



CAMPUS EMERGENCY PROCEDURES

Fire - Police – Medical Emergencies - Hazardous Materials

From Campus Phones: **9-911**

SFGH / Other Non-Campus Phones / Cell Phones **476-6911**

Non-UCSF Emergencies **911**

Police-Non Emergency **476-1414**

POST THIS GUIDE IN THE WORK AREA WHERE IT WILL BE IMMEDIATELY AVAILABLE FOR QUICK REFERENCE IN AN EMERGENCY.

(See Reverse for Copy Information)

Rev. April 2018

This is an emergency information quick reference guide developed by the UCSF Police Department -Emergency Management Division for the UCSF community. Review your worksite Emergency Action Plan (EAP) for the locations of fire alarm pull boxes, fire extinguishers, emergency evacuation exits, and emergency assembly areas. For information on UCSF Emergency plans, supplies, references, training, etc. go to <http://police.ucsf.edu/> and select "Preparing for Emergencies".

POST THIS GUIDE IN THE WORK AREA WHERE IT WILL BE IMMEDIATELY AVAILABLE FOR QUICK REFERENCE IN AN EMERGENCY.

UCSF Police Department will be phasing out FLIP CHART use and begin using UCSF SAFE online app—roll-out expected end of June 2018.

UC Hastings app can be found in Apple Store and Google Play.

UCSF Medical Center staff (Hospitals & Clinics) - refer to the "**Rainbow Chart**"- Emergency Conditions & Basic Staff Response - Call 353-7797 for copies.

UC-SFGH staff – If working in Hospital refer to emergency numbers/procedures specific to SFGH. If working outside of hospital use this guide.

Rev. April 2018

Fire - Police – Medical Emergencies - Hazardous Materials

(from campus telephones)	Dial 9-911
(non-campus telephones or pay phones)	911
(from cell phone)	476-6911
Police-Non Emergency	476-1414
Bomb Threat / Suspicious Mail/Package	9-911
Building Damage/Utilities (gas, water, electricity)	476-2021,
476-1414	
Civil Disturbance/Workplace Violence	9-911
Code Blue-Mount Zion (main building only -see phone stickers)	5-1234
Code Blue-Parnassus (designated buildings only- see phone stickers)	6-1234
Hazardous Material Spills	9-911
Hospital Emergency Department	353-1238
Hospital Security	885-7890
Needlestick-Exposure Hotline Pager	353-7842
(STIC)	
Suspicious Persons/Activity	9-911

TDD (Non-Emergency)	476-1414
TDD Emergency –Telephone Device for the Deaf	9-911

WHEN REPORTING EMERGENCIES, caller should:

1. Identify himself/herself
2. Give location of emergency
3. Describe emergency (fire, injury, etc.)
4. Describe assistance needed at scene

Emergency Information Hotlines (activated following emergencies for UCSF news, information, and instructions)

Campus Hotline	502-4000
Hospital Hotline	885-STAT (7828)
Back-Up Hotline-(activated only if telephone service fails)	1-800-873-8232
Facilities Management Information Line	514 –1212


UCSF EMERGENCY PHONE NUMBERS

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Work Place Violence

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 **UCSF Police 9+911**

Security Situations

- Report all suspicious activity and persons to the UCSF 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;

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

UCSF Police 9+911 Emergency 476-1414 (Non-Emergency)

For safety presentations, and work site security surveys, contact the UCSF Police Department-Crime Prevention Unit at 502-9396.

*Go to the UCSF Police Web Page www.police.ucsf.edu for **Safety and Crime Alerts***



WORK PLACE VIOLENCE - SECURITY SITUATIONS – CIVIL DISTURBANCES

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If life-threatening:

9+911 If "9" required for an outside line

911 From all other phones except cell phones

476-6911 From Cell Phone

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 SDS 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

415-353-1238 Hospital Emergency Department
1-800-222-1222 Poison Control – 24 Hour Number
415-353-7842 Exposure Hotline (STIC)

AED Closest Location: _____

First Aid Kit Located: _____



MEDICAL EMERGENCY

During a Major Earthquake:

If Inside a Campus Building:

- **DROP, COVER & HOLD ON** 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
- Do not use elevators unless authorized
- Follow instructions of emergency personnel

If In An Elevator:

- Following an earthquake, most elevators will stop and go to the nearest floors. 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 the doors or leave elevator unless at floor level.



If Outside:

- Move away from buildings, trees, power poles, power lines, walls and chimneys
- Assume drop 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 drop and cover position with back to wall and head between knees



EARTHQUAKE - Continue to Next Page

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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, emergency supply kit, identification and easy-to-carry critical work-in-progress
- Follow your work site Emergency Action Plan
- 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

Personnel Pool

- Be prepared. You may be requested to report to the Campus or Medical Center Personnel Pool to provide assistance to emergency response personnel
- Know your Department's reporting requirements following an after-hours Emergency (Refer to your worksite Emergency Action Plan - EAP)

Emergency Assembly Areas (EAA)

- Know location of your building's EAA for evacuations*

*Emergency Assembly Areas assigned to UCSF campus buildings are listed on the UC Police website. See the link at https://police.ucsf.edu/system/files/ucsf_emergencyassemblyareas_2017_0718.pdf See "Preparing for Emergencies" then "Emergency Action Plan"

For questions, email the Emergency Management Division at: emer.mgt@police.ucsf.edu, or call 415.933.9774.



If Natural Gas Leak is suspected:

- Call **UCSF 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 Emergency Coordinator for your work area
- Evacuate area. Follow your work site Emergency Action Plan (EAP)

If Ventilation Odor is present:

- Fire or hazardous condition suspected - call UCSF Police
- Non-hazardous conditions suspected – call Facilities Management
- Notify your EAP Emergency Coordinator

Flooding, Plumbing or Steam Line Failure:

- Call Facilities Management
- Notify your Department Emergency Coordinator
- Leave the immediate area

Electrical Power Outage

- Follow work site/laboratory procedures for power failures
- Call Facilities Management 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, use flashlights or light sticks. Gather home and office keys, emergency supply kit, identification and easy-to-carry critical work-in-progress. Follow your work site Emergency Action Plan
- TURN-OFF ALL LIGHTS, COMPUTERS, RADIOS, AND OTHER APPLIANCES TO PREVENT CIRCUIT OVERLOAD WHEN POWER IS RESTORED

Elevator Failure:

- Call Facilities Management or UCSF 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 UCSF Police, or push emergency alarm to signal for help

Go to the Facilities Management web site

<http://campusliveservices.ucsf.edu/facilities/> for Energy Information, Utility Shut Downs, Access UCSF (Handicap Information) and to subscribe to the Urgent Notification Program (receive emergency utility notifications by email)

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

514-1212 Facilities Management Information Line

**9+911 UCSF Police (Emergency)
476-1414 UCSF Police (Non-Emergency)**



UTILITY FAILURE

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Person Receiving Call:

- Listen – DON'T hang up the telephone. Do not interrupt caller
- Attempt to get attention of another person – give him/her a note saying, "Call UCSF 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?
- Write down exact wording of the threat.
- Leave line open. What number did you receive the threat on?
- **Call UCSF 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***. 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 UCSF Police. Check in with your work site Emergency Coordinator. Do not re-enter the area until instructed to do so. Follow your work site Emergency Action Plan.

• 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
- Postage
- Lopsided or Uneven
- Mailed from a Foreign Country
- Restrictive Markings ("Personal - Confidential")

Notify and wait for UCSF Police. Dial 9+911

**Bomb Threat Check List-go to www.police.ucsf.edu – "Preparing for Emergencies" then "Bomb Threats & Suspicious Packages"*



BOMB THREAT – SUSPICIOUS PACKAGE/OBJECT

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

- Know your evacuation plan (Emergency Action Plan - EAP)
- Know alternative exits from your work area
- Know where fire alarm pull stations and fire extinguishers are located
- If you have any disability that could delay your evacuation, inform your EAP Emergency Coordinator for your work area
- If you are disabled, make sure you have a "buddy" assigned to assist you in an evacuation
- Know the location of your Emergency Assembly Area

IF YOU HEAR THE FIRE ALARM-ALWAYS EVACUATE.

- If evacuation is necessary gather home and office keys, emergency supply kit, identification and easy-to-carry critical work-in-progress. Follow your work site Emergency Action Plan

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

- **R: Rescue** persons in immediate danger, if safe to do so
- **A: Alert** the fire by:
 - Activating the Fire Alarm Pull Station
 - **Call UCSF PD 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 extinguishers can be used on small (wastebasket-size) fires, **only** if safe to do so. Follow the **PASS** procedure

Fire Extinguisher Instructions

- **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)

For larger fires, GET OUT, close doors to contain fire as much as possible

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

For Safety Training, Procedures and/or Hazardous Materials and Technical Services refer to the EH&S web site <https://ehs.ucsf.edu/> or call EH&S 476-1300



FIRE

MAJOR SPILL (Requires assistance of emergency personnel, e.g., UCPD, SFFD, Environmental Health & Safety (EH&S))

If a major hazardous materials spill occurs, follow the R.A.C.E. procedures

• **R: Rescue** injured or contaminated persons

Remove from exposure (if safe to do so)

Administer first aid as appropriate

Avoid unnecessary movement to confine contamination persons in immediate danger, if safe to do so

• **A: Alert** the spill by:

Alerting others in immediate area to evacuate

Call **UCSF Police 9+911** Report:

HazMat Emergency

Exact location

Identity and quantity of spilled material

Injuries/other pertinent information

Your name and phone number

• **C: Contain** the spill by closing all doors and restricting access to affected areas

Notify Department Manager/Supervisor

Send person knowledgeable of incident and affected area to assist emergency response personnel

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 Safety Data Sheets (SDS)

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

• **E: Evacuate** the area. For personal injury or when medical attention is needed, go to the Emergency Department (ED) at (353-1238). Bring copies of the SDS sheets or chemical labels to ED

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

- Alert others in immediate area
- Supervisor will direct cleanup
- Obtain SDS information from EH&S web site, SDS 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 <https://ehs.ucsf.edu/> or call EH&S 476-1300

SDS Information <http://ehs.ucsf.edu/SDS>



HAZARDOUS MATERIALS EMERGENCIES

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If you hear the FIRE ALARM:

- Do not ignore the building alarm warning
- Evacuate. Follow evacuation plan and procedures
- Look for smoke or fire in immediate area and along exit pathway
- Listen for instructions from: PA system, Police or Fire Department personnel, Emergency Coordinator/Floor Wardens
- In "high-rise buildings", the fire alarm system requires that staff on floors not directly involved in the fire, remain in the building until instructed otherwise. The fire alarm will sound, alerting the need to evacuate only on the incident floor, two floors above, and one floor below.* Announcements will be made on additional floors if further evacuation is necessary. Become familiar with your building's fire alarm and alert system. If the alarm sounds on your floor, implement evacuation plan

EVACUATION

- Never enter a smoke filled room
- Feel all doors at top for heat. Do not open door if it is warm to touch. Even if door is cool, kneel as low to floor as possible before opening
- Determine in advance the nearest emergency exit/route from your work location
- Establish an alternate exit route to be used in the event your first route is blocked or unsafe to use
- If safe to do so, and time allows, secure sensitive documents upon exiting
- Take personal property (purse, keys, and coat) with you. You may not be allowed to re-enter the building
- Walk, do not run. Keep noise to a minimum
- **DO NOT Use Elevators**
- Do not push or crowd, use handrails in stairwells – stay to the right
- Assist anyone with disabilities if they are present
- Move to an Emergency Assembly Area, and await further instructions
- Never try to re-enter an evacuated building until authorized personnel give the "all clear" signal

Emergency Assembly Areas (EAA) are assigned to campus buildings. See the link at



https://police.ucsf.edu/system/files/ucsf_emergencyassemblyareas_2017_0718.pdf See "Preparing for Emergencies" then "Emergency Action Plan"

EVACUATION OF DISABLED PERSONS

It is recommended that individuals with mobility, visual or deaf/hearing impairments (both permanent and temporary) prepare for an emergency ahead of time by informing their work site EAP Emergency Coordinators, co-workers and classmates of the best methods of assistance during an emergency. A "buddy" system should be established in which volunteers are paired with persons with disabilities, and will have the responsibility of alerting and assisting them during an evacuation.

Refer to: *Evacuation Policy for People with Disabilities at* See the link at <http://police.ucsf.edu/> See "Preparing for Emergencies" then "Emergency Action Plan". Listed under "EAP Forms".

- Attempt a rescue evacuation ONLY if you have had rescue training or the person is in immediate danger and cannot wait for professional assistance.
- All emergency exit stairwells are resistant to fire and smoke for approximately two hours. Disabled persons are advised to proceed to them and await assistance by rescue personnel

*State law requires occupants to evacuate when the fire alarm sounds. Title 19, Section 3.10**

****Does not apply to in-patient care areas (Moffitt-Long Hospitals) and designated out-patient care areas-*** See Department Plan-Refer to the Hospital Evacuation Policy

This Building: _____

Site Emergency Assembly Area (EAA) _____

EVACUATION

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After a declared disaster, UCSF will activate its Emergency Information Hotline as soon as possible. Recorded UCSF news, information, and/or instructions regarding the emergency will be available on the Hotline.

Instructions/updates will also be sent via **WarnMe** to your cell phone and other home or mobile devices you register. (<https://warnme.ucsf.edu/>)

415-502-4000 UCSF Emergency Information Telephone **HOTLINE**
1-800-873-8232 UCSF and Medical Center Backup Emergency Information
Hotline (used only if local telephone service is interrupted)
885-STAT (7828) Medical Center Disaster Information Hotline

KCBS 740 AM or KGO 810 AM

Tune to these radio stations to hear emergency broadcast announcements from UCSF

Emergency and Disaster Preparedness Reference Web Sites

UCSF Police Emergency Management Division

<http://police.ucsf.edu/> See "Preparing for Emergencies"
Comprehensive resource for UCSF, Local, State & Federal emergency preparedness information.

WarnMe

<https://warnme.ucsf.edu/>

UCSF Medical Center Environment of Care Manual -Emergency Preparedness Plan
<http://manuals.ucsfmedicalcenter.org/>

S.F. Department of Emergency Management
<http://sfdem.org/>

SF Neighborhood Emergency Response Teams (NERT)
<http://sf-fire.org/neighborhood-emergency-response-team-nerf>

Federal Emergency Management Agency (FEMA) Preparedness web page
<http://www.fema.gov/plan>

CalEMA - California Emergency Management Agency
<http://www.caloes.ca.gov/>

American Red Cross
<http://www.redcross.org/>

UCSF Environmental Health & Safety:
www.ehs.ucsf.edu

S.F. Public Health Department-Emergency Preparedness
<http://www.sfdph.org/dph/comupg/oservices/emergency/>

CDC Emergency Preparedness & Response
<https://emergency.cdc.gov/>

Ready.Gov
<http://www.ready.gov/>

Hospital Overhead Announcements

The following overhead announcements are used only in the Hospitals

Dr Red – Fire Alarm Activation

Operation Triage – Disaster Plan Activation-For patient influx.

All available personnel, report to the Personnel Pool in hospital lobby

Facilities Mobilization – Facilities-Related Emergency-

Wait for further information on overhead page system

Code Gray – Stay Away –Police/Security Incident

Operation Exit – Evacuation –Await instructions on overhead page system

Code Pink –Infant Abduction

Code Purple – Child Abduction

The UCSF Emergency Management Division is under the direction of the Chief of Police. Emergency Management Division staff includes a Director, Deputy Director-Mission Continuity Program, Mass Notifications System Coordinator, and an Emergency Management Specialist. Preparedness information, including disaster volunteers, education, planning, and preparedness is available by contacting the Homeland Security and Emergency Management Division staff at: 415.933.9774. Email: emer.mgt@police.ucsf.edu. Website: <http://police.ucsf.edu/> See "Preparing for Emergencies"

EMERGENCY PREPAREDNESS REFERENCES

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