an evacuation chair for faculty, staff and students who have mobility disabilities as part of a worksite accommodation (see "Evacuation Policy for People with Disabilities Requiring Reasonable Accommodation" and "Evacuation Chairs")

***(iv) Posting Procedures:***

Emergency Action Plan “Emergency Response and Evacuation Procedures” and general emergency procedures should be posted prominently within the department for easy reference.

**(f) Staff, Students, Faculty, Affiliates**

***(i) Pre-Emergency:***

Be familiar with the worksite Emergency Action Plan.

Prepare and acquire personal emergency preparedness/supplies for home, cars and work.

Register emergency contact information in the UCSF Emergency Notification System WarnMe

***(ii) During an Emergency:***

Follow department safety and evacuation procedures and proceed to Emergency Assembly Areas (EAA), as required. Request emergency assistance if needed.

People who are injured, have disabilities, or other special needs will be assisted. Specifically: Individuals with mobility impairments who cannot walk down the stairwells are to be relocated to a fire-rated stairwell. Mobility disabled students, faculty and staff may have had evacuation “buddies” assigned to them and have access to evacuations chairs. If unable to be evacuated by trained “buddies” their names, condition, and location are to be reported to the responding fire department by the Emergency Coordinator.

Follow the instructions of Floor Wardens, Emergency Coordinators, and any others who have designated authority and responsibilities during an emergency.

Prior to leaving campus, make sure the Floor Wardens, Emergency Coordinators, or other persons in charge can record individual’s name, physical status, cell phone and intended destination in the event family members contact UCSF looking for the individual.

## **Section 3.02 DEVELOPMENT, IMPLEMENTATION & COMPLIANCE**

### **(a) Definitions**

**Emergency Action Plan:** An emergency action plan is a written document required by OSHA standard [[29 CFR 1910.38\(a\)](#)] and the [California Code of Regulations, Title 8, Section 3220](#). The purpose of an Emergency Action Plan is to facilitate and organize employer and employee actions during workplace emergencies.

**Site (Building) Emergency Coordinator (Site Emergency Coordinator):** The communication liaison between the Emergency Coordinators and Floor Wardens from the multiple worksites within their building, and the Incident Command Post or Emergency Operations Center following an emergency event impacting the building. The Site Emergency Coordinator will coordinate the collection of emergency status reports from Floor Wardens and Emergency Coordinators to provide to the Incident Command Post, or Emergency Operations Center if activated.

**Emergency Coordinator:** The primary emergency contact for each worksite location; responsible for implementation of the Emergency Action Plan; assists Floor Warden with evacuation procedures by leading staff from building to Emergency Assembly Area; records injuries to personnel, and damage to property and reports information to the Site Emergency Coordinator via the Emergency Status Report.

**Floor Wardens:** Worksite staff designated to monitor the safe evacuation of their assigned floors. Floor Wardens direct staff to emergency exits, monitor movement in stairwells, alert and sweep rooms for personnel, block access to elevators, and assist any disabled staff or visitors.

### **(b) Emergency Action Plan Submittal**

#### ***(i) Who Shall Submit***

Control Points shall assure all Departments, Divisions, Units and Labs submit an Emergency Action Plan on all occupied worksites.

#### ***(ii) What Constitutes an Occupied Workspace***

Workspaces to which individuals are assigned on a daily basis including, offices, laboratories, campus/public service centers, etc., both leased and owned.

Store rooms, garages, utility rooms, break rooms, auditoriums, etc. which do not have employees assigned to occupy the space do not require an Emergency Action Plan.

**(iii) Written vs. Verbal Emergency Action Plan**

Emergency Action Plans shall be documented in writing (or on-line when available) within 90 days of occupancy of a worksite and resubmitted annually.

Emergency Action Plans may be communicated verbally to employees upon occupancy of a new worksite until a written Emergency Action Plan can be submitted (due within 90 days of occupancy).

**(iv) Size of Worksites Requiring Emergency Action Plans**

OSHA requires written Emergency Action Plans for all employers with eleven or more employees. As UCSF is the employer of record, all UCSF worksites require a written Emergency Action Plan.

**(v) Frequency of Emergency Action Plan Submittals**

Emergency Action Plan shall be submitted annually.

**(vi) Emergency Action Plan Format**

**1) Campus:**

Emergency Action Plans will be submitted utilizing the form currently prescribed by the UCSF Police Department, Homeland Security & Emergency Management Division. Check with the [UCSF Police Website](#) or e-mail [EAP@police.ucsf.edu](mailto:EAP@police.ucsf.edu) for the current Emergency Action Plan template. Effective August 1st 2017 all EAPs are to be completed and submitted using the UC Ready application via MyAccess.ucsf.edu.

**2) Medical Center:**

The UCSF Medical Center currently prescribes an Emergency Action Plan format that differs from the UCSF Campus that is used by all Medical Center Departments.

LPPI, Medical Center Departments in non-patient-care facilities, and Campus Departments collocated in UCSF Medical Center Hospital facilities: Refer to [Table 1: EAP by Occupant and Building/Space Type](#)

**(c) Evacuation vs. Relocation vs. Defend-in-Place**

Emergency Action Plan evacuation procedures are dependent upon the building designation as a high-rise or non high-rise, and if it is a Hospital or non Hospital.

***(i) Defend-in-Place:***

In-patient Hospitals (Moffitt/Long, Mt Zion, and LPPI) do not evacuate. Hospitals are to defend-in-place unless specifically ordered to evacuate. Campus departments occupying worksites within a UCSF Medical Center shall develop their Emergency Action Plans based upon the Hospital's Defend-in-Place emergency plans instead of evacuating as a first course of action. Overhead announcements will direct personnel to relocate or evacuate as circumstances warrant.

**DEFEND IN PLACE FACILITIES INCLUDE:**

ACC – Parnassus  
LPPI (entire complex) – Parnassus  
Moffitt/Long Hospital Buildings – Parnassus  
Building A – Mt. Zion  
Building B – Mt. Zion  
Building C – Mt. Zion  
Building R – Mt. Zion

***(ii) High-Rise Building Fire Alarm Relocation Procedure***

Because of the risks of injury associated with attempting to evacuate the entire population of High-Rise Buildings at one time, the San Francisco City and County Fire Department require high-rise building occupants to relocate within the building to a fire-safe stair well and not evacuate. A High rise Building is defined as 75 feet or higher, including basement levels. There are however some exceptions to the High Rise relocation procedure (see Exceptions)

In a fire alarm situation, high-rise building occupants on floors 5 or higher upon hearing a fire alarm are to relocate four floors down and wait in a fire-rated stairwell. Occupants on floors 1 (ground) through 4 upon hearing a fire alarm are to evacuate outside to an Emergency Assembly Area (EAA)

UCSF has seven high-rise buildings (buildings higher than 75 feet):

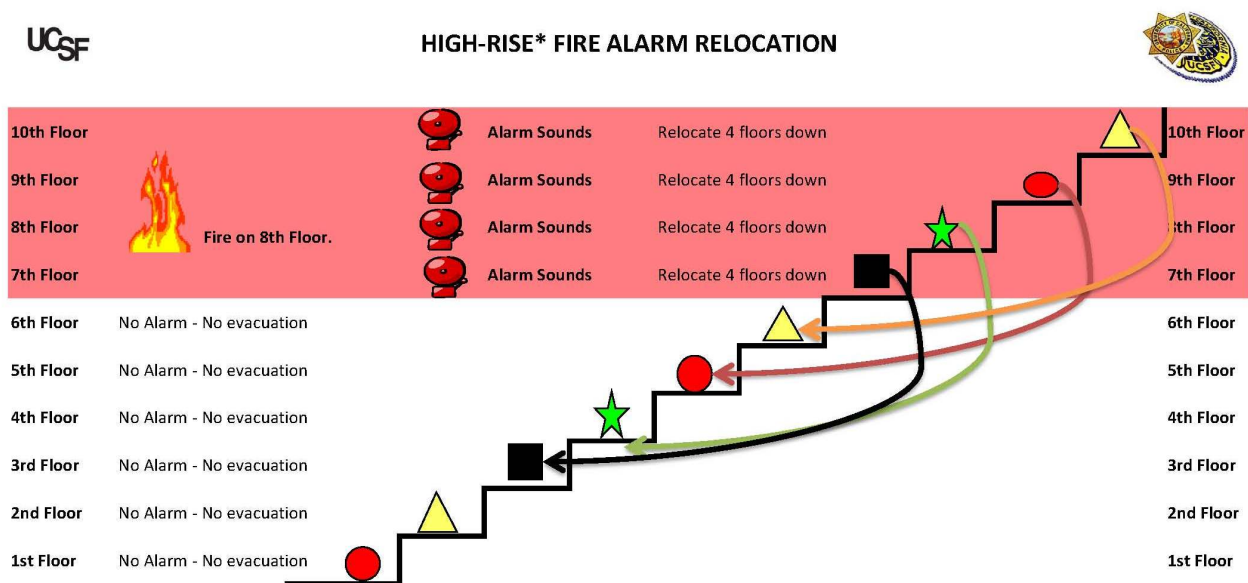
- Millberry Union
- ACC
- UC Hall\*
- Clinical Science
- Medical Science
- HSE-HSW
- Parnassus campus Library

Exceptions: Moffitt and Long Hospitals are not high-rise buildings for fire alarm purposes.

UC Hall has exits on the 4<sup>th</sup> floor south side to the Vision Research Building and School of Nursing.

The fire alarm at these buildings rings on the floor of origin of a fire and two floors above and one floor below. (See Diagram 1).

**Diagram 1: High Rise Fire Alarm Relocation**



\* High-Rise Buildings: Millberry Union - ACC - UC Hall - Clinical Sciences - Medical Sciences - HSE-HSW - Parnasus Campus Library

High Rise building occupants will hear an alarm only on the four floors required to evacuate. Occupants of unaffected floors will not hear an alarm.

Building occupants who heard an alarm go off on their floor, and relocated four floors down or evacuated the building will either hear the all clear on the building PA system, or will hear an all clear announcement outside the building.

All building occupants will hear an all clear. If you hear an all-clear, but not a fire alarm do not be concerned. The fire alarm did not involve your floor, and the all-clear announcement is intended only for those occupants who were ordered to relocate.

The UCSF Fire Marshall and UCSF Police have been training EAP Floor Wardens and Emergency Coordinators in high rise relocations since 2003. EAP Emergency Coordinators are responsible for training staff in evacuation procedures. For further information speak with your worksite EAP Emergency Coordinator, visit the [PD website](#), or contact [eap@police.ucsf.edu](mailto:eap@police.ucsf.edu).

Occupants of High Rises relocate four floors below the floor with the sounding alarm. High Rises are building which exceed 75 feet (including sub-levels).

**(iii) Evacuation:**

All other buildings are to evacuate to a designated Emergency Assemble Area (EAA). Medical Center departments located in Campus buildings (non-hospitals) are to evacuate or relocate depending upon building type (High Rise, Non High Rise).

**(d) UCSF Owned Building vs. Leased Spaces**

Occupants of UCSF owned and leased spaces shall complete and submit UCSF Emergency Action Plans to either the UCSF Police Department (All Campus departments) or to the Medical Center Security Services Department (All Medical Center departments) annually.



**(i) Table 1: EAP by Occupant and Building/Space Type**

Occupant	Building/Space	EAP Forms		Submit EAP To	
		UCSF Police	UCSF Medical Center	UCSF Police	UCSF Medical Center
Campus Dpt	Campus Owned/Leased	✓		✓	
Campus Dpt	Medical Center Owned/Leased		✓		✓
Student Housing Offices	Multi-Story Apartment Buildings	✓		✓	
Student Housing Residences	Multi-Story Apartment Buildings & Single Story Buildings	N/A	N/A	N/A	N/A
Schools	Classrooms	N/A	N/A	N/A	N/A
LPPI	Hospital		✓	✓	
LPPI	Clinics/Admin	✓		✓	
Med Center	Medical Center Owned/Leased		✓		✓
Med Center	Campus Owned/Leased		✓		✓

**(e) Fire Drills**

Campus Property: The UCSF Fire Marshal shall conduct annual fire drills for all UCSF owned occupied spaces. Fire Drills require full participation and evacuation (exceptions include clinical procedures using sedation or anesthesia). Building occupants are required to evacuate according to the procedures identified within their Emergency Action Plan.

Leased Property: UCSF Departments occupying leased spaces will participate in annual fire drills scheduled by the property management according to the procedures identified within their UCSF Campus or Medical Center Emergency Action Plan.

**(f) Training**

Medical Center staff in Defend-in-Place medical facilities are not required attend Basic Floor Warden Training.

Campus departments with separate worksites within Defend-in-Place medical facilities are *required* to send Emergency Coordinators and Floor Wardens (Primary and Alternates) to Basic Floor Warden Training

Basic Floor Warden Training: All Campus and Medical Center Site Coordinators, Emergency Coordinators and Floor Wardens (Primary and Alternates) occupying UCSF Owned or leased properties which are not Defend-in-Place medical facilities are required attend Basic Floor Warden Training upon assignment.

Advanced Floor Warden Training: Campus Site Emergency Coordinators, Emergency Coordinators and Floor Wardens (Primary and Alternates) are encouraged to participate in advanced floor warden training, and other emergency preparedness trainings offered by UCSF Police. Medical Center staff are welcome to attend.

Evacuation Chair Training: If using one of the UCSF Police, Homeland Security Emergency management supplied evacuation chairs, refer to Evacuation Chair Use Agreement and Training Agreement.

## **(g) Equipment & Supplies**

### ***(i) Floor Warden Equipment and Supplies***

Departments: Departments are responsible for providing floor warden equipment and supplies for all worksites which are required to evacuate or relocate.

Medical Center: Medical Center may issue floor warden supplies at their discretion to primary Emergency Action Plan Emergency Coordinators and Floor Wardens in worksites required to evacuate or relocate.

Departments are responsible for replacement of all expended, expired or missing Floor Warden Bag contents.

### ***(ii) Emergency Preparedness Supplies***

Departments are responsible for the purchase and maintenance of worksite emergency supplies.

All Departments are urged to purchase and store three to seven days of emergency supplies at the worksite. Refer to the UCSF Police website for emergency supply recommendations and the UCSF Discount Disaster Supply contractor.

### ***(iii) Evacuation Chairs***

Departments with faculty, staff or students with mobility disabilities which may prevent them from exiting the building via a flight of stairs unassisted should provide a worksite accommodation by purchasing and installing an evacuation chair in the fire escape stairwell. Various makes and models are

available on the web. Departments may contact UCSF PD Homeland Security Emergency Management Division (HSEM) for guidance.

Recognizing many departments have not purchased and installed evacuation chairs, the HSEM Division secured a grant for 25 chairs. A limited number of Evacuation Chairs are available for placement in UCSF buildings in which a student, faculty, staff or affiliate works. Priority for placement of an evacuation chair will be for individuals with permanent mobility disabilities which may prevent safe and timely self-evacuation from the building by stairs. Upon approval of a request, UCSF PD Homeland Security Emergency Management Division (HSEM) will arrange for and cover the cost for mounting of the evacuation chair<sup>1</sup> to the emergency stairwell wall which the Emergency Action Plan Emergency Coordinator has identified as the nearest fire exit.

## **IV. Evacuation Chairs for the Mobility Disabled**

### **Section 4.01 REQUESTING EVACUATION CHAIRS:**

Departments requesting placement of an Evacuation Chair are to submit the Evacuation Chair Request form (see attached) to HSEM at [eap@police.ucsf.edu](mailto:eap@police.ucsf.edu) or Mail Box 0238. The request is to be signed by the Departments EAP approval authority (refer to EAP).

A current and complete UCSF Emergency Action Plan (EAP) must be on file with HSEM or submitted with the request listing the person with disability in the EAP and the designation of two or more Buddies (See UCSF EAP: "Other Staff Assignments" section).

#### **(a) TRAINING AND PRACTICE:**

Each buddy is to sign the Evacuation Chair Training Agreement (see attached) and complete the on-line UCSF EAP Evacuation Chair training before a chair will be issued. The requesting Department agrees to have the Buddies practice maneuvering the evacuation chair down the designated fire exit stairwell quarterly and annual during fire drills. To gain confidence in the evacuation chairs safety and stability, the disabled individual should be encouraged to participate at least once to assure proper fit of the chair and decent of at least one flight of stairs. Ideally they will participate in the quarterly practice sessions with the buddies.

#### **(b) LOCATION OF EVACUATION CHAIR:**

Evacuation chairs will be mounted to the wall of the nearest rated fire exit stairwell on the upper floor of the building where the disabled individual works. The EAP

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<sup>1</sup> Based upon available supply. If none available, Department may be responsible for purchasing and installing.

Emergency Coordinator is to identify the location on the Evacuation Chair Request form.

**(c) WEIGHT LIMITATIONS:**

The Evacuation Chairs have a 300 lb. weight limit. It is important for the safety of the mobility disabled individual and the Buddies who will operate the evacuation chair that the department verify with the disabled individual that their weight does not exceed 300 lbs.

**(d) EQUIPMENT RETURN:**

Once the disabled individual no longer works at the assigned work area covered by the EAP, the Department is to notify HSEM so the chair may be removed and reissued.

**(e) EQUIPMENT THEFT OR DAMAGE:**

In the event the Evacuation Chair is missing from its designated location, the EAP Coordinator shall notify UCPD to report a possible theft by calling 467-1414 or on-line at [www.police.ucsf.edu](http://www.police.ucsf.edu) – Report a Crime ([http://police.ucsf.edu/report\\_crime/start-report.html](http://police.ucsf.edu/report_crime/start-report.html)).

Anytime the EAP staff notice damage to breakage or experience a mechanical problem, they are to notify HSEM and place an “Out of Order” sign on the Evacuation Chair.

**(f) MAINTENANCE:**

HSEM will maintain an annual equipment inspection and maintenance program per manufacturer’s owner’s manual for HSEM provided evacuation chairs.

**(g) Evacuation Chair Request Form**

Copy and submit the following form to [eap@police.ucsf.edu](mailto:eap@police.ucsf.edu)

**Evacuation Chair Request Form<sup>2</sup>**

Department*	
Location*	
Requestor Name	
Requestor E-mail	
Requestor Phone	
Date	
Type of mobility disability (check):	
Individual uses wheelchair	
Individual uses cane or walker	
Mobility impairment does not require assistive device, but cannot use stairs.	
Individual's weight 300 lbs. or less	
Location of nearest fire exit stairwell	
Number of floors to descend	
Name of individual needing evacuation chair	
Name of Buddy	
Name of Alternate Buddy	
Name of EAP Emergency Coordinator ("SAA" if Requestor)	
<b>To be signed by the EAP Approver:</b>	
On behalf of the above department, I agree to abide by the terms and conditions of the Evacuation Chair Use Agreement	
Name & Title	
Signature	
<b>HSEM Acknowledgement</b>	
HSEM Director's Approval/Date	
Equipment Serial #	
Equipment Installation Date	
<b>Equipment Return (HSEM Use only)</b>	
Date request to remove received	
Date equipment removed	

\* Department name and location must match the EAP. EAP on file must

<sup>2</sup> Assure EAP on file with HSEM documents individual requiring special assistance and designation of buddies. If not, submit updated EAP with request.

**(h) Evacuation Chair Training Agreement**

Persons with disabilities which may prevent or impair a timely and safe evacuation from a building via a designated fire exit stairwell may be evacuated utilizing a specially designed evacuation chair with the assistance of one or two assistants AKA Buddies. If no evacuation chair is available, or trained Evacuation Chair operators (Buddies) are not available, the disabled person is to be moved to a fire exit stairwell and the EAP Emergency Coordinator is to be notified of the individuals name and location so that responding fire or police may evacuate the disabled individual.

The UCSF Police Department purchased the Garaventa Evacu-Trac CD7 evacuation chair (Evacu-Trac) for the following reasons:

- It requires only one person to safely evacuate a disabled individual via a stairwell.
- It is equipped with a speed governor to prevent a rapid decent.
- It will only move down the stairs by grasping a break release which if the grasp is inadvertently released will cause the chair to stop.
- It requires minimal training to learn to operate.
- It quickly unfolds for emergency use requiring no assembly of parts.

As a designated EAP Buddy or Alternate Buddy for an individual with a mobility disability, before operating the Evacu-Trac you must agree to the following:

- Review the Evacu-Trac CD7 Operator Training Video available at <https://learningcenter.ucsfmedicalcenter.org/>, and type **evacu-trac** in the search field.
- Read the “Evacu-Trac Owners Manual” available at [www.police.ucsf.edu/Preparing for Emergencies, Emergency Action Plan, Forms](http://www.police.ucsf.edu/Preparing%20for%20Emergencies,%20Emergency%20Action%20Plan,%20Forms)
- Contact [eap@police.ucsf.edu](mailto:eap@police.ucsf.edu) if you have any questions on the operation of the Evacu-Trac
- Practice unfolding and setting up the Evacu-Trac quarterly
- Practice using the Evacu-Trac with your fellow Buddy and descending at least one flight of stairs quarterly including during the annual fire drill and/or,
- If the individual with the disability to whom you are assigned agrees, practice assisting them into the Evacu-Trac, and descending at least one flight of stairs annually or more. They should be encouraged to review the training video as well.
- Notify [eap@police.ucsf.edu](mailto:eap@police.ucsf.edu) of any Evacu-Trac mechanical problems.
- Coordinate schedules with your other Buddy so someone is available to assist the disabled individual during vacations/absences, or notify the EAP Emergency Coordinator during periods in which a Buddy will not be available during vacations/absences.
- Notify your EAP Emergency Coordinator if you leave the department so a replacement can be found.

<b>Name</b>	
<b>Signature/Date</b>	
<b>Department*</b>	
<b>Location*</b>	

\* Department name and location must match the EAP.

## **V. Emergency Procedures**

### **Section 5.01 Evacuation**

- Upon sounding of an evacuation order (Alarm, Public Address System, Mass Notification System, Siren, etc.), all building occupants are required to evacuate or relocate to a designated Emergency Assembly Area.
- Individuals with mobility impairments/disabilities are to be relocated to a fire-rated stairwell and their names, condition, and location are to be reported to the responding fire department.
- Emergency Coordinators working with the Floor Wardens are to account for all personnel, completing an Emergency Status Report.

### **Section 5.02 All Clear Determination**

- The Responding Fire Department will determine if the immediate threat to life/safety/property has been neutralized or determined to have been an unintentional alarm.
- Facilities Management will determine if utilities and life-safety systems have been restored for re-occupancy.
- In the event of hazardous materials concerns, Office of Environmental Health & Safety will determine if the environment is safe for re-occupancy.
- If there was damage to the facility due to fire/smoke, the Fire Marshal must clear the building for re-occupancy.
- The UCSF Police Department will make the final determination when the building is safe for re-occupancy after consulting with the appropriate officials, and will announce the All-Clear.

### **Section 5.03 Exceptions to the All Clear Determinations**

If the Building's Fire Alarm was unintentionally activated as a direct result of a witnessed and controlled Facilities Maintenance procedure, the Facilities Engineer may notify the Emergency Coordinator and or Responding Fire Unit of the error and request a cancellation of the evacuation.

## **VI. Emergency Status Reports**

### **Section 6.01 Evacuations not requiring submission of Emergency Status Reports:**

The majority of evacuations will result in an all-clear to reoccupy the building within 15-60 minutes. In the absence of any injuries or property damage, Emergency Status Reports do not need to be submitted, but should be retained by the Emergency Coordinator for audit purposes.

### **Section 6.02 Evacuations requiring submission of Emergency Status Reports:**

Building evacuations for which there are injuries, deaths, missing/unaccounted personnel or damage to the facility results in its closure.

### **Section 6.03 Submission of Emergency Status Reports**

Refer to “Emergency Status Assessment & Reporting” for the full procedure description.

### **Section 6.04 Leaving Emergency Assembly Areas**

Evacuees are to remain in the EAA until the All Clear is announced.

In the event of emergencies resulting in damage, injuries or death the following shall apply:

- Evacuees should not leave the EAA until they have checked out with their Emergency Coordinator or Floor warden.
- If indicated UCSF Police will announce the location of emergency information centers, shelters, aid stations, transportation, etc.
- Follow department procedures for maintaining contact with supervisors or others.
- Monitor the UCSF Home page (<http://www.ucsf.edu/>), University Employee Emergency Hot Line number (415) 502-4000, or if inoperable the alternate Hotline 800-873-8232 for updates.

### **Section 6.05 Related Policies**

[550-11 Environmental Health and Safety Management](#)

[550-13 Environmental Health and Safety Compliance](#)

[550-15 Environmental Health and Safety Training](#)

550-18 Emergency Management (Pending)

UCOP, Policy on Safeguards, Security and Emergency Management (1/25/06)

UCOP, Policy on the Management of Health, Safety and the Environment (10/28/05)

UCSF Campus Emergency Response Management Plan, 3/1/2010

### **Section 6.06 References**

[UCSF Campus Code of Conduct](#)

[California Code of Regulations, Title 8, Section 3220. Emergency Action Plan.](#)

OSHA Standard 29 CFR: [Emergency action plans. - 1910.38](#)

UCSF Police Emergency preparedness Website [www.police.ucsf.edu](http://www.police.ucsf.edu)

Capital Programs Space Inventory System <http://www.cpfm.ucsf.edu/space/>



## **VII. Job Aids and SOPs**

### **Section 7.01 SITE EMERGENCY COORDINATOR DUTIES**

#### Pre-Emergency Responsibilities

Upon designation as a Site Emergency Coordinator (SEC), contact the UCSF Police EAP Program Coordinator and request a listing of all EAPs within the building for which they are responsible and a white SEC helmet (May also be collected from previous SEC).

Get name(s) of alternate SECs for building.

Familiarize self with Emergency Status Report Form and location of all Building Emergency Assemble Areas (EAA)

Attend Advanced Floor Warden Training when offered.

#### Emergencies

Serves as the primary communication liaison between the building EAP Emergency Coordinators and First Responders (Fire Department, Police, Hazmat – depending upon type of emergency) and the EOC (if activated) following an emergency affecting the building.

The SEC will collect Emergency Status Report information from Building Emergency Coordinators, consolidating all worksite Emergency Status Report into one building Emergency Status Report. The SEC shall instruct EAP Emergency Coordinators to keep their original Emergency Status Report and communicate it to their respective Division Emergency Coordinator.

The SEC shall identify a time and location for Building Emergency Coordinators to meet to receive periodic updates from the SEC.

The SEC then communicates the Emergency Status Report, on behalf of all the building's Emergency Coordinators and Floor wardens to the lead emergency Responder. (I.e.: In the event of a fire, this may be the responding Fire Departments, Battalion Chief. In a police emergency it may be a UCSF Police Officer, or in a hazardous material spill, it may be the EH&S HazMat team leader.)

The SEC must report the location and number of building occupants who need assistance such as disable persons needing evacuation, injured or trapped individuals as soon as possible.

If the UCSF Emergency Operations Center has been activated the SEC will coordinate the delivery of the consolidated Emergency Status Report to the EOC. (Refer to Emergency Status Report Form Use Guidelines)

The SEC should continue to serve as the communications liaison between first responders and the EAP Emergency Coordinators until an All Clear has been announced, or building occupants have been released from the EAA's to return home.

During prolonged emergencies, the SEC should ask first responders for the name and location of the Incident Commander and Incident Command Post. The SEC should then consult with the Incident Commander for instructions on when the SEC may stand-down from serving as the SEC.

## **Section 7.02 EMERGENCY COORDINATOR DUTIES**

### **Primary Responsibilities:**

#### Emergency Action Plans

Emergency Coordinators (EC) are responsible for either creating the initial Emergency Action Plan (EAP), or once developed, reviewing and updating the EAP the EAP annually with any changes. Updated EAPs are necessary for changes in names, phone numbers, emergency supplies, evacuation routes, individuals with special needs or individuals with special training such as First Aid, CPR, NERT etc. EAPs are to be submitted annually via e-mail to [eap@police.ucsf.edu](mailto:eap@police.ucsf.edu) within one month of the date it was created or last updated. The EC will also assure there is an adequate number of Floor Wardens and alternant ECs and Floor Wardens designated and trained in order to assure coverage during absences and vacations.

#### Employee Awareness and Education

The EC will assure all employees have been provided a copy of the EAP to read (hard copy or electronic Format), and have been briefed on emergency procedures for fire evacuation, where emergency phones, fire alarms, fire extinguishers. An orientation to the EAP should be part of each new employee's origination, including TEP workers, students, or others who will be spending any significant time at the worksite.

#### Emergencies

ECs will assist the Floor Wardens in directing the evacuation of people from their assigned floor to the nearest emergency exit. On their way out of the building, ECs should be actively checking to ensure that all persons have left the area; preventing people from using elevators; ensuring orderly and safe stair evacuations; enlisting help to assist any disabled person; and directing people to pre-determined Emergency Assembly Areas (EAA). (See following pages)

**Emergency Coordinator Emergency Checklist – Building Fire**

- Ensure that appropriate notifications/alerts have been made and emergency procedures are being followed
- Retrieve emergency kit and put on Floor Warden ID vest and hard hat
- Observe any hazardous conditions and damage
- Keep unnecessary personnel away from scene of emergency.
- If evacuation is indicated or ordered:
- Assist Floor Warden in alerting all personnel on assigned floor.
- Assist Floor Warden during evacuation by, quickly check floor, restrooms and closed work areas, to ensure that all personnel have evacuated
- Close all doors when floor is vacated
- Assign personnel to assist any disabled or injured
- At EAA collect reports from Floor Wardens on any missing, injured trapped, deceased employees (faculty, students, visitors) or persons needing evacuation assistance and complete an Emergency Status Report.
- Provide responding Fire Department personnel with status report of condition of assigned floor. Include the last known locations of any injuries, deaths, trapped or missing persons, fires, hazardous materials spills, utility failures, and other hazards
- Attempt to keep floor occupants in EAA and provide information and directions to floor occupants, as directed by the Fire Department or UCSF Police until such a time that the building has been deemed safe to re-enter, or building occupants have been instructed to go elsewhere due to building closure.
- In the EAA, keep track of the status of all evacuated staff. If an employee is safely evacuated, and wants to leave the EAA, log the time and cell phone number of the employee.
- If in the event of an actual fire, the ECs should also call the Emergency Status Report to the UCSF Police Department's Emergency Communication Center at 476-1414.

### **Emergency Coordinator Emergency Checklist – Other Emergencies**

- In the event of a wide-spread emergency such as multiple buildings on fire, earthquake, act of terrorism, etc., as a result of which the area of devastation is likely to exceed the number of firefighters who can respond to each building, the Emergency Coordinator should to the best of his or her ability conduct the evacuation and complete an Emergency Status Report in collaboration with the floor wardens as described above.
- The EC should then attempt to identify any emergency response personnel such as UCSF Police or security personnel, building facilities engineers or others. Provide them with status report of condition of assigned floor. Include the last known locations of any injuries, deaths, trapped or missing persons, fires, hazardous materials spills, utility failures, and other hazards. Request they communicate the information to the UCSF Police Department's Emergency Communication Center using cell phones (if operating) by calling 476-1414, or by use of hand held radios using channel 2\*
- In the event of a large-scale disaster, the primary or alternate UCSF Emergency Operations Center will be activated within one or more hours after the emergency. During its activation, Emergency Coordinators may also attempt to relay information to the Primary EOC at 514-2798 or Alternate EOC at 242-3575 or contact the EOC by radio using channel 2\*

\* Must be using an 800 HZ equipped radio with emergency services band access. (Usually carried by CERT, UCSF Police and UCSF Security personnel.)

## **Section 7.03 FLOOR WARDEN DUTIES**

**FLOOR WARDENS** are assigned to each floor within a building to ensure that all people are aware of an emergency situation. They direct the evacuation of their assigned floor to the nearest emergency exit; checking to ensure that all people have left the area as they themselves exit the floor. Floor Wardens prevent people from using elevators and help ensure an orderly and safe stair evacuation; enlist help to assist any disabled person, and direct people to the building's assigned evacuation Emergency Assembly Area.

### **Emergency Checklist**

- Ensure that appropriate notifications/alerts have been made, and emergency procedures are being followed
- Retrieve emergency bag and put on Floor Warden ID vest and hard hat
- Observe any hazardous conditions and/or damage
- Keep unnecessary personnel away from scene of emergency
- If evacuation is indicated or ordered:
  - Alert all personnel on assigned floor
  - During evacuation, quickly check floor, restrooms and closed work areas to ensure that all personnel have evacuated
  - Close all doors when area is evacuated
- Assign personnel to assist any disabled or injured-follow disabled evacuation policy
- Provide Site Coordinator, Emergency Coordinator or Emergency Responders with status report of condition of assigned floor. Include the last known locations of any injuries, deaths, trapped or missing persons, fires, hazardous materials spills, utility failures, and other hazards
- Provide information and directions to floor occupants, as directed by the Site Coordinator or UCSF PD.

### **Pre-Emergency Responsibilities**

- Review emergency procedures and know the location of the Emergency Assembly Area
- Be familiar with the locations of the following on assigned floor:

fire alarm(s)	first aid supplies
fire extinguisher(s)	emergency supplies
emergency exits(s)	nearest spill center
evacuation route(s)	emergency shower/eye wash

### **Post-Emergency Responsibilities**

- Analyze emergency response to determine what did and did not work well
- Participate in site review and critique sessions
- Disseminate information to floor occupants as warranted
- Review annually and restock FW emergency supplies

## **Section 7.04 ACCOUNTING FOR STAFF & VISITORS**

### **Procedures**

#### Accounting of Personnel

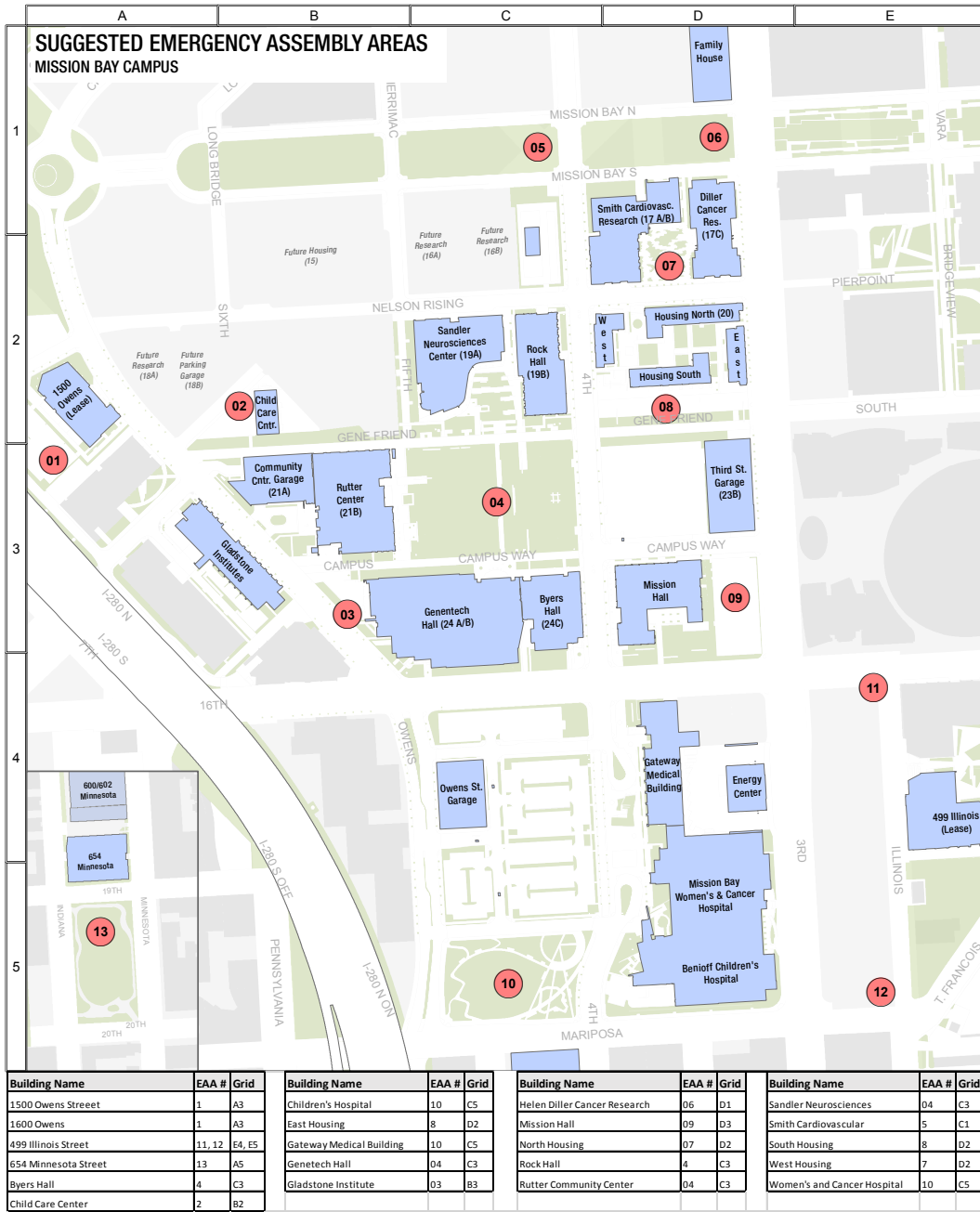
- After an emergency evacuation or shelter-in-place situation assemble your staff and students and conduct a roll-call using your EAP staff roster. Include names of visitors.
- For all staff, students, faculty, affiliates and visitors use the EAP staff roster and Emergency Status Report to identify:
  - Disabled – List those needing assistance in evacuation and report name, condition and location to First Responders.
  - Injured – List those needing medical attention and type of injuries.
  - Missing – List those known to have been at the worksite but cannot be accounted for (were not known to have left the office for meeting, errand, etc)
  - Trapped – location, nature of entrapment, injuries, and other threats to safety (I.e.: fire, flooding, electrical, gas leak, etc).
- Inform your staff that if anyone decides to leave the campus, they are to check-out with a member of the EAP team. This information will be used to give to family members who may contact UCSF looking for them. Collect the following information:
  - Name
  - Condition (I.e.: No visible or reported injuries, Minor injuries noted or reported, Appeared to be injured or distress and left campus against advice)
  - Cell phone number
  - Intended destination
  - Intended method of travel (walk, bicycle, motor bike, car, unknown)

## VIII. EMERGENCY ASSEMBLY AREAS

EAA #	Campus	EAA Description	Buildings Severed
LH-01	Laurel Heights	North parking lot facing California Street	Laurel Heights
LH-02	Laurel Heights	Laurel Heights Annex parking lot	Laurel Heights Annex
LH-03	Laurel Heights	West side parking lot facing Laurel Street	Laurel Heights
LH-04	Laurel Heights	Sidewalk at corner of Laurel Street and Euclid Avenue	Laurel Heights
MB-01	Mission Bay	Parking lot behind 1500 Owens	1500 Owens Street, 1600 Owens Street
MB-02	Mission Bay	Child Care parking lot	Child Care Center
MB-03	Mission Bay	Sidewalk along Owens Street	Gladstone Institute
MB-04	Mission Bay	Koret Quad	Community Center, Genentech Hall, Byers Hall, Sandler Neurosciences, Rock Hall, Mission Hall
MB-05	Mission Bay	Corner of 4th Street and Mission Bay Blvd South	Smith Cardiovascular
MB-06	Mission Bay	Third Street between Mission Blvd North & South	Helen Diller Family Cancer Research Building
MB-07	Mission Bay	Courtyard between Smith Cardiovascular and Helen Diller	North Housing, West Housing
MB-08	Mission Bay	Gene Friend Way	South Housing, Hearst Tower (East Housing)
MB-09	Mission Bay	Mission Hall parking lot	Mission Hall
MB-10	Mission Bay	Mariposa Park	Children's Hospital, Adult Hospital, Medical Building
MB-11	Mission Bay	Corner of 16th and Illinois Street	499 Illinois Street
MB-12	Mission Bay	Corner of Mariposa and Illinois Street	499 Illinois Street
MB-13	Mission Bay	Espirit Park	654 Minnesota Street
MC-01	Mission Center	South portion of parking lot along 15th Street	Mission Center Building
MC-02	Mission Center	Southeast corner of parking lot	Mission Center Building
MC-03	Mission Center	Northeast corner of parking lot	Mission Center Building
MZ-01	Mt. Zion	Shuttle stop across Sutter Street	Mt. Zion Cancer Research Building
MZ-02	Mt. Zion	Sidewalk at corner of Bush and Divisadero Streets	Mt. Zion Cancer Research Building
P-01	Parnassus	Sidewalk along 5th Avenue between Judah and Irving	Faculty Alumni House
P-02	Parnassus		Clinical Sciences, School of Nursing
P-03	Parnassus	Parnassus Avenue sidewalk southwest of Lucia Child Care Center	Lucia Child Care Center
P-04	Parnassus	3rd Avenue sidewalk between Parnassus and Irving Street	Medical Sciences Building, Millberry Union
P-05	Parnassus	3rd Avenue at Irving Street	Kalmanovitz Library
P-06	Parnassus	Southwest corner Judah Street at 5th Avenue	UC Hall
P-07	Parnassus	5th Avenue sidewalk between Kirkham and Judah Streets	Health Sciences West



<b>EAA #</b>	<b>Campus</b>	<b>EAA Description</b>	<b>Buildings Severed</b>
P-08	Parnassus	Southwest corner of Kirkham Street at 5th Avenue	Proctor Building
P-09	Parnassus	Parking lot at Koret Way and Kirkham Street	Koret Vision Research Building
P-10	Parnassus	South Parking Lot behind Dentistry Building	Dentistry Building
P-11	Parnassus	Plaza area in front of Dentistry Building	Dentistry
P-12	Parnassus	Hillway Avenue west-side sidewalk between Parnassus and Irving Street	350 Parnassus Medical Offices
P-13	Parnassus	Parnassus Avenue sidewalk east of Hill Point Avenue	350 Parnassus Medical Offices
P-14	Parnassus	Willard Street south of Parnassus Avenue	Health Sciences East
P-15	Parnassus	Surge lower staff parking lot	Regeneration Medicine Building, PSSRB, Surge Building
P-16	Parnassus	Woods parking lot	Environmental Health & Safety Building, Woods Building
ZG-01	ZSFG	Parking lots south of San Francisco Behavioral Health	Building 80, Building 90
ZG-02	ZSFG	End of San Bruno Avenue	Building 3, Building 100
ZG-03	ZSFG	Southeast corner of 22nd Street and Vermont Street	Building 5, Building 100
ZG-04	ZSFG	Sidewalk along Potrero Avenue at 22nd Street	Building 1, Building 10, Building 20
ZG-05	ZSFG	Sidewalk along Potrero Avenue south of 23rd Street	Building 30, Building 40
ZG-06	ZSFG	Corner of 23rd Street and Utah Street	Building 9



**UCSF** For more information visit:  
<https://police.ucsf.edu/emergency-management>

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 UCSF REPCAPS - GIS Services



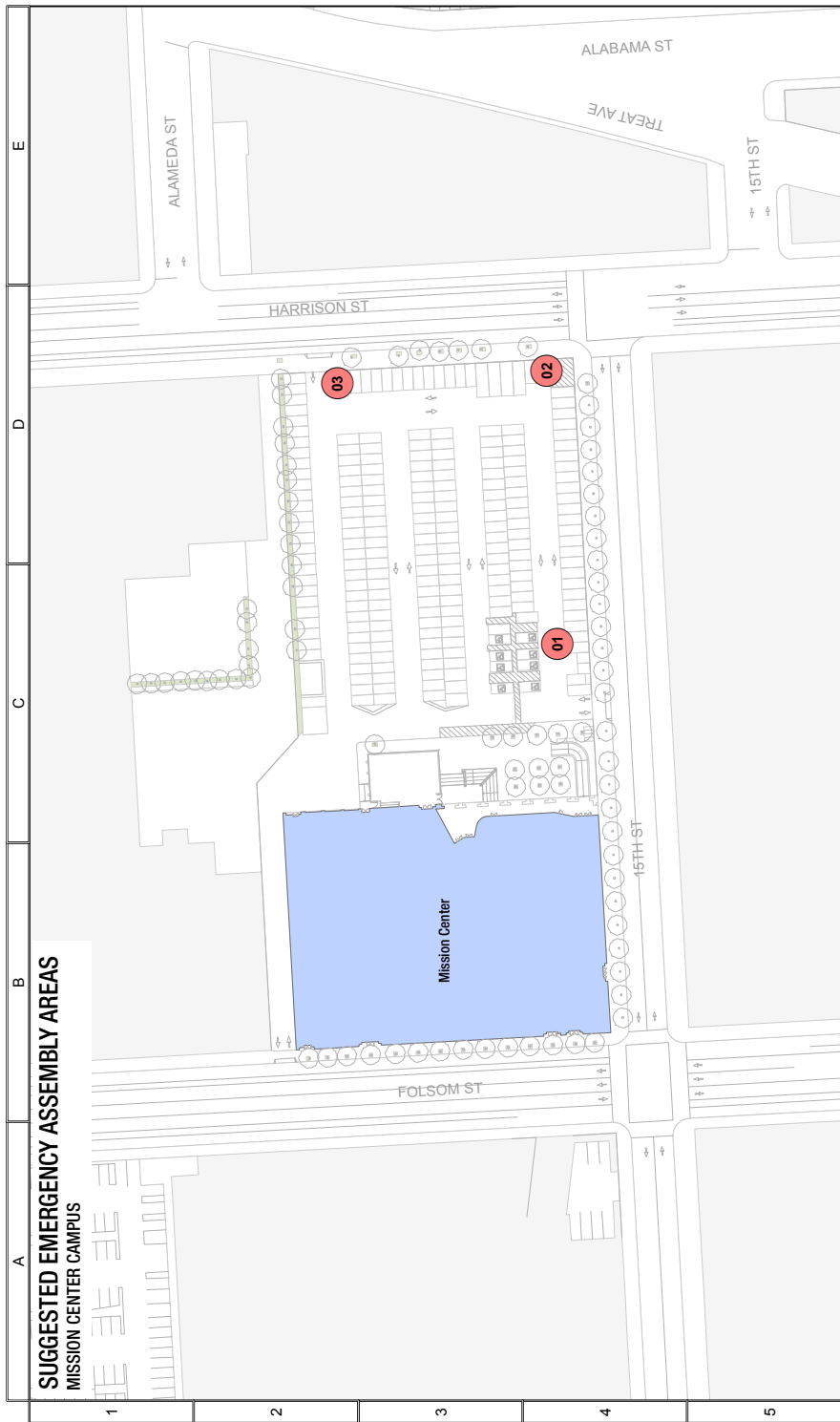
**SUGGESTED EMERGENCY ASSEMBLY AREAS**  
PARNASSUS HEIGHTS CAMPUS

Building Name	AAA #	Grid	Building Name	AAA #	Grid	Building Name	AAA #	Grid
350 Parnassus Medical Offices	12, 13	D1	Lucia Child Care Center	3	B3	Regeneration Medicine Building	15	D3
Clinical Sciences	2	B2	Medical Sciences Building	4	B2	School of Nursing	2	B2
Dentistry	10, 11	A4, B3	Millberry Union	4	B2	Surge	15	D3
Environmental Health & Safety Building	16	D5	Proctor	8	A5	UC Hall	6	A3
Faculty/Alumni House	1	A3	PSSRB	15	D3	Woods	16	D5
Health Sciences East	14	E2						
Health Sciences West	7	A5						
Kalmanowitz Library	5	B1						
Kirkham Child Care	9	B5						
Koret Vision Research	9	B5						

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**UCSF**  
For more information visit:  
<https://police.ucsf.edu/emergency-management>

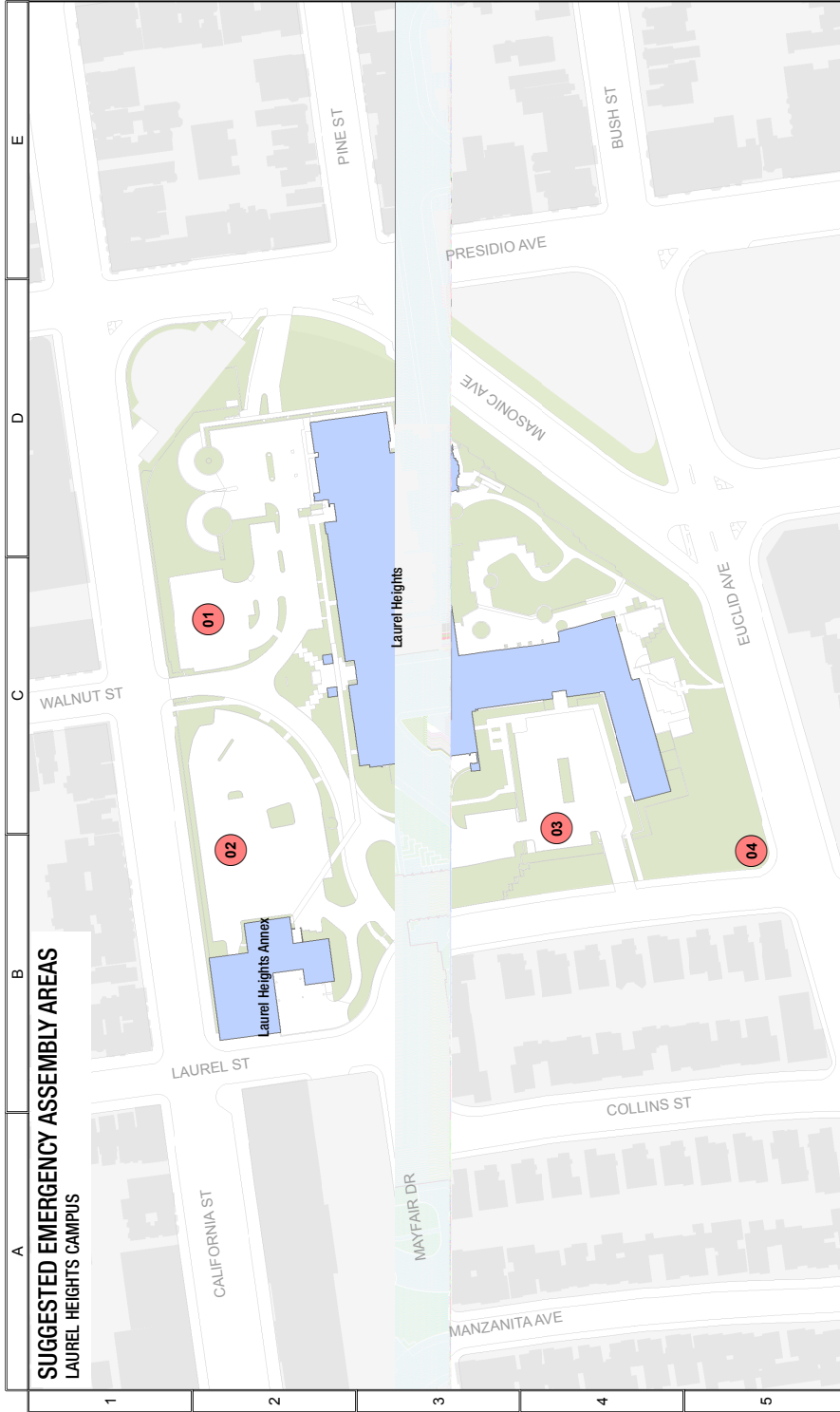


**SUGGESTED EMERGENCY ASSEMBLY AREAS**  
MISSION CENTER CAMPUS

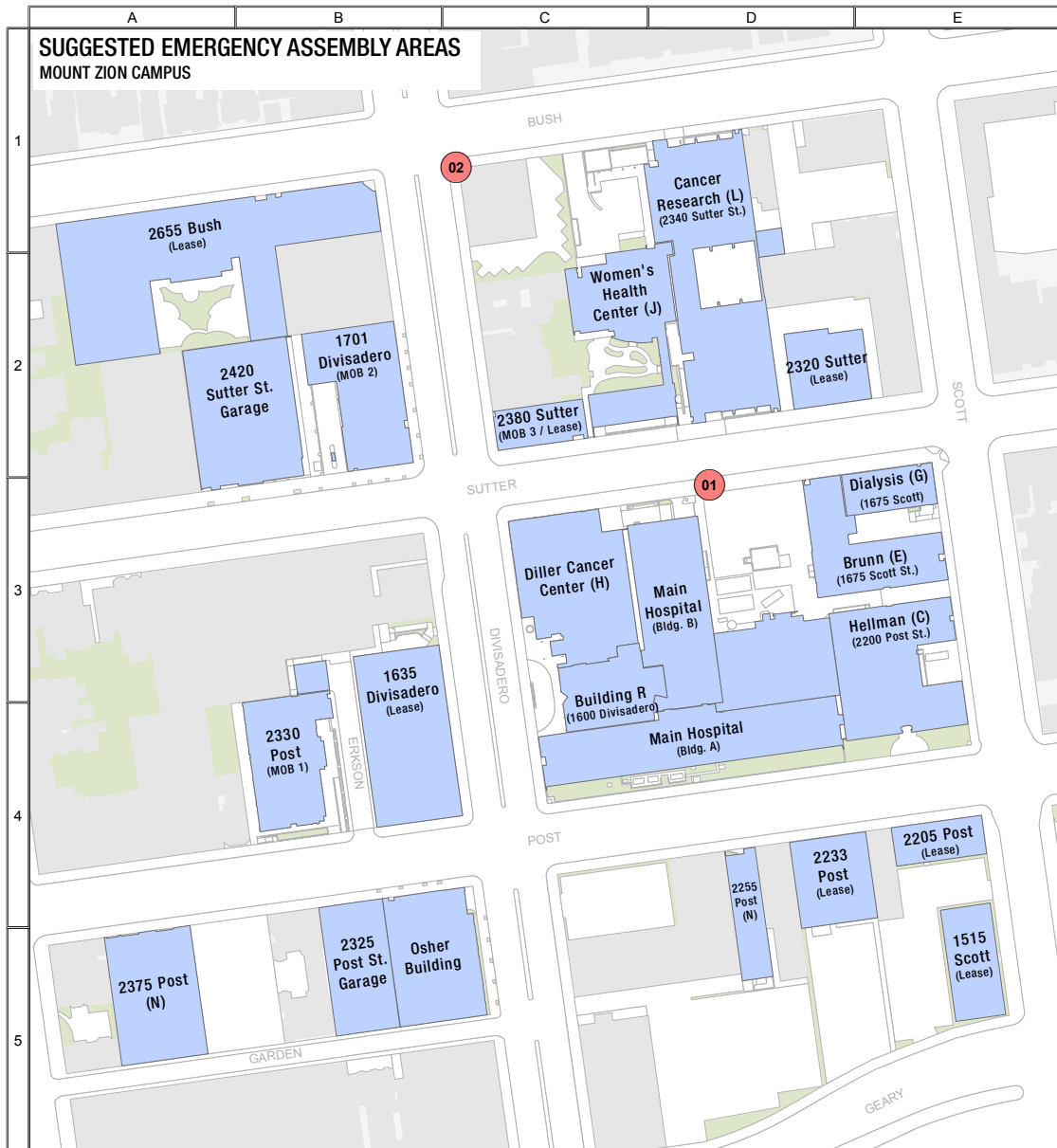
EAA #	Grid	Description
1	C4	South portion of parking lot along 15th Street
2	D4	Southeast corner of parking lot
3	D2	Northeast corner of parking lot

If necessary, move across the street to a safe distance  
Use caution and beware of moving vehicles when crossing streets or meeting near parking entrances.

**UCSF** For more information visit:  
<https://police.ucsf.edu/emergency-management>



EAA #	Grid	Description
1	C2	Northeast parking lot
2	B2	Northwest parking lot
3	C4	Southwest parking lot area
4	B5	Sidewalk at corner of Laurel St. and Euclid Ave.



EAA #	Grid	Description
1	D3	Shuttle stop area along southside of Sutter Street
2	C1	Sidewalk at corner of Bush and Divisadero

If necessary, move across the street to a safe distance  
 Use caution and beware of moving vehicles when crossing streets or meeting near parking entrances.

## **IX. REPORTING EMERGENCY INFORMATION**

If you have people in need of assistance, missing or trapped, communicate your Emergency Status Report to the UCSF Emergency Communications Center (ECC) or Emergency Operations Center (EOC)

### **What is to be reported?**

#### Life Saving Information

If you are aware of someone injured, ill, trapped, missing, or in danger make every effort to notify emergency responders as soon as possible.

#### Non-Life Saving Information

If to your knowledge all personnel for whom you are responsible are safe and accounted for, wait to inform emergency responders until immediate life saving activity has subsided, and call your report to the ECC or EOC.

### **Emergency Status Report.**

Use the Emergency Status Report (ESR) contained in the current EAP.

There should be one ESR per EAP team.

Make sure you are accurately describing your building floor and room numbers. If you are reporting injured, trapped, deceased, or missing personnel, be as specific as possible:

- Last known location
- Physical condition/injuries
- Name(s) if known
- Description of person (Race, size, gender, clothing, age range)
- Type of encroaching hazards posing threat to life (Rising flood levels, encroaching fire, increasing smoke, combustibles nearby, etc.)

### **Who should make the report?**

Avoid having too many people reporting the same information!

Responsible persons in order of precedence are:

1. EAP Site Emergency Coordinator. (SEC)
  - Should collect ESRs from the ECs and deliver.
2. EAP Emergency Coordinator. (EC)
  - If there is no Site Emergency Coordinator for a building, the EC collects the ESR from his or her Floor Wardens.
3. Alternate Emergency Coordinator.
  - Same as above.
4. Designated Floor Warden. (FW)

- If there are no SECs or ECs the FW should deliver the ESR

NOTE: If you are in an emergency or disaster, and the position above yours is not filled, you may need to fill in and assume those responsibilities.

## **Communicating Emergency Information**

### **Who to report information to:**

#### Responding Fire Unit:

Approach Firefighter trucks farthest from the fire. Avoid disturbing personnel actively fighting the fire.

Look for Battalion Chief (White Helmet). Can't find him/her:

Ask Firefighter who appears to be "monitoring" activity or equipment but not actively engaged in rescue efforts who to report information to.

#### UCSF PD On-Scene:

If several Officers on scene look for sergeant stripes or lieutenant, captain bars. If you see marked UCSF PD SUV (Command Vehicle) go there.

#### Emergency Communications Center (ECC)

The ECC is a Police Dispatch Center operated by UCSF PD.

The ECC has UCSF maps, buildings, emergency contacts and other UCSF specific information.

Calling 911 may slow response as dispatchers do not have same information on UCSF in system.

#### **Call:**

**UCSF ECC 9-911 from UCSF Phone**

**476-1414 from Cell Phone or non UCSF Phone**

#### Emergency Operations Center (EOC)\*

UCSF EOC will be activated for major campus emergencies, usually within 1-2 hours depending on type of emergency.

EOC is unlikely to be activated for a contained building fire.

In a large fire, it is unlikely it will be activated in time to be of any assistance in receiving life-saving reports.

EOC would be the primary contact for reporting information in a major disaster such as earthquakes during which emergency operations extend a day to weeks.

**\***  
*If you are unable to get through to the UCSF Emergency Communications Center contact the UCSF Emergency Operations Center (EOC). Emergency Coordinators and Floor Wardens are being issued with cards containing the phone and fax number for the EOCs. The EOC numbers are for EAP team use only and should not be shared with the general campus population; otherwise the EOC phone and fax line may be tied up with calls from the general population.*



## **X. Emergency Status Report**

Starting in FY 12, the single page Emergency Status Report is being replaced by the following two page Emergency Status Report. At the same time, each Control Point (i.e.: Schools of Medicine, Nursing, Dentistry, Pharmacy, FAS, University Relations, etc.) and their Departments and Divisions are being asked to identify Departmental Emergency Coordinators to receive copies of Emergency Status Reports from the EAP Emergency Coordinators within their departments (Refer to Emergency Response Management Plan, Appendix ESR).

Contact [eap@police.ucsf.edu](mailto:eap@police.ucsf.edu) for information on where to obtain copies of the Emergency Status Report.

### **EAP Emergency Coordinators:**

- Collects information from the team of EAP Floor Wardens and completes an Emergency Status Report for their respective worksite.
- Effective Fiscal Year 2011/12 they are instructed to submit a copy to the Site Emergency Coordinator (SEC) who communicates emergency needs to the emergency responders (i.e.: Fire, Police, Hazmat)
- SEC routes copy of the Emergency Status Report to UCSF PD Emergency Management Division or EOC if activated.





**Site Emergency Coordinator:** Each Building is to have a Site Emergency Coordinator (SEC). If none are volunteered from amongst a building's EAP Emergency Coordinators, UCSF PD will appoint one on an annual basis effective FY12/13.

- Collects Emergency Status Reports from all EAP Emergency Coordinators in their building and reports missing, injured, deceased personnel or those needing evacuation to emergency responders.
- Summarizes all Emergency Status Reports into one Building ESR and provides copy to UCSF Police or the Campus Emergency Response Team (CERT) if activated.

<b>UCSF Emergency Status Report (ESR)</b>	
<b>EMERGENCY STATUS REPORT FORM USE GUIDELINES</b>	
<p>Use this form whenever an emergency has resulted in damage to your worksite/building or injuries, deaths, or missing personnel. <b>DO NOT DELAY REQUESTING LIFE SAVING EMERGENCY AID FROM FIRST RESPONDERS BY FILLING FORM OUT FIRST</b></p> <p>Guidelines are listed below by your emergency role. If the emergency is a large scale event (I.e.: earthquake, multi-building fire, prolonged power outages) and not just a single building incident, refer to "EOC Reporting" instructions below.</p> <p>Reports should be retained and treated as "Loss Reports" for five years after settlement (UCSF Policy 050-19 &amp; UC Records Disposition Schedules Manual).</p> <p><b>EAP Emergency Coordinators:</b> Complete this form for your EAP area and give copy to the Site Emergency Coordinator (SEC) for your building. If no SEC is available: Locate on-scene SF Fire Department or UCSF Police to report status of evacuations and individuals needing assistance. Give copy to UCSF PD.</p> <p><b>EAP Site Emergency Coordinators:</b> Collect Emergency Status Reports from Emergency Coordinators Locate the SF Fire Department or UCSF Police Command Post to report status of evacuations and individuals needing assistance. Consolidate reports into a single Building ESR and give a copy of Emergency Status Reports to on-scene UCSF PD If EOC activated, refer to EOC Reporting below.</p> <p><b>Division Emergency Coordinators:</b> Emergency Status Reports will be routed to you from UCSF PD or the EOC through your Control Point Emergency Coordinator. Consolidate reports onto one Division Emergency Status Report Route a copy of the consolidated Division Emergency Status Report to your Department Emergency Coordinator.</p> <p><b>Department Emergency Coordinators:</b> Collect Emergency Status Reports from Division Emergency Coordinators within your Department. Consolidate reports onto one Department Emergency Status Report Route a copy of the consolidated Departmental Emergency Status Report to your Control Point Emergency Coordinator.</p> <p><b>Control Point Emergency Coordinators:</b> Collect Emergency Status Reports from your Department Emergency Coordinators. Consolidate reports onto one Emergency Status Report Route a copy of the consolidated Control Point Emergency Status Report to the EOC and your Policy Group Representative.</p> <p><b>CERT/CAST/DMHT/ERT</b> Establish CERT Command post at or near ICP: Incident Command Post (UCSF PD, Facilities Mgt, EH&amp;S other). Collect Emergency Status Reports from CERT members, SEC and others at ICP Refer to prior shift's Emergency Status Report if necessary for updating and consistency in reporting. Route a copy of the Emergency Status Report to EOC as below if activated or to UCSF PD (see below).</p> <p><b>EOC Reporting</b> If campus Emergency Operations Center (EOC) is activated all SECs or CERTs to send consolidated ESRs to EOC by runner or: Primary EOC (654 Minnesota St.) – Phone: 415-336-0692 or 753-4388. E-mail: <a href="mailto:EOC.SIT.STAT@UCSF.EDU">EOC.SIT.STAT@UCSF.EDU</a>. Fax 415-476-9718 Alternate EOC (1855 Folsom St.) – Phone: 415-336-3008 or 242-3573. E-mail: <a href="mailto:EOC.SIT.STAT@UCSF.EDU">EOC.SIT.STAT@UCSF.EDU</a>. Fax 415-476-6273</p> <p><b>Reporting if EOC Not Activated</b> Route a copy of the Emergency Status Report to UCSF PD at <a href="mailto:emer.mgt@police.ucsf.edu">emer.mgt@police.ucsf.edu</a>, or fax 415-476-8205, or call 415-476-3082/2033/6887.</p>	
For further information refer to Appendix ESR: Emergency Status Assessment & Reporting or EAP Team Manual.	

Status	Example Criteria
= <b>Black Major Assistance Required</b>	<b>Operational status:</b> Non-operational or severely impaired. Will require staff, equipment or supplies within 24-48 hours to sustain minimal to basic operational capability. <b>Structural Status:</b> Severely damaged or destroyed. Non-functional or unsafe to occupy. <b>Life-Safety:</b> Number of injuries, trapped, missing or dead too extensive to identify or number has exceeded local capacity to manage
= <b>Red: Assistance Required</b>	<b>Operational status:</b> Impaired function. Unlikely to continue limited operations without assistance within 3-4 days. <b>Structural Status:</b> Major damaged. Limited functions or some areas unsafe to occupy. <b>Life-Safety:</b> Large number of injuries, trapped, missing or dead. Surge at maximum capacity to manage more than 24-48 hours.
= <b>Yellow: Under Control</b>	<b>Operational status:</b> Currently capable of providing basic or limited services, however in need of staff, equipment or supplies within 5-7 days. <b>Structural status:</b> damaged though functional pending repairs within 3-5 days. <b>Life-Safety:</b> Only minor injuries identified, or threat to life-safety possible but not yet ruled-out.
= <b>Green: Normal Ops / Resolved</b>	<b>Operational status:</b> Systems/Services Operational. <b>Structural status:</b> Structures intact. <b>Life-Safety:</b> No Life-Safety impact/threat
= <b>Gray: Unknown</b>	No information available or unassessed.

UCSF BUILDING LIST			
Bldg Name or Street	Bldg Name or Street	Bldg Name or Street	Bldg Name or Street
<b>HUNTER'S POINT</b>	<b>PARNASSUS (Continued)</b>	<b>PARNASSUS (Continued)</b>	<b>SAN FRANCISCO (Cont)</b>
260 Newhall	1356 3rd Ave		982 Mission
Hunterpt 830	1362 3rd Ave	Millberry	990 Sonoma
Hunterpt 831	1420 5th Ave	Moffitt Hosp	CDC UC Ext
<b>LAUREL HEIGHTS</b>	1422 5th Ave	Nursing	Child C Ctr
Laurel Hts	1424 5th Ave	Proctor	Com Ctr Parking
Laurel Hts Annex	1428 5th Ave	PSSRB	Mission Center Building
<b>MISSION BAY</b>	1432 5th Ave	Surge	17th st & Folsom St
1500 Owens Street	1434 5th Ave	UC Clinics (ACC)	CPMC Davies Campus
Parking & Transportation Office Trailer	1440 5th Ave	UC Hall	789 Vallejo
HD Cancer Research	1442 5th Ave	Vision Rsch	SF Art Institute
Parking	145 Irving	Woods	Univ House
1515 Scott St	1452 5th Ave	<b>SFGH</b>	<b>BAY AREA</b>
1675 Scott St	1454 5th Ave	SFGH Bldg 1	333 Gellert
MB Community Center	1460 5th Ave	SFGH Bldg 10	1100 So. Eliseo
1900 Third Street	1464 5th Ave	SFGH Bldg 100	1300 S Eliseo
1700 Owens	1468 5th Ave	SFGH Bldg 20	1330 Broadway Street
Byers Hall	1472 5th Ave	SFGH Bldg 3	2585 Freeport
Genentech Hall	1474 5th Ave	SFGH Bldg 30	5601 Norris Canyon Rd
975 Sixteenth St	1478 5th Ave	SFGH Bldg 40	5565 W. Las Postas Blvd
MB Child Care Ct	1480 5th Ave	SFGH Bldg 5	4970 Owens Dr
MB Housing East (Hearst Tower)	1482 5th Ave	SFGH Bldg 80	1805 N. California
MB Housing North	1486-88 5th	SFGH Bldg 9	296 Lawrence
MB Housing South	1490 5th Ave	SFGH Bldg 90	296-298 Lawrence
MB Housing West	24 Kirkham	<b>SAN FRANCISCO</b>	870 Dubuque Avenue
MB Park Kiosk	30 Kirkham	50 Beale	254 San Jose
Rock Hall	350 Parnassus	1550 Bryant Street	262 San Jose
<b>MT ZION</b>	374 Parnassus	3490 California Street	515 S. Mountain Dr
2211 Post	405 Irving St	401 Berry Street	1950 Addison Street Berkeley
2233 Post St	432A Irving St	920 Sacramento	Oyster Point
2300 Harrison Street	50 Kirkham	1145 Bush	Parkinson Institute
2352 Post	735 Parnassus	1865 11th Ave	La Clinica De La Raza
2320 Sutter	745 Parnassus	1281 19th Ave	Asian Health Services Inc
2380 Sutter	Aldea SMG 1	1294 9th Ave	Native American Health Center
MZ 1701 Divis	Aldea SMG 10	1388 Sutter	Marin County Dental Clinic
MZ 2330 Post	Aldea SMG 11	1426 Filmore Street	Marin County Clinic
			<b>CALIFORNIA - OUT OF BAY AREA</b>
MZ Bldg A	Aldea SMG 12	150-250 Exec Prk	
MZ Bldg B	Aldea SMG 14	1569 Sloat Boulevard	2615 E. Clinton Avenue
MZ Bldg C	Aldea SMG 2	1643 Valencia	3313 N. Hilliard
MZ Bldg D	Aldea SMG 3	1647 Valencia	550 E Shaw
MZ Bldg E	Aldea SMG 4	185 Berry	155 N. Fresno
MZ Bldg G	Aldea SMG 5	1930 Market	Riverview Garden Apartments
MZ Building	Aldea SMG 6	2186 Geary Blvd	100 Brookwood Avenue
MZ Bldg J	Aldea SMG 7	220 Montgomery Street	2448 Guerneville
MZ Bldg N	Aldea SMG 8	2501 Ocean Avenue	12774 Bernese (Ski Lodge)
MZ Bldg P	Aldea SMG 9	270 Masonic Avenue	4120 Prescott
MZ Bldg R	Central Plant	2727 Mariposa	Kidney & Liver Transplant Clinic
MZ Cancer Ctr	Regeneration Medicine	3130 20th St	California Poison Control
MZ Cancer Res	Clinical Sci	3180 18th St	Fresno MERC
1800 Sutter	Dentistry	3330 Geary	2 Upper Ragsdale
2299 Post St	EH and S	3360 Geary	Del Norte Clinics Inc
1635 Divisadero	HSIR East	369 Pine Street	Oroville Family Dentistry
<b>PARNASSUS</b>	HSIR West	44 Montgomery	Humboldt Open Door Community
1294 Ninth Avenue	Incinerator	44 Page	Shasta Community Health Dental
1318-20 7th	Lab of Radiobio	466 Geary Blvd	Anderson Dental Clinic
1320 3rd Ave	Library	5 T Melon Circle	Native American Health Center
1322 3rd Ave	Long Hosp	510 Treat	La Clinica Dde Salud Del Valle de Salinas
1324 3rd Ave	LPPI	515 Spruce	Northeastern Health Ctr
1326 3rd Ave	LPPI Butler	555 Florida	<b>OUT-OF-STATE/COUNTRY</b>
1332 3rd Ave	LPPI OPC	625 Potrero	UC Washinton Center
1338 3rd Ave	LPPI Paint S	815 Hyde	3 Bethesda Metro Center
1344 3rd Ave	Med Res 4	939 Market	3116 Commerce Street
1350 3rd Ave	Med Sciences	964 Market	

UCSF Emergency Status Report and Update						
<b>Report Type</b>						
<input type="checkbox"/> EAP-EC (Department/Division) :						
<input type="checkbox"/> EAP- SEC (see # 19) <input type="checkbox"/> Cont Point EC <input type="checkbox"/> Department EC <input type="checkbox"/> Division EC <input checked="" type="checkbox"/> CERT <input type="checkbox"/> PD <input type="checkbox"/> ERT <input type="checkbox"/> EHS						
<input type="checkbox"/> FM Emergency Director <input type="checkbox"/> FM Bldg Maintenance <input type="checkbox"/> CP Bldg Inspection <input type="checkbox"/> CP Damage Assessment						
<input type="checkbox"/> Other						
1. Date: 20DEC2011				2. Time: 14:25 PST		
3. Type of Emergency: <sup>3</sup> Sample Incident Earthquake						
4. Team Name (if applicable): Parnassus CERT				5. Is this an update to a prior report? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
<b>Preparer's Contact Information</b>						
6. Name		John Doe				
7. Emergency Function (EAP, CERT, FM Emer Dir, Etc.) or Job Title:				CERT Team Leader		
8. Phone #		000-123-4567		9. Fax		000-123-4567
10. Cell #		000-123-4567		11. Sat phone		000-123-4567
12. Pager		000-123-4567		13. Radio		<input checked="" type="checkbox"/> Amateur <input type="checkbox"/> GMRS <input type="checkbox"/> Agency <input type="checkbox"/> Other
14. E-mail		jdoe@email.com		15. Text Msg		000-123-4567
16. If This is a Consolidated Control Point, Department, or Division Report Identify Organization Level Being Reporting On						
<b>17. Location of Emergency or Affected Area Being Reported On</b>						
18. <input checked="" type="checkbox"/> PAR <input type="checkbox"/> MB <input type="checkbox"/> LHT <input type="checkbox"/> MCB <input type="checkbox"/> MTZ <input type="checkbox"/> SFGH <input type="checkbox"/> Other:						
19. Building (See Building list) Millberry Union Food Court						
20. Define/identify affected area by: Campus or community boundaries Street address or cross streets Building Name or Number Floor(s) Room(s)			Description: Millberry Union Food Court inclusive of Jamba Juice. Roof has collapsed. Access to Millberry Union from doors on either side of the food court is no longer possible due to large steel framing that has fallen and blocked the doorways.			
<b>ESSENTIAL INFORMATION</b>			<b>STATUS</b>		<b>NOTES</b>	
			   			
<b>Life-Safety:</b> What is the human impact?						
21. Injured				17		3
22. Trapped						23
23. Missing		2				
24. Deceased						5
25. Number in shelter(s)		0				
26. Number needing shelter		0				
<i>Unconfirmed reports from food court patrons that two persons seen</i>						

<sup>3</sup> Type of Emergency (I.e.: fire, building collapse, earthquake) Use name supplied by EOC if applicable



Utilities & Systems: What is the impact upon utilities?						
42. Elevators						
43. E-mail						
44. Emergency Lighting Rooms/Halls				X		
45. Emergency Lighting Stairwells				X		
46. Fire Alarm Systems	X					
47. Fire Suppression Systems	X					
48. HVAC Animal Care (Heating Ventilation						
49. HVAC Building (Heating Ventilation A/C)				X		
50. Internet Access	X					
51. Natural Gas				X		
52. Network Access (UCSF)	X					
53. Power				X		
54. Power Emergency (red wall outlets)	X					
55. Public Address Systems	X					
56. Security: Alarms	X					
57. Security: Interior Locks	X					
58. Security: Perimeter Locks	X					
59. Security: Remote cameras	X					
60. Sewer (Toilets)	X					
61. Steam	X					
62. Telecommunications: Cellular Reception		X				
63. Telecommunications: UCSF Phones				X		
64. Water				X		
65. Other:						

Police Station  
Emergency Communications Center  
Telecommunications Center  
Network Servers

Departmental Operations Centers  
Media Operations Center  
Medical Center HCC

## **XI. GO-BAG**

The following emergency supplies are suggested for departments to purchase and assign to each building primary Emergency Coordinator and Floor Warden. The Go-Bags should be kept in a location that is accessible to both the Floor Warden and the Alternate Floor Wardens.

FLOOR WARDENS are responsible for their assigned emergency supplies. Supplies should be reviewed annually and restocked if necessary. It is the department's responsibility to replace any used, outdated or lost supplies of their Floor Wardens.

Emergency Coordinators and Floor Wardens will be expected to wear the identification vest and helmet during all building evacuations, including drills. The vest and helmet are designed for high visibility to enable visitors, staff, and first responders to quickly identify you as an EAP team member. Hearing impaired people will also see you in your vest and helmet, and know to follow you.

### **SUGGESTED EMERGENCY SUPPLIES AND EQUIPMENT**

UCSF Emergency Floor Warden Duffle Bag - Red (1)	Flashlight (1)
UCSF Emergency Floor Warden Hard Hat -Red (1)	Batteries (2) D-cell (5 yr. shelf life)
UCSF Floor Warden Vest –Orange (1)	Dust Mask (1)
Whistle (1)	Light Chemical Stick (white) 8-hour (1)
Latex Gloves (1 pair)	King Size Marker Pen (black) (1)
Cotton Work Gloves (1 pair)	Ballpoint Pen (1)
Plastic Poncho-Orange (1)	Lumber Crayon (1)
Flagging Tape – Yellow (1 roll)	Emergency Status Report Form

## XII. EMERGENCY PROCEDURES

The following emergency procedures are from the yellow Campus Emergency procedures wall chart (Rev 2/2011) available from [emer.mgt@police.ucsf.edu](mailto:emer.mgt@police.ucsf.edu) or [www.police.ucsf.edu/Preparing-for-Emergencies/forms-and-resources](http://www.police.ucsf.edu/Preparing-for-Emergencies/forms-and-resources).

### Section 12.01 BOMB THREAT – SUSPICIOUS PACKAGE/OBJECT

#### Person Receiving Call:

Listen – DO NOT hang up the telephone. Do not interrupt caller.

Attempt to get attention of another person – give him/her a note saying, “Call UC Police - Bomb Threat”

Note “time” threat received, \_\_\_\_\_

Attempt to ask caller:

When will it go off? \_\_\_\_\_

Where has it been placed? \_\_\_\_\_

What does it look like? \_\_\_\_\_

What will cause it to go off? \_\_\_\_\_

Why are you doing this? \_\_\_\_\_

Who are you? \_\_\_\_\_

Exact wording of the threat:

\_\_\_\_\_

Leave line open. What number did you receive the threat on?

\_\_\_\_\_

**Call UC Police 9+911** and notify a supervisor

Turn Off and DO NOT use any two-way radios, cell phones, or pagers in immediate area. Do not turn off/on lights

Refer to and complete the **Bomb Threat Checklist-** <http://police.ucsf.edu/>

Indicate exact words of caller and time received. Describe Caller’s Voice: Gender, Age, Race, Background noises, Speech Pattern (accent, tone), Behavior (angry, agitated, calm, etc.)

Any decision to evacuate will be made by the university official responsible for the affected area. If evacuation is necessary, move to your Evacuation Assembly Area or a safe distance from the building (a minimum of 300 feet). Follow instructions of UC Police. Check in with your work site Emergency Coordinator. Do not re-enter the area until instructed to do so

**If a suspicious looking package/letter is delivered/found,**

Do not touch or move it. Do not open, smell, shake or bump

Limit exposure-wash hands with soap and warm water

Isolate and look for these indicators:



No Return Address, Misspelled Words/Title, Protruding Wires, Strange Odor, Oily stains/Discoloration on Wrapper, Excessive Tape, String, or Postage, Lopsided or Uneven, Mailed from a Foreign Country, Restrictive Markings (“personal or confidential”)

**Notify and wait for UC Police. Dial 9+911**

## **Section 12.02 WORK PLACE VIOLENCE - SECURITY SITUATIONS – CIVIL DISTURBANCES**

The potential for workplace violence, research/property thefts and civil disruption is on the increase. UCSF has a zero tolerance policy and program directed at workplace violence. When an employee or student believes that his/her safety is threatened, call the **UC Police 9+911**

### Security Situations

Report all suspicious activity and persons to the UC Police  
Become aware of the location of emergency intercoms and panic buttons located throughout the campus. When activated, a police officer will respond  
Request identification of any unknown person(s) found in your work area  
Never leave personal belongings unattended (e.g., purses, backpacks, laptops).  
Keep office doors and desks locked when not present  
Wear your UCSF Identification Badge  
Stay alert and practice common sense safety precautions wherever you go

### Civil Disturbances

Most campus demonstrations will be peaceful. However, if a disturbance should occur:

- 1) Notify UC Police,
- 2) Notify Supervisor and alert others in area,
- 3) Do not attempt to intervene and avoid provoking or obstructing demonstrators,
- 4) Secure vital information and research,
- 5) Lock, and stay away from windows and doors, if possible,
- 6) Continue with your normal routine unless otherwise instructed,
- 7) Follow directions of UC Police

## Section 12.03 FIRE

Plan ahead - It's important that everyone know what to do if there is a fire:

If the fire alarm sounds, leave your workstation immediately and, if easily accessible, grab purses, keys, and wallets. Do not assume a fire alarm is 'just a test'.

Know your evacuation plan and alternative exits from your work area. Never use the elevator in the case of an evacuation.

Know where fire alarm pull stations and fire extinguishers are located

Know the location of your Emergency Assembly Area

If you have an office, be sure to close the door behind you. Doing so may help contain a fire.

Before opening a door, check the door for warmth. If you feel heat, find another exit.

If it is cool to the touch, open the door slowly.

If your clothing catches fire.....**STOP.....DROP.....ROLL**

If a fire occurs, follow the **R.A.C.E.** procedures

**R**     Rescue persons in immediate danger, if safe to do so

**A**     Announce the fire by:

Activating the Fire Alarm Pull Station

Call **UCPD at 9+911** (from a campus phone) or **911** (if from a non-campus or pay phone)

Give: exact location, nature of fire, your name, and phone number

**C**     Contain the fire by closing all doors around the fire and smoke, and in adjacent areas

**E**     Extinguish the fire, if you are trained to do so, and only if the fire is small. Prepare to

**Evacuate** the area

### Fire Extinguisher Instructions

Fire extinguishers can be used on small (wastebasket-size) fires, **only** if safe to do so. Follow the **PASS** procedure:

**P**     PULL safety pin from handle

**A**     AIM nozzle at base of the fire

**S**     SQUEEZE the trigger handle

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

## **Section 12.04 HAZARDOUS MATERIALS EMERGENCIES**

### **MAJOR SPILL**

A major spill requires the assistance of emergency personnel, e.g., UCPD, SFFD, Environmental Health & Safety (EH&S). Notify Department Manager/Supervisor and call **UC Police 9+911** Report:

- Haz Mat Emergency and exact location
- Identity and quantity of spilled material
- Injuries/other pertinent information
- Your name and phone number

Until help arrives, do the following:

- Assist injured or contaminated persons
- Remove from exposure (if safe to do so)
- Administer first aid/eyewash/shower as appropriate
- Avoid unnecessary movement to confine contamination
- Alert others in immediate area to evacuate
- Close doors and restrict access to affected area
- Send person knowledgeable of incident and affected area to assist emergency response personnel

### **Do not attempt to clean up spill without EH&S approval**

- Avoid spreading contamination. If a person is contaminated with hazardous materials, immediately wash off hazardous materials with deluge shower, eyewash or other appropriate agents listed in Material Safety Data Sheets (MSDS)
- The Emergency Department (ED) should be notified immediately (353-1238). Decontamination procedures are contained in the ED's Emergency Response Plan. If medical attention is needed, go to the ED immediately. Bring the MSDS sheets or the chemical labels along for the ED

### **MINOR SPILL (affects only small area; lab staff can clean up without assistance by emergency personnel)**

- Alert manager/supervisor and others in immediate area
- Supervisor will direct cleanup
- Obtain MSDS information from MSDS binder, Safety Manual or EH&S (476-1300)
- Wear protective equipment (safety goggles, gloves, long-sleeve lab coat, etc.)
- Avoid breathing vapors from spill
- Confine spill to small area
- Select proper spill kit to absorb spill
- Collect residue, place in container, label the waste
- Clean spill area with water
- Safely discard cleaning materials with waste collection
- Call EH&S for waste collection

For Safety Training Procedures and/or Hazardous Materials and Technical Services refer to the EH&S web site <http://www.ehs.ucsf.edu/index.asp> or call EH&S 474-1414

For MSDS Information go to web site <http://www.ehs.ucsf.edu/index.asp>

## Section 12.05 UTILITY FAILURE

### Natural Gas Leak:

- Call **UC Police (9+911)** and report
  - Location
  - Conditions
  - Your name and phone number
- Stop all operations
- Do not turn light switches or electrical equipment on or off
- Open windows, if possible
- Notify EAP Emergency Coordinator for your work area
- Evacuate area

### Ventilation Odors:

- Fire or hazardous condition suspected - call UC Police
- Non-hazardous conditions suspected – call Facilities Management
- Notify EAP Emergency Coordinator for your work area

### Flooding, Plumbing or Steam Line Failure:

- Call Facilities Management
- Notify EAP Emergency Coordinator for your work area
- Leave the immediate area

### Electrical Power Outage:

- Call Facilities Management (476-2021) and report condition and location, if localized
- Remain calm and in place. Await instructions from Supervisor, Emergency Coordinator or Facilities Management
- If evacuation is necessary turn off all power switches to prevent circuit overload when power restored.
- Go to EAA, use flashlights or light sticks if necessary
- If leaving disabled person in fire rated stairwell, provide flashlights or light sticks if necessary, and exchange cell phone numbers.
- Await decision by Department Head regarding closure of operations for remainder of business day.

### Elevator Failure:

- Call Facilities Management (476-2021) or UC Police (476-1414), and report location, type of failure, and if people are trapped
- If trapped on failed elevator, use the emergency telephone for direct ring to UC Police, or push emergency alarm to signal for help

### Websites and Phone Numbers

Go to the Facilities Management web site: [www.fm.ucsf.edu](http://www.fm.ucsf.edu) for Energy Information, Utility Shut Downs, Access UCSF (Handicap Information) and subscribe to the Urgent Notification Program (receive emergency utility notifications by email).

Facilities Management- Customer Service/After Hours Trouble Call Line  
476-2021 (24 Hours)

Facilities Management Information Line  
514-1212  
UC Police  
9+911 (Emergency) or 476-1414 (Non-Emergency)

## **Section 12.06 MEDICAL EMERGENCY**

### **If life-threatening:**

- 9+911** (if “9” required for an outside line)
- 911** (from all other phones)

### **If cardiac arrest/Code Blue**

- Call 6-1234 – from the Parnassus Campus, state “Code Blue” - (only from phones with Code Blue stickers) –designated buildings only
- Code Blue-other locations-follow instructions on phone
- Report:
  - Exact location of victim (Building, Floor, Room Number)
  - Nature of emergency
  - Your name and phone number
- Request a first aid or CPR trained person to respond if available from the area
- Do not move the victim unless absolutely necessary
- Send someone to meet emergency responders and direct them to victim’s location

### **If non-life threatening:**

- Call Hospital Emergency Department for advice
- Report the location and nature of the injury or illness
- Advise if transportation to Emergency Department is needed

### **If direct contact with a hazardous material:**

- Remove contaminated clothing and shoes
- Avoid unnecessary movement to confine contamination
- Rinse contaminated area thoroughly with water from faucet or safety shower
- If eyes contaminated, flush with water for 15 minutes
- The Emergency Department should be notified immediately. Decontamination procedures are contained in the ED’s Emergency Response Plan. If medical attention is needed, go to the Emergency Department immediately. Bring the MSDS sheets or the chemical labels along for the ED

### **On-The-Job Exposure**

- If you think you have been exposed to HIV/Hepatitis C or B, immediately wash with soap and water and call the Needlestick Hotline
- Go to the Emergency Department

Hospital Emergency Department	353-1238
Poison Control – 24 Hour Number	1-800-876-4766
Needlestick Hotline 24hr/7days pager	353-7842 (All UCSF locations)

## Section 12.07 EARTHQUAKE

During an earthquake...

### If Inside a Campus Building:

- STAY THERE! Do not run outside. Falling debris, glass can cause major injuries
- DUCK, COVER & HOLD until the shaking stops. Get under a desk or table with your back to windows, or drop to knees, clasp both hands behind neck, bury face in arms, make body as small as possible
- Stay clear of windows, bookcases, cabinets, and other heavy objects; watch for falling debris. Falling debris is the greatest danger during an earthquake.
- Do not use elevators
- Follow instructions of emergency personnel

### If In An Elevator:

- Following an earthquake, most elevators will stop and go to nearest floor. Doors will open. Elevator will not move. If doors fail to open, use the elevator emergency telephone or emergency alarm to call for help. Remain calm and do not attempt to open doors or leave elevator unless at floor level

### If Outside:

- Move away from buildings, trees, power poles, power lines, walls and chimneys
- Assume duck and cover position until shaking stops

### In A Wheelchair:

- Stay in chair.
- Move away from windows to an inside wall, or find a clear safe area
- Lock wheels and cover face and head with arms

### In A Vehicle:

- Pull over to side of road
- Avoid stopping on or under bridges, overpasses or near trees and power lines
- Turn off ignition, set brake and stay inside vehicle until shaking stops
- Do not attempt to cross bridges or overpasses that may be damaged. Do not leave vehicle if power lines have fallen on or near car

### In A Stairwell:

- Go to nearest landing
- Assume duck and cover position with back to wall and head between knees

## After The Shaking Stops

### If inside a campus building:

- After a major quake, do not use telephones except to report emergencies and status
- Advise emergency personnel of injured persons and hazards/damage to area
- Assist in evacuation of disabled persons, if appropriate

- Check for gas, water leaks, broken electrical wiring, or sewage lines
- Time permitting, tune portable radio for news reports/instructions
- Gather home and office keys, identification and easy-to-carry critical work-in-progress
- Follow evacuation instructions of emergency personnel
- BE PREPARED FOR AFTER SHOCKS

**If outside a campus building:**

- Follow your work site Emergency Action Plan
- Go to your Emergency Assembly Area if safe to do so
- Report to your Emergency Coordinator
- Do not re-enter buildings until authorized

### **XIII. Office Preparedness Self-Assessment Questionnaire**

This guide has been developed by the UCSF Police Department's Emergency Preparedness Program to assist Office Emergency Coordinators conduct disaster drills. The checklists in this drill guide is intended to cover most emergency actions, but is not all-inclusive. This guide is meant to be a self-assessment tool, as drills are not administered by the UCSF Police Department, nor is this form collected by the UCSF Police Department. UCSF Medical Center staff (Hospitals & Clinics) should refer to the Medical Center Safety Department for procedures in the event of an emergency. For questions or clarification, please email or call EAP.

All Hazards:

<u>Preparation</u>	<u>Y/N</u>	<u>Comments</u>
If available, do employees know where the closest Red Phone is located?		
Are the exits clearly marked? Do they have emergency flood lights?		
Was the staff able to find the exits? Did they need assistance finding emergency exits? Alternate exits?		
Did all employees get to the correct emergency assembly area? Does the office have an alternate emergency assembly area?		
If there are disabled employees, is there a plan in place for their evacuation?		
Emergency communications plan in place? Cell phone numbers listed? Radios? PDA? Assigned Runners?		
Does the office have reporting policies and requirements for an after-hours emergency? Are employees aware of it?		
Are employees checking in and out of the Emergency Assembly Area if they arrive and leave before the all clear?		



Floor Warden	Y/N	Comments
Does the floor warden know where the Red Floor Warden bag is located?		
Did the Floor Warden wear the vest and helmet?		
Can the floor warden describe their functions in an emergency as listed in the UCSF Floor Warden Duties?  <a href="http://police.ucsf.edu/HSEM/Floor%20Warden%20Duties.doc">http://police.ucsf.edu/HSEM/Floor%20Warden%20Duties.doc</a>		
Did the Floor Warden clear the floor appropriately?		
Do the Alternate Floor Wardens know what to do in an emergency?		
Are floor wardens and alternate floor wardens familiar with the necessary forms in an evacuation? Do they know who to turn the forms into?		
Is the Floor Warden able to determine who is missing? Which employees did not work that day? If someone is missing or trapped, does the floor warden know what to do?		
Did the Floor Warden account for visitors? Were they evacuated? Are they still in the Emergency Assembly Area?		

<u>Equipment</u>	<u>Y/N</u>	<u>Comments</u>
Is the Emergency Response and Evacuation Information Posted? Is the yellow Campus Emergency Procedures booklet accessible to all staff?		
Do all staff have a UCSF PD issued Important Emergency Phone numbers card?		
Are the contents of the Red floor warden bag complete? No expired or missing items?		
Does the office have an AED on site?		
Does the office have 3 days of food and water to be used in the event of an emergency?		
Is there a process/procedure to replace expired food/water?		
Are Emergency Supply lockers/closets/drawers clearly identified?		
Are there safety seals to aid in identifying when someone may have used the emergency supplies?		
Is there a procedure for when a safety seal has been broken?		
Can staff identify where emergency supplies are stored?		
First Aid Kit: Individual and/or office caches. No expired or missing items?		
Does the office have spill control supplies if chemicals present?		

Earthquake:

	Y/N	Comments
Do employees know to duck, cover and hold?		
Can employees identify ideal places in the office to duck and cover? Strong foundation points? Strong desks/tables?		
Can employees identify falling hazards? Know to avoid them?		
Are employees aware of aftershocks and can list potential hazards outside? Avoid reentry of building?		
Did employees remember to check for leaks, gas, and wiring?		

Hazardous Materials:

	Y/N	Comments
Is a copy of UCSF Biological Spill Emergency Procedures in the Biological Safety Logbook?		
Do employees know when NOT to clean up spill?		
Do employees know where the closest spill cabinet is?		
Do employees know where to find caution tape and signs to secure the spill area?		
Do employees know to close the door of contaminated room?		
Do employees know who to notify in the event of a spill? What about a minor spill?		
Do employees know how to use eye wash and chemical wash stations?		
Are employees aware of the UCSF blood borne pathogen plan?		
Do employees know the location of protective clothing and equipment? Can employees demonstrate how to use it properly?		

Active Shooter:

<u>Planning</u>	<u>Y/N</u>	<u>Comments</u>
Do employees know what a survival mindset is?		
When asked "what if" questions, do they have a plan?		
Do employees know the phone number to the police?		
Do employees know what information to give to the police dispatcher?		
Employees know what to do when the police arrive?		
If employees need to "take out" shooter, have employees discussed the situation before?		

<u>Escape</u>	<u>Y/N</u>	<u>Comments</u>
What is the escape plan? Remember to zig zag? Make themselves smaller targets?		
Is there a good place to hide if you can't escape? Do they remember they may need to "play dead"?		
When escaping or hiding; did employees spread apart to avoid bunching up and making themselves easier targets?		
Employees remember to silence their cell phones if hiding?		
If the office has a panic alarm or emergency intercom, can employees identify the location.		

Fire:

	Y/N	Comments
Do employees know whether to evacuate the building? Or only evacuate the floor? If only the floor, do they know where to go?		
Do employees know where the fire extinguishers are located? Do they know how to use them? On what size fire can the extinguisher be used?		
Can employees explain the phrase, "stop, drop, roll"?		
Did employees close doors to contain smoke and fire?		
Do employees know the procedure for disabled persons in the event of a fire?		

Suspicious Package/Bomb Threat:

	Y/N	Comments
Is the bomb threat checklist near the phone in the event of a phone threat?		
Do employees know to refrain from touching the suspicious package?		
Do employees know NOT to use cell phones and/or radios?		
Do employees know NOT to turn on/off light switches or computers?		
Is the Emergency Assembly Area far enough from the package? Is there an alternate? If an alternate area is needed who decides?		
Can employees describe what the characteristics of a suspicious package?		

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## **XIV. Office Preparedness Exercises**

### **Exercise: Earthquake**

For this exercise you will need:

**Observers/Evaluator:** One or more people who will be an observer to record if the expected actions were taken by staff, floor wardens and emergency coordinators.

**Simulator/Actor:**

Someone to announce when and how long the earthquake will last.

Someone to be “planted” in a room to await being told to evacuate.

Staff a phone which exercise participants would call to simulate calling the UCSF Police, Hotlines, or Emergency operations Center

**Props & Aids:**

Areas marked off simulating damaged or dangerous area (if necessary).

Noisemaker to simulate duration of temblor.

<b><u>Event/Action</u></b>	<b><u>Expected Activity</u></b>	<b><u>Comments</u></b>
Simulator walks through the office announcing this is a 7.0 earthquake drill.	Simulator walks through the office, or on P.A. system, announcing “this is an earthquake drill! This is a drill for a 7.0 earthquake. We will announce when the simulated shaking has stopped”	
Observer walks throughout the office.	Employees, EC, and FWs duck, cover and hold, or stand under strong structure points. No one exits building during shaking.	

<u>Event/Action</u>	<u>Expected Activity</u>	<u>Comments</u>
	Simulator announces the shaking has stopped.	
Simulator announces shaking has stopped	EC/FW grab floor warden bags, and don vests.	
	FW clears the floor of all persons and assists all lost persons.	
	If there are disabled employees, assigned special buddies.	
	If provided, employees grab their earthquake personal preparedness kit (emergency food & water) upon exiting.	
Simulator may plant a victim or employee (actor) in a room (I.e.: restroom, conference room) with instructions not to come out unless a floor warden or EC checked the room and instructed the "plant" to evacuate	"Plant" evacuates if notified by EC/FW. If not, Plant remains in worksite and reports oversight at conclusion of drill	
	Buddies assist Disabled employee(s) as appropriate for level of disability.	
Second Observer views the EAA	Employees and EC/FW assemble at appropriate EAA.	
	EC/FW utilize "UCSF Emergency Status Report"	
	EC/FW utilizes a Personnel Roster to account for personnel.	



<u>Event/Action</u>	<u>Expected Activity</u>	<u>Comments</u>
	From EAA, simulate a call to 9-911 for any injuries.	
Simulator announces the "All Clear" and releases employees, EC, and FWs back to the office.	Upon returning to worksite, observer, simulator or EC could utilize the UCSF Emergency Action Plan assessment form to query staff on knowledge of EAP or UCSF Emergency Procedures.	
Debrief and Hotwash	Meeting with all participants to discuss successes and failures. Obtain feedback regarding how to improve.	

**Exercise: Building Evacuation**

For this exercise you will need:

**Observers/Evaluator:** One or more people who will be an observer to record if the expected actions were taken by staff, floor wardens and emergency coordinators.

**Simulator:**

Someone to mark off areas of simulated hazard (if any).

Someone to be “planted” in a room to await being told to evacuate.

Staff a phone which exercise participants would call to simulate calling the UCSF Police, Hotlines, or Emergency operations Center

**Props & Aids:**

Signage to mark hazard areas.

<b><u>Event/Action</u></b>	<b><u>Expected Activity</u></b>	<b><u>Comments</u></b>
Simulator announces the evacuation drill.	Simulator walks through the office, or on P.A. system, announcing “this is a drill for a building evacuation”	
Observer walks throughout the office.	Employees, EC, and FWs evacuate the building and close doors when the leave rooms.	
	EC/FW grabs floor warden bags, and dons vests.	

<b><u>Event/Action</u></b>	<b><u>Expected Activity</u></b>	<b><u>Comments</u></b>
	FW clears the floor of all persons and assists all lost persons.	
	If there are disabled employees, assigned special buddies.	
Simulator may plant a victim or employee (actor) in a room (i.e.: restroom, conference room) with instructions not to evacuate unless a floor warden checked the room and instructed the "plant" to evacuate	"Plant" evacuates if notified by EC/FW. If not, Plant remains in worksite and reports oversight at conclusion of drill	
Second Observer views the EAA	Employees and EC/FW assemble at appropriate EAA.	
	From the EAA, simulate a call to 9-911.	
	EC/FW utilizes a Personnel Roster to account for personnel.	
Simulator announces the "All Clear" and releases employees, EC, and FWs back to the office.	Upon returning to worksite, observer, simulator or EC could utilize the UCSF Emergency Action Plan assessment form to query staff on knowledge of EAP or UCSF Emergency Procedures.	
Debrief and Hotwash	Meeting with all participants to discuss successes and failures. Obtain feedback regarding how to improve.	

**Exercise: Fire**

For this exercise you will need:

**Observers/Evaluator:** One or more people who will be an observer to record if the expected actions were taken by staff, floor wardens and emergency coordinators.

**Simulator:**

Someone to mark off areas of simulated fire (if any).

Someone to be “planted” in a room to await being told to evacuate.

Staff a phone which exercise participants would call to simulate calling the UCSF Police, Hotlines, or Emergency operations Center

**Props & Aids:**

Signage to mark fire areas.

<u>Event/Action</u>	<u>Expected Activity</u>	<u>Comments</u>
Simulator announces the fire drill.	Simulator walks through the office, or on P.A. system, announcing “this is a drill for a large fire”	
Observer walks throughout the office.	Employees, EC, and FWs evacuate the building and close doors when the leave rooms.	
	EC/FW grabs floor warden bags, and dons vests.	
	FW clears the floor of all persons and assists all lost persons.	

<b><u>Event/Action</u></b>	<b><u>Expected Activity</u></b>	<b><u>Comments</u></b>
	If there are disabled employees, assigned special buddies.	
Simulator may plant a victim or employee (actor) in a room (I.e.: restroom, conference room) with instructions not to evacuate unless a floor warden checked the room and instructed the “plant” to evacuate	“Plant” evacuates if notified by EC/FW. If not, Plant remains in worksite and reports oversight at conclusion of drill	
Second Observer views the EAA	Employees and EC/FW assemble at appropriate EAA.	
	From the EAA, simulate a call to 9-911.	
	EC/FW utilizes a Personnel Roster to account for personnel.	
Simulator announces the “All Clear” and releases employees, EC, and FWs back to the office.	Upon returning to worksite, observer, simulator or EC could utilize the UCSF Emergency Action Plan assessment form to query staff on knowledge of EAP or UCSF Emergency Procedures.	
Debrief and Hotwash	Meeting with all participants to discuss successes and failures. Obtain feedback regarding how to improve.	

**Exercise: Hazardous Materials**

For this exercise you will need:

**Observers/Evaluator:** One or more people who will be an observer to record if the expected actions were taken by staff, floor wardens and emergency coordinators.

**Simulator:**

Someone to place material to simulate hazardous spill (if any).

Staff a phone which exercise participants would call to simulate calling the UCSF Police, Hotlines, or Emergency operations Center

**Props & Aids:**

Material to simulate potential hazardous material spill.

<u>Event/Action</u>	<u>Expected Activity</u>	<u>Comments</u>
Item marked "HazMat Spill* (Exercise Only)" is placed in worksite. <i>*(could use non-toxic liquid with sign indicating substance to be simulated.)</i>	Place simulation liquid, powder, substance in office or lab surface.	
Simulator places phone call to Emergency Coordinator (EC) or Floor Warden (FW) stating a spill of known or unknown substance has occurred in office.	Simulator describes spill material. <i>*(it is option of exercise coordinator if Simulator tells what the substance is)</i>	
	FW/EC search the office to determine if injuries occurred. If so, call for help and render first aid/eye wash.	
	EC/FW instructs everyone to close doors, shut off HVAC, close windows.	

<b><u>Event/Action</u></b>	<b><u>Expected Activity</u></b>	<b><u>Comments</u></b>
	Caution tape is placed across entry doors to discourage others from entering worksite of the suspected hazardous material spill.	
	Assigned clean up crew utilizes proper personal protective equipment to assess spill, under supervision of Principal Investigator or Office Supervisor.	
Second Observer views the EAA (if necessary for major spill)	If evacuation is necessary, EC/FW direct evacuation to EAA.	
	Work area is cleared and all employees assemble at EAA.	
	From the EAA, simulate a call to 9-911. Calls for medical attention and HazMat Responder.	
	EC/FW utilize a Personnel Roster to account for personnel.	
Simulator announces the "All Clear" and releases employees, EC, and FWs back to the office.	Upon returning to worksite, observer, simulator or EC could utilize the UCSF Emergency Action Plan assessment form to query staff on knowledge of EAP or UCSF Emergency Procedures.	
Debrief and Hotwash	Meeting with all participants to discuss successes and failures. Obtain feedback regarding how to improve.	

**Exercise: Suspicious Package/Bomb Threat**

For this exercise you will need:

**Observer/Evaluator:** One or more people who will be an observer to record if the expected actions were taken by staff, floor wardens and emergency coordinators.

**Simulator:**

Someone to plant props (if any),

Make phone calls or announcements simulating such things as threats, emergency alarms, announcements, etc.

Staff a phone which exercise participants would call to simulate calling the UCSF Police, Hotlines, or Emergency operations Center

**Props & Aids:**

A suspicious package marked with label “Exercise Only”

Pre Designated Phone number to simulate 9-911

<u>Event/Action</u>	<u>Expected Activity</u>	<u>Comments</u>
Item marked “BOMB* (Exercise Only)” is placed in worksite. *(could be marked Suspicious Package, ANTHRAX, etc.)	Notify UCSF Police Homeland Security Emergency Management Unit (476-3082 or 476-2033) prior to placing simulated suspicious package.	
Phone call placed to Emergency Coordinator (EC) or Floor Warden (FW) stating a bomb or other item has been placed in office.	Individual receiving call notifies EC/FW to evacuate worksite.	
	EC/FW places call to 9-911	
Simulator picks up phone and asks what the emergency is. If not supplied by the caller, Simulator will ask for location of suspicious package, (exact room within worksite, location within room, and a description of the suspicious	The location of the suspicious package and a description is given to 9-911Operator so emergency responders may quickly identify suspected item.	



<u>Event/Action</u>	<u>Expected Activity</u>	<u>Comments</u>
package.		
	Employees EC/FWs refrain from touching the suspicious package.	
	Employees EC/FWs do NOT to use cell phones and/or radios.	
	Employees EC/FWs do NOT turn on/off light switches or computers.	
	EC/FW grabs floor warden bags, and don vests.	
	FW clears the floor of all persons and assists all lost and disabled persons.	
	Caution Tape is placed across entry doors to discourage others from entering worksite containing suspicious package.	
Observer is at EAA	Employees and EC/FW assemble at appropriate EAA.	
	EC/FW utilize "UCSF Emergency Status Report"	
	EC/FW utilize a Personnel Roster to account for personnel.	
Simulator portrays police officer and asks person who received phone call announcing the planting of the suspicious package to describe callers accent, what was said, back ground noises or any other indentifying information	Person being interviewed is able to accurately describe content of conversation, accent, background noise etc.	

<u>Event/Action</u>	<u>Expected Activity</u>	<u>Comments</u>
Simulator announces the “All Clear” and releases employees, EC, and FWs back to the office.	Upon returning to worksite, observer, simulator or EC could utilize the UCSF Emergency Action Plan assessment form to query staff on knowledge of EAP or UCSF Emergency Procedures.	
Debrief and Hotwash	Meeting with all participants to discuss successes and failures. Obtain feedback regarding how to improve.	

## Section 14.01 Glossary of Exercise Terms

<u>Term</u>	<u>Definition</u>
Actor	Actors are typically volunteer personnel whose responsibility it is to simulate a specific role in an exercise. Actors are vital to creating a realistic scenario and can play a variety of roles. For example, actors can simulate victims of a disaster, be civilians receiving prophylaxis, or friends and family of victims.
Controller	Controllers plan and manage exercise play, set up and operate the exercise incident site, and possibly take the roles of individuals and agencies not actually participating in the exercise (i.e., in the <b>Simulation Cell [SimCell]</b> ). Controllers direct the pace of exercise play and routinely include members from the <b>exercise planning team</b> , and provide key data to players.
Debrief	A debriefing is a forum for planners, <b>facilitators</b> , <b>controllers</b> , and <b>evaluators</b> to review and provide feedback after the exercise is held. It should be a facilitated discussion that allows each person an opportunity to provide an overview of the functional area they observed and document both strengths and areas for improvement. Debriefs should be facilitated by the <b>exercise planning team</b> leader or the <b>exercise program manager</b> ; results should be captured for analysis. A debriefing is different from a <b>hot wash</b> , in that a hot wash is intended for players to provide feedback.
Drill	Drills are commonly used to provide training on new equipment, develop or test new policies or procedures, or practice and maintain current skills.
EAA	Emergency Evacuation Assembly Area- Predetermined location where all employees gather when given the signal to evacuate a building.
EC	Emergency Coordinator- ECs will assist the Floor Wardens in directing the evacuation of people from their assigned floor to the nearest emergency exit. ECs should be actively checking to ensure that all persons have left the area while on their way out of the building; preventing people from using elevators; ensuring orderly and safe stair evacuations; enlisting help to assist any disabled person; and directing people to pre-determined Emergency Assembly Areas (EAA). At EAA, collect status reports from Floor Wardens on any missing, injured trapped, deceased employees (faculty, students, visitors) or persons needing evacuation assistance.
Evaluator	Evaluators, selected from participating agencies, are chosen based on their expertise in the functional areas they will observe. Evaluators measure and assess performance, capture unresolved issues, and <b>analyze</b> exercise results. Evaluators passively assess and document participants' performance against established emergency plans and exercise evaluation criteria. Evaluators have a passive role in the exercise and only note the actions/decisions of players without interfering with exercise flow.
Exercise	An exercise is an instrument to train for, assess, practice, and improve performance in <b>prevention, protection, response, and recovery capabilities</b> in a risk-free environment. Exercises can be used for: testing and validating policies, plans, procedures, training, equipment, and interagency agreements; clarifying and training personnel in roles and responsibilities; improving interagency coordination and communications; identifying gaps in resources; improving individual performance; and identifying opportunities for

	improvement. (Note: An exercise is also an excellent way to demonstrate community resolve to prepare for disastrous events).
Floor Wardens	Floor Wardens are assigned to each floor within a building to ensure that all people are aware of an emergency situation. They direct the evacuation of their assigned floor to the nearest emergency exit; checking to ensure that all people have left the area as they themselves exit the floor. Floor Wardens prevent people from using elevators and help ensure an orderly and safe stair evacuation; enlist help to assist any disabled person, and direct people to the building's assigned evacuation Emergency Assembly Area. Provide Emergency Coordinator or Emergency Responders with status report of condition of assigned floor. Include the last known locations of any injuries, deaths, trapped or missing persons, fires, hazardous materials spills, utility failures, and other hazards. Provide information and directions to floor occupants, as directed by the Emergency Coordinator.
Hotwash	A hot wash is a <b>facilitated discussion</b> held immediately following an exercise among exercise <b>players</b> from each functional area. It is designed to capture feedback about any issues, concerns, or proposed improvements players may have about the exercise. The hot wash is an opportunity for players to voice their opinions on the exercise and their own performance. This facilitated meeting allows players to participate in a self-assessment of the exercise play and provides a general assessment of how the jurisdiction performed in the exercise. At this time, evaluators can also seek clarification on certain actions and what prompted players to take them. Evaluators should take notes during the hot wash and include these observations in their analysis. The hot wash should last no more than 30 minutes.
Inject	<p>Exercise controllers provide injects to exercise <b>players</b> to drive exercise play towards the achievement of <b>objectives</b>. Injects can be written, oral, televised, and/or transmitted via any means (e.g., fax, phone, e-mail, voice, radio, or sign). Injects can be contextual or contingency.</p> <p>A controller introduces a contextual inject to a player to help build the exercise operating environment. <i>For example, if the exercise is designed to test information-sharing capabilities, an inject can be developed to direct a controller to select an <b>actor</b> to portray a suspect. The inject could then instruct the controller to prompt another actor to approach a law enforcement officer and inform him/her that this person was behaving suspiciously.</i></p> <p>A controller verbally introduces a contingency inject to a player if players are not performing the actions needed to sustain exercise play. This ensures that play moves forward, as needed, to adequately test performance of activities. <i>For example: if a simulated suspicious package is placed at an incident scene during a terrorism response exercise, but is not discovered, a controller may want to prompt an actor to approach a player to say that he/she witnessed suspicious activity close to the device location. This should prompt the discovery of the suspicious package by the responder, and result in subsequent execution of the desired notification procedures.</i></p>
Observer	Observers are not exercise <b>participants</b> ; rather, they observe selected segments of the exercise as it unfolds, while remaining separated from player activities.
Participants	Participants are the overarching group that includes all <b>players, controllers, evaluators</b> , and staff involved in conducting an exercise.

Players	<p>Players have an active role in <b>preventing, responding</b> to, or <b>recovering</b> from the risks and hazards presented in the exercise <b>scenario</b>, by performing their regular roles and responsibilities. <b>Players</b> initiate actions that will respond to and/or mitigate the simulated emergency.</p>
Props	<p>Props are non-functional replications of objects. The presence or discovery of props requires certain actions by exercise <b>players</b>. Examples of props include simulated bombs, bomb blast debris (shrapnel), mannequins or body parts, and foam bricks and beams. Simulants that mimic the effects of chemical or radiological hazards or that cause a positive reading of an actual detection device are also considered props.</p>
SimCell	<p>The SimCell is an exercise area where <b>controllers</b> generate and deliver <b>injects</b>, and receive player responses to non-participating organizations, agencies, and individuals who would likely participate actively in an actual incident.</p>
Simulator	<p>Simulators are control staff personnel who role-play as non-participating organizations or individuals. They most often operate out of the <b>SimCell</b>, but may occasionally have face-to-face contact with players.</p>