

Emergency Action Plan Team Manual

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 a Site Emergency Coordinator, 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, 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.

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's Emergency Management staff will help prepare you to provide the leadership, order, and assistance when it is needed most.

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I POLICY

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.

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.

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.

GENERAL EVAUCATION GUIDELINES

- DO NOT use elevators, unless authorized to do so by police or fire personnel. If the situation is life threatening, call 911 from a campus telephone or direct dial 415.476.6911 from a cell phone to UCSF Police.
- 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 and make sure they will connect (communicate) between the

- EAA and stairwell.
 - Provide the Buddy and disabled individual with hand-held 2-way radios. Test and 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.**

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.

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.

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)
- 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.

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 <https://disability.ucsf.edu/> for information on UCSF building accessible attributes (TDD-text telephones, automatic doors, ramps, accessible restrooms, parking, etc.).

Responsibilities

1) Campus-Wide

i UCSF Police Department

- (a) UCSF Police monitors Emergency Action Plan compliance.
- (b) 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.

- (c) UCSF Police shall maintain a Database of Campus Emergency Action Plans using UCOP platform: UC Ready. UCSF MyAccess UC Ready is available via single-server sign-on for those authorized to use it.
- (d) 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 hazard reduction guidelines, monitoring compliance for implementation, assisting departments in planning and conducting evacuation exercises, and providing and/or organizing relevant training.

ii **Office of Environmental Health & Safety**

- (a) The Office of Environment, 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.
- (b) Office of Environment, 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 Environment, Health & Safety assistance may include a higher level of hazardous materials specific guidance or training than is available from UCSF Police.

iii **Campus Fire Marshal**

- (a) The Fire Marshal shall schedule, conduct and evaluate fire drills for all occupied UCSF worksites as required.
- (b) The UCSF Police Department is responsible for conducting basic Floor Warden Training for campus Floor Wardens and Emergency Coordinators (Refer to section [F. Training](#), page 9).

2) **Medical Center**

- i The UCSF Medical Center administers Emergency Action Plan compliance within medical center departments.
- ii 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.
- iii 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.

3) Control Points, Divisions, Departments, Units & labs

- i **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.
 - (a) 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.
- ii **Emergency 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
- iii **Posting Procedures:** Emergency Action Plan “Emergency Response and Evacuation Procedures” and general emergency procedures should be posted prominently within the department for easy reference.

4) Staff, Students, Faculty, Affiliates

- i Pre-Emergency:
 - (a) Be familiar with the worksite Emergency Action Plan.
 - (b) Prepare and acquire personal emergency preparedness/supplies plans for home, cars and work.
 - (c) Register emergency contact information in the UCSF Emergency Notification System WarnMe
- ii During an Emergency
 - (a) 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:

- (i) Individuals with mobility impairments who cannot walk down the stairwells are to be relocated to a fire-rated stairwell and their names, condition, and location are to be reported to the responding fire department by the Emergency Coordinator.
- (b) Follow the instructions of Floor Wardens, Emergency Coordinators, and any others who have designated authority and responsibilities during an emergency.
- (c) 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.

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.

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

1) Who Shall Submit

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

2) 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.

3) Written vs. Verbal Emergency Action Plan

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

4) 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.

5) Frequency of Emergency Action Plan Submittals

Emergency Action Plan shall be submitted annually during the month of August, and no later than August 31.

6) Emergency Action Plan Format

- i 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 for the current Emergency Action Plan template or On-Line Emergency Action Plan.
- ii 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.
- iii 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.

- 1) Defend-in-Place: In-patient Hospitals (Mission Bay, 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
- Mission Bay Hospital Buildings
- Moffitt/Long Hospital Buildings – Parnassus
- Building A – Mt. Zion
- Building B – Mt. Zion
- Building C – Mt. Zion
- Building R – Mt. Zion

- 2) Relocation: 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).

UCSF HIGH-RISE BUILDINGS

Seven of the UCSF Campus buildings are high-rise buildings.

- Ambulatory Care Center (ACC)
- Clinical Sciences
- Health Science East
- Health Science West
- Library
- Millberry Union
- UC Hall
- Student Housing Tower East (Hearst) – Mission Bay

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

- 3) 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

- 1) 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.

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 Dept.	Campus Owned/Leased	✓		✓	
Campus Dept.	Medical Center Owned/Leased		✓		✓
Student Housing	Multi-Story Apartment Buildings	✓		✓	
Student Housing	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		✓		✓

Fire Drills

- 2) 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.
- 3) 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.

Training

- 4) Medical Center staff in Defend-in-Place medical facilities **are not required** attend Basic Floor Warden Training.
- 5) Campus departments with separate worksites within Defend-in-Place medical facilities are required to have Emergency Coordinators and Floor Wardens (Primary and Alternates) complete Basic Floor Warden Training.

- 6) Basic Floor Warden Training: All Campus and Medical Center Emergency Coordinators and Floor Wardens (Primary and Alternates) occupying UCSF Owned or leased properties which **are not** Defend-in-Place medical facilities are **REQUIRED** to complete Basic Floor Warden Training upon assignment. <https://learningcenter.ucsfmedicalcenter.org/> (Type “Floor Warden” in the search field. You will take the online course.)

Equipment & Supplies

- 7) Floor Warden Vest
- i Campus: Departments can make advance purchase Floor Wardens vests and hardhats via Bear Buy of all worksites, which may be required to evacuate or relocate.
- 8) Emergency Preparedness Supplies
- i Departments are responsible for the purchase and maintenance of worksite emergency supplies.
 - ii All Departments are urged to purchase and store three days of emergency supplies at the worksite. Refer to the UCSF Police website for emergency supply recommendations and the UCSF Discount Disaster Supply contractor.

EMERGENCY PROCEDURES

Evacuation

- a. 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.
- b. 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.
- c. Emergency Coordinators working with the Floor Wardens are to account for all personnel, completing an Emergency Status Report.

All Clear Determination

- d. 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.
- e. Facilities Management will determine if utilities and life-safety systems have been restored for re-occupancy.
- f. In the event of hazardous materials concerns, Office of Environmental Health & Safety will determine if the environment is safe for re-occupancy.
- g. If there was damage to the facility due to fire/smoke, the Fire Marshal must clear the building for re-occupancy.
- h. 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.

Exceptions to the All Clear Determinations

- i. 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 ECC, CUP or Responding Fire Unit of the error and request a cancellation of the evacuation.

Emergency Status Reports

- j. 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.

- k. 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.

- l. Submission of Emergency Status Reports
 - i. Emergency Coordinators are to go to the Fire or Police Incident Command Post and report any missing, injured, trapped or disabled persons in need of evacuation assistance to the Fire or Police Incident Command Post
 - ii. Emergency Coordinators to submit the Emergency Status Report to their Division/Department level Emergency Coordinator or Division/Department head.
 - iii. If the campus Emergency Operation Center (EOC) is activated, **Emergency Coordinators** submit Emergency Status Reports to the EOC via phone, fax, e-mail, or runner as soon as possible (see EOC contact information)

Leaving Emergency Assembly Areas

- m. Evacuees are to remain in the EAA until the All Clear is announced.
- n. In the event of emergencies resulting in damage, injuries or death the following shall apply:
 - i. Evacuees should not leave the EAA until they have checked out with their Emergency Coordinator or Floor warden.
 - ii. If indicated UCSF Police will announce the location of emergency information centers, shelters, aid stations, transportation, etc.
 - iii. Follow department procedures for maintaining contact with supervisors or others.
 - iv. 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.

UCSF Police Patrol Officer Fire Drill Procedures

Patrol Response to Fire Drills	
1) Check in with Fire Marshall 10 minutes prior to fire drill.	
2) I.D. building's Emergency Assembly Areas (EAA) locations. ¹	
3) Notify ECC that fire drill is about to commence.	
4) Upon Fire Marshalls "All Clear" follow Non-High Rise or High Rise Protocol:	
Non-High Rise	High Rise²
a. Use Building P.A. System to announce all clear or if no PA....	1. Use the Building P.A. System to announce all clear.
b. Use a bull-horn to announce the all clear.	2. Notify the ECC of all clear.
c. Notify the ECC of all clear.	
d. Walk or drive around the building announcing all clear. Drive around the building and use vehicle's P.A. system if necessary.	3. If lower four floors evacuated to an exterior EAA use Non-High Rise procedure.
e.	4. If indicated go to floor(s) employees relocated to and announce all clear.

¹ See Table 1: Building EAAs and Entry Points

² High Rise Buildings include:

- ACC
- Clinical Sciences
- HSE
- HSW
- Library
- Medical Sciences
- Millberry Union
- UC Hall

UCSF Police Fire Alarm Procedures

<u>PATROL RESPONSE TO A FIRE ALARM</u>	False Alarm	True Alarm
1) First officer on-scene is I.C. (Incident Commander) until relived:	✓	✓
▪ Assess situation. (Is it safe to go to alarm panel?).	✓	✓
2) Go to Alarm Panel to ID alarm source (location).	✓	✓
▪ Report information to Dispatch and SFFD.	✓	✓
3) Determine the cause of the alarm, check for damage or injuries.	✓	✓
4) Second responding officer waits for SFFD & escort to the scene.	✓	✓
5) Establish a command-post if necessary and notify Dispatch of location.		✓
6) PD. I.C. coordinates the incident with:		
▪ Ranking fire fighter (Battalion Chief – White Helmet).	✓	✓
▪ Facilities Management Building Engineer/Emergency Director.	✓	✓
▪ Fire Marshall (if on scene)		✓
▪ EH&S (if on scene)		✓
7) Secure perimeter (If re-entry or public access is a concern):	✓	✓
▪ ID building exterior entrance locations ³	✓	✓
▪ ID building interior Inter-building connector passages.	✓	✓
▪ ID garage elevator/stair well entrance locations.	✓	✓
▪ If needed request assist from SFPD, Security, Facilities Management, and EAP Emergency Coordinators/Floor Wardens.		✓
▪ Request WarnMe activation of CERT volunteers if needed.		✓
<u>ECC RESPONSE TO A FIRE ALARM</u>	False Alarm	True Alarm
1. ECC to notify:		
a. Commander On-call if after business hours.		✓
b. Facilities Management.-Central Utilities Plant	✓	✓
c. Environmental Health and Safety.		✓
d. Campus or if unavailable State Fire Marshall.	✓	✓
e. Senior Vice Chancellor of Finance and Administration.		✓
f. If indicated, request WarnMe be issued to campus.		✓
g. If indicated, request WarnMe updates issued to Floor wardens.		✓
2. If the following buildings are affected ECC to Notify		
a. Medical Sciences Building (during normal business hours only) - Notify Chancellor's Office.		✓
b. Medical Center, LPPI & Ambulatory Care Center. (ACC)		
▪ Notify Med Center AOC		✓
▪ If located in ACC between 0800-1700 Mon-Fri, notify ACC Administrative Office		
▪ Telecommunications Office for "Code Red" (Medical Center)		✓
c. School Of Dentistry (incl. Buchanan St.). Call BAT Phone	✓	✓

³ See Table 1: Building EAAs and Entry Points

UCSF Police All Clear Procedures

All Clear Procedures		False Alarm	True Alarm
1) SFFD will report an all clear to stand-down the firefighters.		✓	✓
a) I.C. to provide ECC with: <ul style="list-style-type: none"> on-scene Engine Number, Battalion Number, and SFFD Battalion Chief name. 		✓	✓
b) FM Building Engineer/Emergency Director to determine if building safe to reenter. (FM will consult with Fire Marshall) ⁴			✓
c) I.C. to provide ECC with name of FM Engineer/Emergency Director who gave the all clear.			✓
d) When given recommendation for all clear from SFFD, FM Emergency Director and Campus Fire Marshall, PD will issue "all clear" announcement to building evacuees:			✓
Non-High Rise		High Rise ⁵	
Use Building P.A. System to announce all clear or if no PA....		Use the Building P.A. System to announce all clear.	
Use a bull-horn to announce the all clear. Notify the ECC of all clear.		Notify the ECC of all clear.	
Walk or drive around the building announcing all clear. Drive around the building and use vehicle's P.A. system if necessary.		If lower four floors evacuated to an exterior EAA use Non-High Rise procedure. If indicated go to floor(s) employees relocated to and announce all clear.	
e) I.C. to assist SFFD with investigation and securing scene.		✓	✓
f) Officers complete a police report.		✓	✓

⁴ Depending on extent of hazard risk, EH&S may need to be consulted. If UCSF Fire Marshal cannot be contacted State Fire Marshal may be contacted.

⁵ High Rise Buildings include:

- ACC
- Clinical Sciences
- HSE
- HSW
- Library
- Medical Sciences
- Millberry Union
- UC Hall

Table 2: Building EAAs and Number of Entry Points:

Potential # of personnel needed to secure entrances		
PARNASSUS SITES	# Entry Points	Emergency Assembly Areas (EAA) Locations
Dolby Regeneration Medicine		
Clinical Sciences Building*	23	Plaza area IFO Dentistry Building 707 Parnassus, Saunders Court
Dentistry Building	4	Parking lots: behind Dentistry Building & plaza area off Parnassus Ave. IFO building
EH&S Building	TBD	Woods Building Parking Lot
Faculty Alumni House	1	5th Ave. between Judah and Irving
Health Sciences East*	28	Willard St South of Parnassus Ave.
Health Sciences West*	15	5th Ave. between Kirkham and Judah, Saunders Court
Lab of Radiobiology Building	4	5th Ave. sidewalk between Kirkham and Judah
Library*	1	3rd Ave. at Irving Street
Lucia Child Care Center	1	3rd Ave. at Parnassus Ave.-mini park by Bufano bear
Medical Research IV	3	UCSF Parking Lot at Koret Way and Kirkham Street
Medical Sciences Building*	32	Saunders Court
Millberry Union*	6 Building 5 garage 11 total	3rd Ave. sidewalk between Parnassus and Irving Street
Nursing-School of Proctor Building	8	Plaza area off Parnassus IFO Dentistry, Saunders Court SW corner of 5th Ave. sidewalk at Kirkham
UC Hall*	6	Plaza area IFO Dentistry Building 707 Parnassus
Vision Research Building	1 Koret, 2 Beckman	5th Ave. sidewalk between Kirkham and Judah Streets
Woods Building		Wood Building Parking Lot
374 Parnassus	2	Hillway Ave. sidewalk at Parnassus
Langley Porter Psychiatric Institute ⁶		** separate evacuation procedures/disaster plan
Moffitt-Long Hospitals ⁷	TBD	** separate evacuation procedures/disaster plan
Ambulatory Care Center-Clinics ⁸	2	
350 Parnassus Medical Building*	5	** *separate evacuation procedures/disaster plan
Children's Medical Center*	TBD	** separate evacuation procedures/disaster plan
MISSION BAY	# Entry Points	Emergency Assembly Areas (EAA) Locations
Genentech Hall	10	Main Parking Lot – NE side of GH, Koret Quad
Community Center	2	Koret Quad
QB3	7	Koret Quad
North Housing	3	3 rd Street
South Housing (Hearst)	2	4 th & Gene Friendly Way
West Housing	2	4 th & UCSF(Nelson Rising) Lane
East Housing	1	3 rd & Gene Friendly Way
Child Care	1	Back of Parking Lot
Rock Hall	3	4 th & Koret Quad
Sandler Neurosciences		
University Hall		
Smith Cardiovascular		
Helen Diller Cancer Center		
Tidelands Housing		Esprit Park – 19 th and Minnesota
Laurel Heights	# Entry Points	Emergency Assembly Areas (EAA) Locations
North Side	TBD	California St Entrance Parking Lot
LHTS Annex Building	TBD	Laurel Heights Annex Parking Lot
West Side	TBD	Laurel St Entrance Parking Lot
South Side	TBD	Patio Area facing Masonic Ave

⁶ LPPI inpatient hospital defends in place.

⁷ Moffitt-Long Hospital defends in place

⁸ ACC Evacuates

North Point	TBD	Staff Parking Garage Lot
Mission Center	# Entry Points	Emergency Assembly Areas (EAA) Locations
Folsom Street Side	6	Folsom St & 15th St
15 th Street Side		
Harrison Street Side		East part of Parking Lot, near Harrison St
Mt. Zion**	TBD	

* High rise buildings do not evacuate, but relocated four floors down.

** Med Center buildings and LPPI do not evacuate they defend in place.

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

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 Management Website www.police.ucsf.edu

Part II

Job Aids and SOPs

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, CERT or NERT, etc. **EAPs are to be submitted annually at <https://eap.ucsf.edu> during the month of August and no later than August 31.** 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 Temporary Employment Plan (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). EC's will then coordinate activities with the Campus Emergency Response Team if on-site. (See following pages)

Emergency Coordinator Emergency Checklist – Building Fire

- Ensure that appropriate notifications/alerts have been made and emergency procedures are being followed
- Retrieve and put on Floor Warden ID vest
- Document 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 checking 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.

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 Campus Emergency Response Team (CERT), 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.)

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 and put on Floor Warden ID vest
- 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 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 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 emergency supplies

ACCOUNTING FOR STAFF & VISITORS

Procedures

Accounting of Personnel

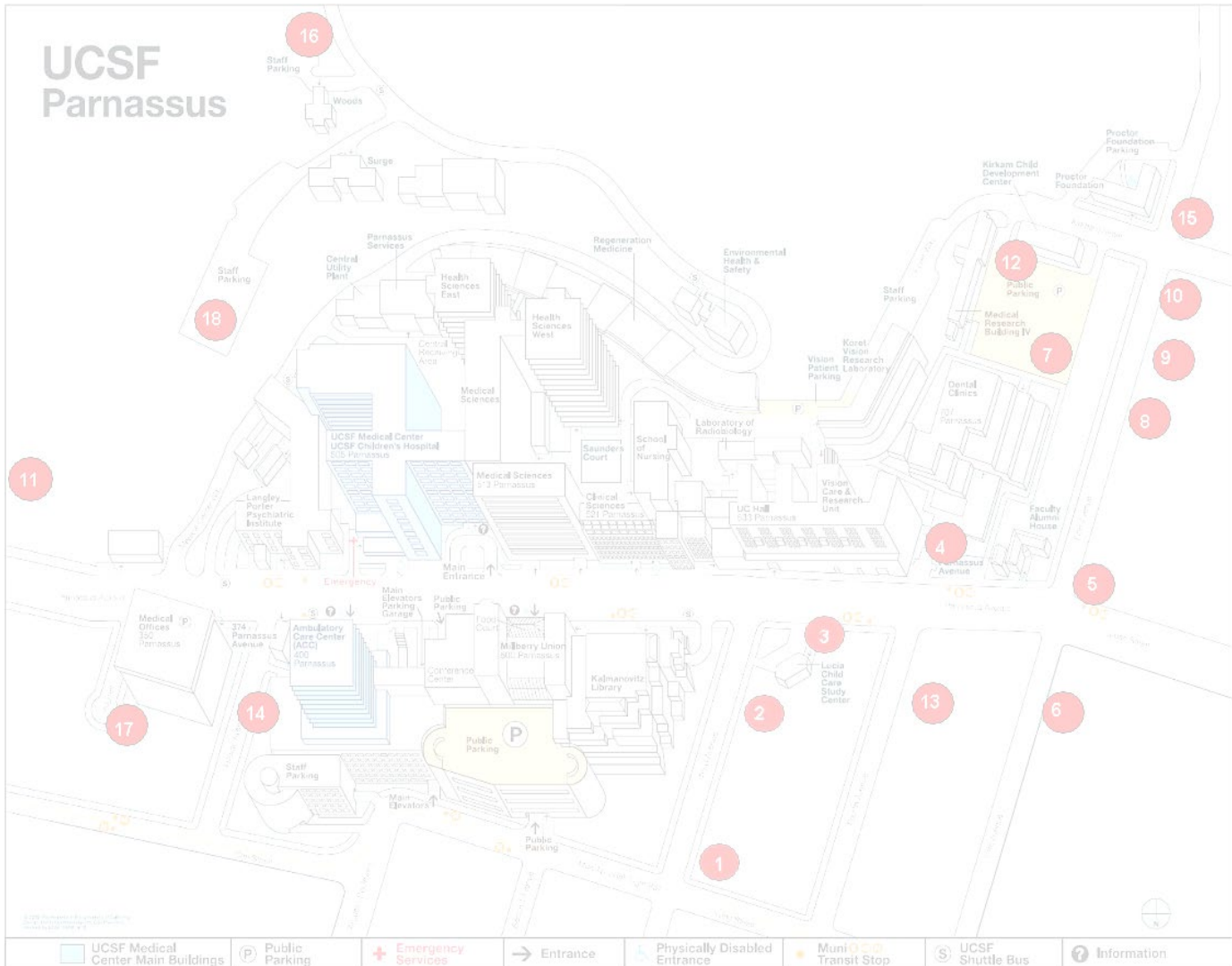
After an emergency evacuation or shelter-in-place situation assemble your staff and students and conduct a roll-call using your EAP staff roster. Include names of visitors.

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)



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Ambulatory Care Center (A)
403 Parnassus Avenue

UCSF Medical Center - UCSF Children's Hospital
535 Parnassus Avenue
 • Long Building (L)
 • Moffitt Building (M)

Central Utility Plant
25 Medical Center Way

Clinical Sciences Building (C)
521 Parnassus Avenue
 • Dental Clinics

Dental Clinics Building (D)
707 Parnassus Avenue

Environmental Health & Safety (EHS)
50 Medical Center Way

Faculty Alumni House (FA)
745 Parnassus Avenue

Health Sciences East (HSE)

Health Sciences West (HSW)

Kirkham Child Development Center (KCDC)
10 Kirkham Street

Koret Vision Research Lab (K)
10 Korot Way
 • Beckman Vision Center

Laboratory of Radiobiology (LR)
4 Korot Way

Langley Porter Psychiatric Institute (LPII)
401 Parnassus Avenue

Lucia Child Care Study Center (CCC)
610 Parnassus Avenue

Medical Research Building IV (MR IV)

Medical Sciences Building (S)
513 Parnassus Avenue

Millberry Union (MU)
500 Parnassus Avenue
 • Bookstore
 • Conference Center
 • Food Court
 • Recreation & Fitness Center

Parnassus Services Building (PS)
35 Medical Center Way

Proctor Foundation (PF)
95 Kirkham Street

Public Parking (P)
 • Main Parking Garage (center of Irving St. & Post Ave. or on Parnassus Ave.)
 • Dental Clinics Building Lot (center on Kirkham St.)
 • Vision Patient Parking Lot (center on Kirkham St.)

Regeneration Medicine Building (RM)
35 Medical Center Way

School of Nursing (N)
2 Korot Way

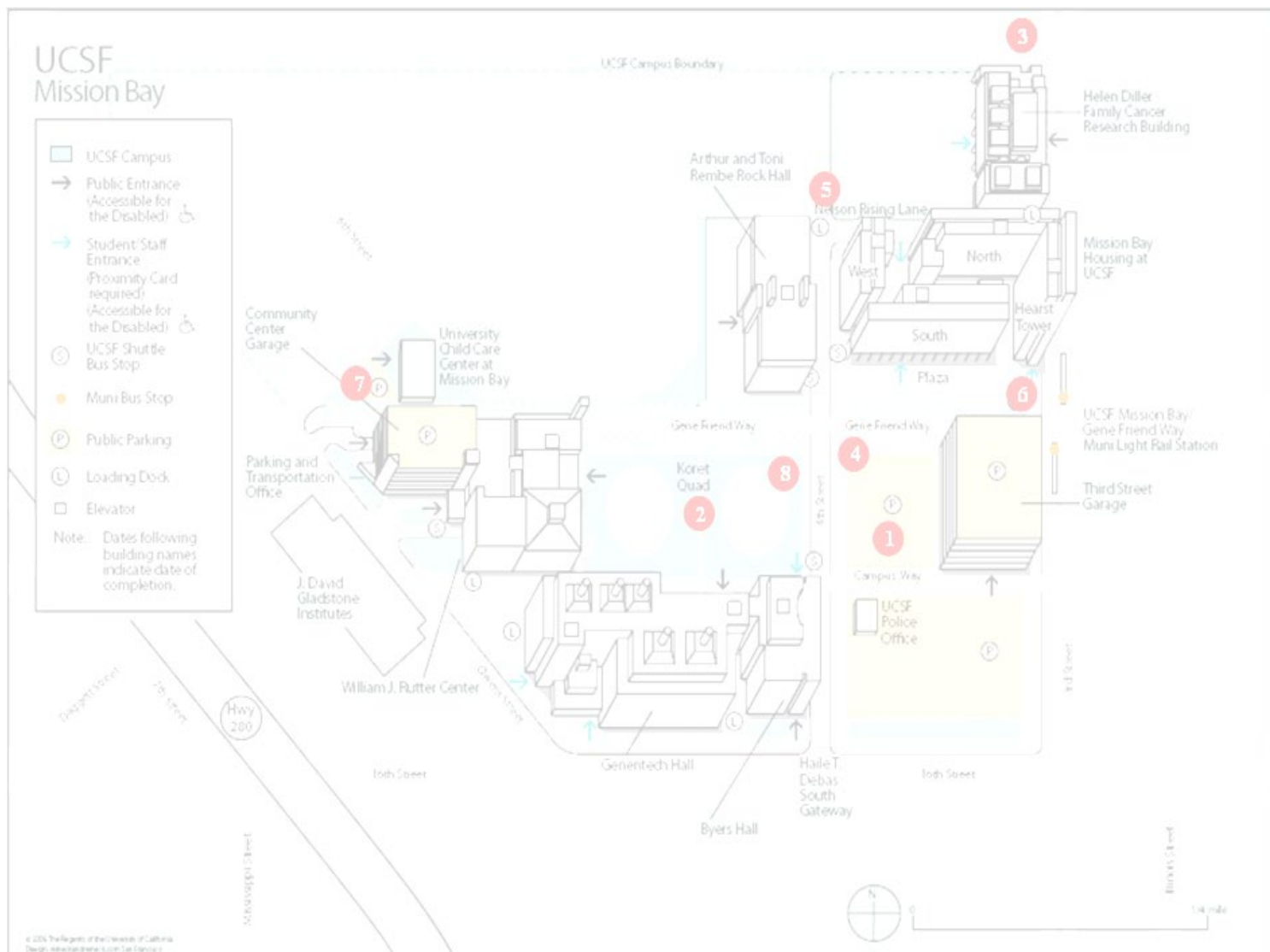
Surge Building (SU)
90 Medical Center Way

UC Hall (U)
533 Parnassus Avenue
 • Beckman Vision Center
 • Faculty Practice Offices
 • Toland Hall

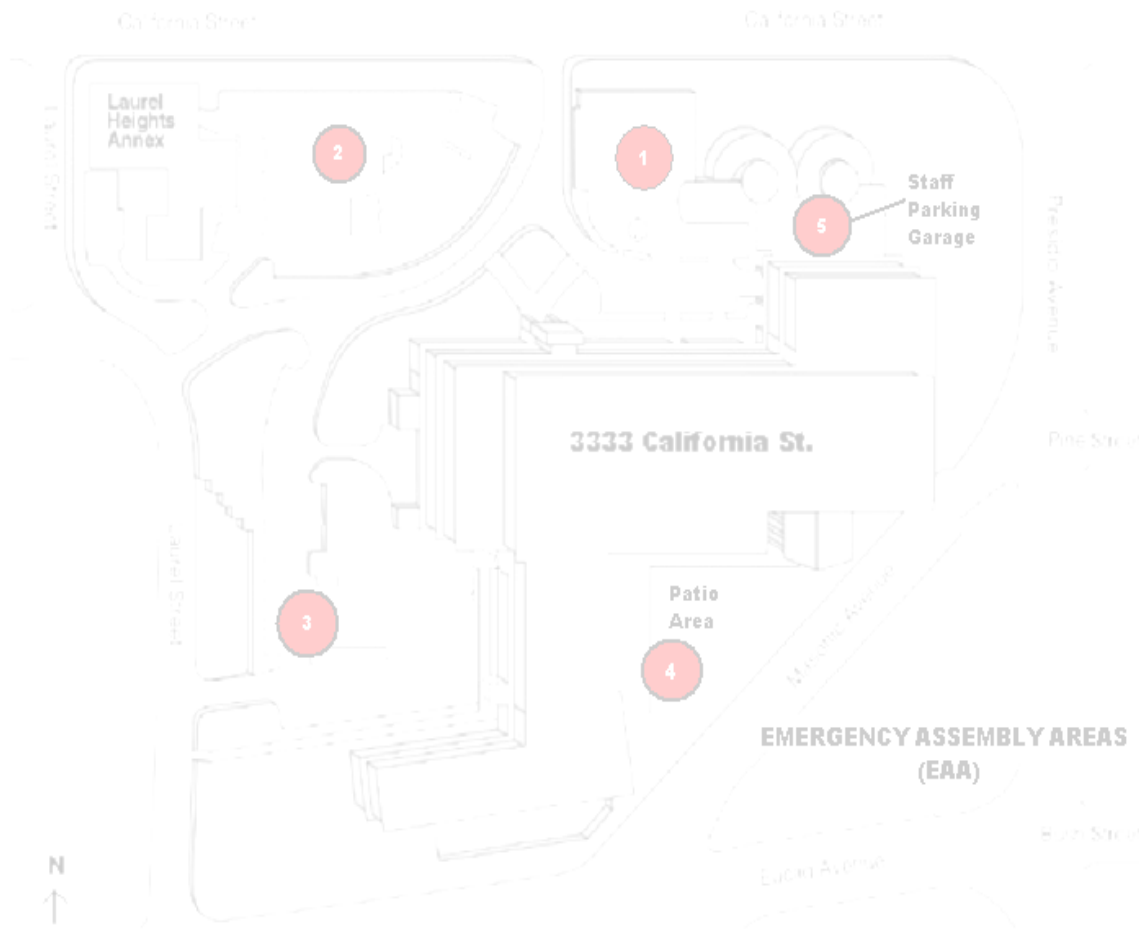
Vision Care & Research Unit (VCRU)
8 Korot Way
 • Beckman Vision Center

Woods Building (W)
100 Medical Center Way

350 Parnassus Avenue
 • Medical Offices
 (leased, see parking available)



UCSF Laurel Heights Campus



EMERGENCY ASSEMBLY AREAS (EAA)

EEA	LOCATION – Assemble following a “Major” Evacuation
1	North Parking Lot, Facing California St.
2	Laurel Heights Annex Parking Lot
3	West Side Parking Lot, facing Laurel St.
4	Patio Area on East Side of Building
5	North Parking Lot- Staff Parking Garage

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, 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:

- EAP Emergency Coordinator. (EC)
 - EC collects the ESR from his or her Floor Wardens.
- Alternate Emergency Coordinator.
 - Same as above.
- Designated Floor Warden. (FW)
 - If there are no ECs the FW should deliver the ESR

* 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.

Call:

- UCSF ECC 911 from UCSF Phone
- 415-476-6911 emergency dial from cell phone or mobile device
- 415-476-1414 non-emergency dial from cell phone or non UCSF Phone

Campus Emergency Response Team (CERT)

CERTs are UCSF faculty, staff, affiliates and student volunteer who have completed FEMA CERT or SFFD NERT training.

- CERTs may self-deploy to assist in coordinating emergency activities in the field by establishing an Incident Command Post.
- CERTs are specially equipped with radios capable of communicating Emergency Status Reports with UCPD and the EOC.
- UCPD, EH&S and Facilities Management staff responding to the emergency are being directed to the CERT Incident Command Post to coordinate activities.

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.

Emergency Status Assessment & Reporting

1. Purpose

Each Control Point shall ensure the emergency procedures and functions are in place within their respective Departments, Divisions, Units and labs in order to promote:

- Standardized information collection tools.
- Systematic process to collect location based information: Room, Floor, Building, and Campus from EAP teams to EOC.
- Systematic process to report organizational impact bottom - up through units/labs to Division, Department, Control Point to EOC.
- Systematic process to disseminate information from EOC to Community (staff, student's faculty and affiliates) and Leadership (Executive Committee/Policy Group).
- Systematic process to disseminate information from Control Point to Departments, Divisions, Unit/Labs.

2. Emergency Plans/Resources:

EAP: Each occupied work site maintains a current Emergency Action Plan (EAP). Worksite personnel are assigned as Emergency Coordinators (EC), Floor wardens (FW) and alternates. (See Annex EAP: Emergency Action Plans)

- Format: Local Hardcopy. Electronic Copy with UCSF PD and available on UCSF MyAccess: UC Ready: EAP.

Classroom Evacuations: Each Faculty member should know how to safely evacuate classrooms and account for students in an emergency.

- Format: Written or verbal procedure understood by faculty and students.

Mission Continuity Plans: Each Unit/Lab, Division or Department with critical or essential functions which must resume operations within 30 days of an emergency, is expected to develop and maintain Mission Continuity Plan (MCP). Each MCP identifies a contact for the plan and key personnel.

- Format: On-line *UC Ready* and hard copies in each department(see Annex REC: Recovery)

3. Emergency Coordinators (EAP and Mission Continuity):

EAP Emergency Coordinators: Emergency Coordinators (EC) are identified in each written EAP.

- Function:
 - Collects information from the team of EAP Floor Wardens and completes an Emergency Status Report for their respective worksite.
 - Submits copy of the Emergency Status Report to their Division Emergency Coordinator.

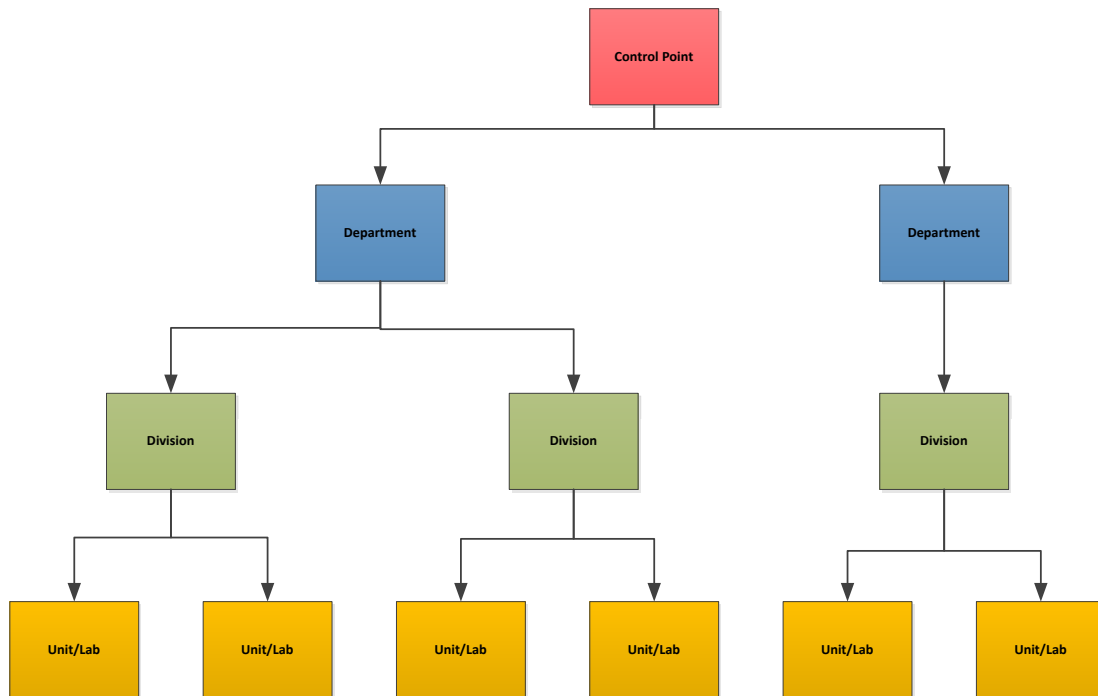
Mission Continuity Plan Contacts: Each MCP identifies a plan contact and key personnel responsible for essential functions/services.

- Function:
 - Upon evacuation notifies EAP Emergency Coordinator of any essential function/service workspaces, equipment or personnel impacted (I.e.: damaged/injured)
 - After extent of damage or interruption is known, and if disruption of essential departmental functions likely to persist for several days to weeks, the MCP Contact will work with MCP key personnel to assure continuity.
 - Notifies next level Emergency Coordinator (Division or Department) of impact upon essential functions/services mission continuity and plans.

4. Emergency Coordinators (Control Point/Division/Department Level):

UCSF Organization Structure is assumed to follow the following descending organizational hierarchy:

- Control Point
- Department
- Division
- Unit/Lab



Each Control Point will assure a staff or faculty member is designated to serve as a Departmental Emergency Coordinator for each Department and Division within the Control Point. At least one alternate for each Emergency Coordinator shall be identified.

Emergency Coordinators will be responsible for assuring each applicable plan or procedure listed above (see 2) is current and on file electronically or and retrievable in hard copy in an emergency.

Division Emergency Coordinator (EC)

During Emergencies, Division E.C.s will collect Emergency Status Reports for there respective worksite Emergency Action Plan Emergency Coordinators, and communicate a consolidated Situation Status Report up to the Department EC.

Division E.C.s will communicate emergency information and updates provided by the Department EC, Control Point EC, or EOC to their Emergency Action Plan Emergency Coordinators.

Department EC

During Emergencies, Department E.C.s will collect Emergency Status Reports for there subordinate Division E.C.s and communicate a consolidated Situation Status Report up to the Control Point EC.

Department E.C.s will communicate emergency information and updates provided by the Control Point EC, or EOC to their respective Division E.C.s.

Control Point EC

Each Control Point will assure individuals are assigned as primary and alternate Control Point Emergency Coordinators.

During Emergencies, Control Point E.C.s will collect Emergency Status Reports for their Department E.C.s, and communicate Situation Status Report up to the appropriate Academic or Critical Programs Coordinator in the EOC, or to the EOC Planning and Intelligence Section.

Control Point E.C.s will communicate situation Status Reports to their representative on the EOC Policy Group (or Recovery Team if UCSF is in the Recovery Phase).

Control Point E.C.s will communicate emergency information and updates provided by the Policy Group, Recovery Team, or EOC to Department E.C.s (and students, staff, faculty and affiliates within their Control Point as appropriate).

All messaging is to be coordinated with the EOC Public Information Officer in accordance with the Emergency Response Management Plan's Crisis Communications Annex.

5. Academic Coordinator

The Academic Coordinator (and their alternates) will establish a communications process and protocol with the Schools for use during emergencies by which she/he will:

- Request Emergency Status Reports from the schools identifying the status of:
 - Students, faculty, Staff, and affiliates (Deaths, Injuries, Missing, Displaced).
 - Life Safety needs (health & medical, water, food, shelter, etc.)
 - Facilities & Utilities (IT, Telecom, Power, Water, etc)
 - Critical Functions and Services (Refer to Mission Continuity Plan).

The Academic Coordinator will communicate a consolidated Emergency Status Report to the EOC Director and Planning Section and fulfill the functions listed in ERMP Part 5: under Academic Coordinator.

6. Critical Programs Coordinator

The Critical Programs Coordinator (and their alternates) will establish a communications process and protocol with research labs, LARC, NCIR and other research based facilities for use during emergencies by which she/he will:

- Request Emergency Status Reports from the schools identifying the status of:
 - Students, faculty, Staff, and affiliates (Deaths, Injuries, Missing, Displaced).
 - Life Safety needs (health & medical, water, food, shelter, etc.)
 - Facilities & Utilities (IT, Telecom, Power, Water, etc)
 - Critical Functions and Services (Refer to Mission Continuity Plan).

The Critical Programs Coordinator will communicate a consolidated Emergency Status Report to the EOC Director and Planning Section and fulfill the functions listed in ERMP Part 5: under Critical Programs Coordinator.

7. Emergency Status Reports

EAP, Division, Department and Control Point Emergency Coordinators will utilize the UCSF Emergency Status Report to document and communicate the current emergency impact upon students, faculty, staff, animals, property, and operations. Each organizational level above the EAP unit will utilize the Emergency Status Report, consolidating information by building and or organizational level. (Refer to attached Emergency Status Report)

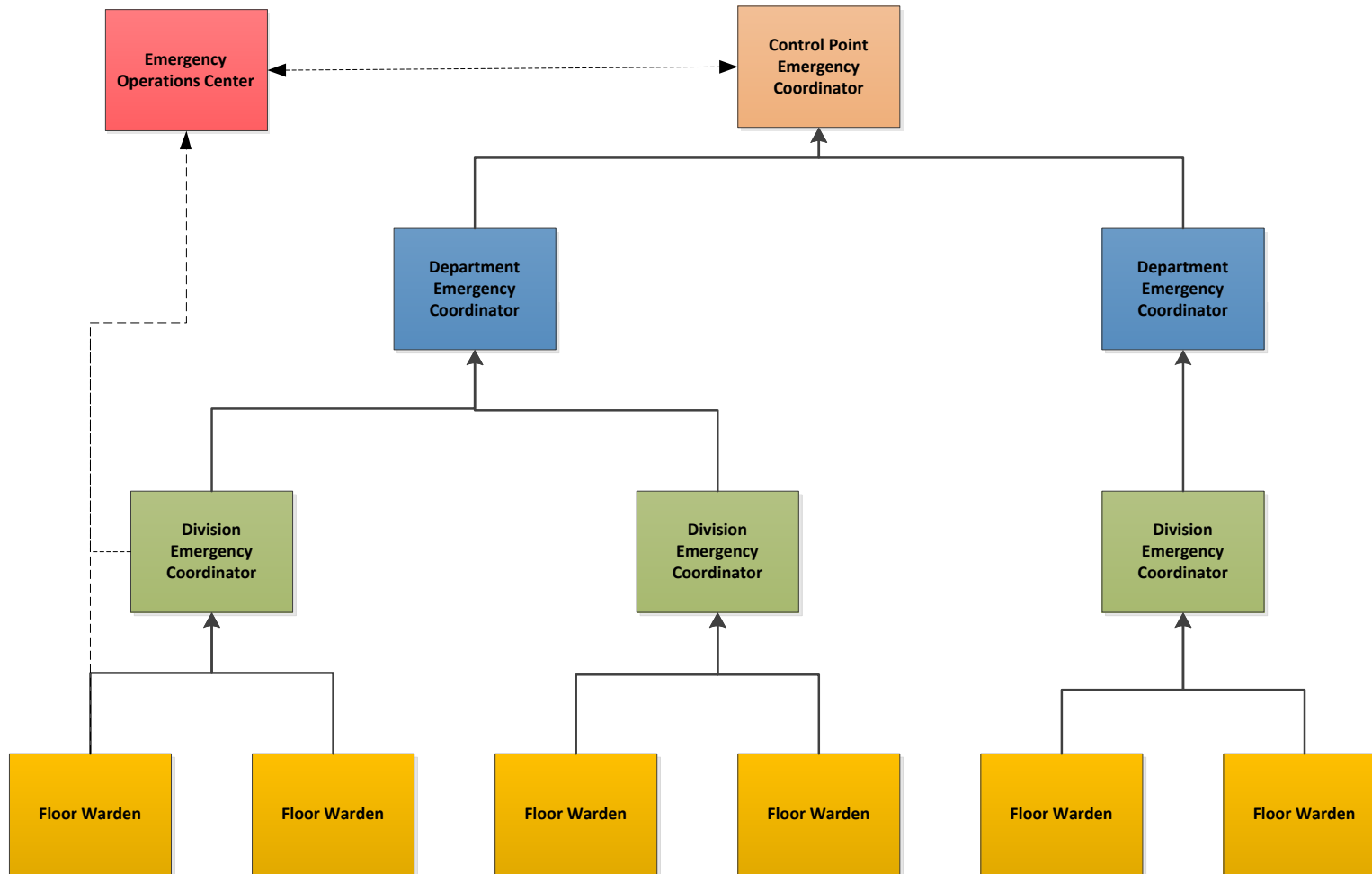
8. Flow of Information

Due to the large number of buildings, dispersed locations, units, and labs, an organized and tiered flow of information is needed to for Emergency Status Reports arriving at the Emergency Operations Center.

The Emergency Operations Center assesses and reports human and animal life/safety losses, injuries and needs, along with property damage and losses by building, location and critical infrastructure to local, state and federal emergency response and management agencies.

Control Points want to know the impact of an emergency upon their respective organization. However, in a major emergency the EOC is not staffed to analyze the amount of data arising from a disasters' impact

The following flow chart attempts to illustrate the flow of emergency status report information collection and consolidation outlined in the preceding sections to the Control Points and to the EOC.



UCSF Emergency Status Report (ESR)

EMERGENCY STATUS REPORT FORM USE GUIDELINES

Use this form whenever an emergency has resulted in damage to your worksite/building or injuries, deaths, or missing personnel.
DO NOT DELAY REQUESTING LIFE SAVING EMERGENCY AID FROM FIRST RESPONDERS BY FILLING FORM OUT FIRST

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.

Reports should be retained and treated as "Loss Reports" for five years after settlement (UCSF Policy 050-19 & UC Records Disposition Schedules Manual).

EAP Emergency Coordinators:

Complete this form for your EAP area and give copy to the Site Emergency Coordinator (SEC) for your building.

Locate on-scene SF Fire Department or UCSF Police to report status of evacuations and individuals needing assistance.

Give copy to UCSF PD.

Division Emergency Coordinators:

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.

Department Emergency Coordinators:

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.

Control Point Emergency Coordinators:

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.

CERT/CAST/DMHT/ERT

Establish CERT Command post at or near ICP: Incident Command Post (UCSF PD, Facilities Mgt, EH&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).

EOC Reporting

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: EOC.SIT.STAT@UCSF.EDU. Fax 415-476-9718

Alternate EOC (1855 Folsom St.) – Phone: 415-336-3008 or 242-3573. E-mail: EOC.SIT.STAT@UCSF.EDU. Fax 415-476-6273

Reporting if EOC Not Activated

Route a copy of the Emergency Status Report to UCSF PD at emer.mgt@police.ucsf.edu, or fax 415-476-8205

For further information refer to Appendix ESR: Emergency Status Assessment & Reporting or EAP Team Manual.

Status	Example Criteria
 = Black Major Assistance Required	<ul style="list-style-type: none"> • Operational status: Non-operational or severely impaired. Will require staff, equipment or supplies within 1-48 hours to sustain minimal to basic operational capability. • Structural Status: Severely damaged or destroyed. Non-functional or unsafe to occupy. • Life-Safety: Number of injuries, trapped, missing or dead too extensive to identify or number has exceeded local capacity to manage
 = Red: Assistance Required	<ul style="list-style-type: none"> • Operational status: Impaired function. Unlikely to continue limited operations without assistance within 3-4 days. • Structural Status: Major damaged. Limited functions or some areas unsafe to occupy. • Life-Safety: Large number of injuries, trapped, missing or dead. Surge at maximum capacity to manage more than 24-48 hours.
 = Yellow: Under Control	<ul style="list-style-type: none"> • Operational status: Currently capable of providing basic or limited services, however in need of staff, equipment or supplies within 5-7 days. • Structural status: damaged though functional pending repairs within 3-5 days. • Life-Safety: Only minor injuries identified, or threat to life-safety possible but not yet ruled-out.
 = Green: Normal Ops / Resolved	<ul style="list-style-type: none"> • Operational status: Systems/Services Operational. • Structural status: Structures intact. • Life-Safety: No Life-Safety impact/threat
 = Gray: Unknown	<ul style="list-style-type: none"> • No information available or unassessed.

UCSF BUILDING LIST			
Bldg Name or Street	Bldg Name or Street	Bldg Name or Street	Bldg Name or Street
HUNTER'S POINT	PARNASSUS (Continued)	PARNASSUS (Continued)	SAN FRANCISCO (Cont)
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
LAUREL HEIGHTS	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
MISSION BAY	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	SFGH	BAY AREA
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 Positas 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	SAN FRANCISCO	870 Dubuque Avenue
MB Park Kiosk	30 Kirkham	50 Beale	254 San Jose
Rock Hall	350 Parnassus	1550 Bryant Street	262 San Jose
MT ZION	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
MtZ 1701 Divis	Aldea SMG 10	1388 Sutter	Marin County Dental Clinic
MtZ 2330 Post	Aldea SMG 11	1426 Filmore Street	Marin County Clinic
			CALIFORNIA - OUT OF BAY AREA
MtZ Bldg A	Aldea SMG 12	150-250 Exec Prk	
MtZ Bldg B	Aldea SMG 14	1569 Sloat Boulevard	2615 E. Clinton Avenue
MtZ Bldg C	Aldea SMG 2	1643 Valencia	3313 N. Hilliard
MtZ Bldg D	Aldea SMG 3	1647 Valencia	550 E Shaw
MtZ Bldg E	Aldea SMG 4	185 Berry	155 N. Fresno
MtZ Bldg G	Aldea SMG 5	1930 Market	Riverview Garden Apartments
MtZ Building	Aldea SMG 6	2186 Geary Blvd	100 Brookwood Avenue
MtZ Bldg J	Aldea SMG 7	220 Montgomery Street	2448 Guemeville
MtZ Bldg N	Aldea SMG 8	2501 Ocean Avenue	12774 Bernese (Ski Lodge)
MtZ Bldg P	Aldea SMG 9	270 Masonic Avenue	4120 Prescott
MtZ Bldg R	Central Plant	2727 Mariposa	Kidney & Liver Transplant Clinic
MtZ Cancer Ctr	Regeneration Medicine	3130 20th St	California Poison Control
MtZ 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
PARNASSUS	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	OUT-OF-STATE/COUNTRY
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

Report Type									
<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 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					2. Time:				
3. Type of Emergency: ⁹									
4. Team Name (if applicable):					5. Is this an update to a prior report? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No				
Preparer's Contact Information									
6. Name									
7. Emergency Function (EAP, CERT, FM Emer Dir, Etc.) or Job Title:									
8. Phone #					9. Fax				
10. Cell #					11. Sat phone				
12. Pager					13. Radio <input type="checkbox"/> Amateur <input type="checkbox"/> GMRS <input type="checkbox"/> Agency <input type="checkbox"/> Other Freq/Ch:				
14. E-mail					15. Text Msg				
16. If This is a Consolidated Control Point, Department, or Division Report Identify Organization Level Being Reporting On									
17. Location of Emergency or Affected Area Being Reported On									
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)									
20. Define/identify affected area by: • Campus or community boundaries • Street address or cross streets • Building Name or Number • Floor(s) • Room(s)					Description:				
ESSENTIAL INFORMATION				STATUS		NOTES			
Life-Safety: What is the human impact?									
21. Injured									
22. Trapped									
23. Missing									
24. Deceased									
25. Number in shelter(s)									
26. Number needing shelter									
Patient Care: What is the impact upon patient care?									
27. Medical Centers: ¹⁰ List name(s) below									
28. Clinical Services: ¹¹ List type(s) below									
Animal Care: What is the impact upon animal care?									
29. Animal Facilities/Labs ¹² List Animal type(s) below									

⁹ Type of Emergency (i.e.: fire, building collapse, earthquake) Use name supplied by EOC if applicable

¹⁰ UCSF Medical Center – Parnassus, UCSF Children’s Hospital – Parnassus, UCSF Medical Center - Mt Zion, Langley Porter Psychiatric Hospital – Parnassus

¹¹ Ambulatory Care Clinics, Dialysis, Dental, Student Health, Occupational Health, Mental Health, Vision

¹² Primates, felines, canines, rodents, fish, other (describe)



ESSENTIAL INFORMATION	STATUS					NOTES
	GR	G	Y	R	BL	
Research: What is the impact upon saving or securing research?						
30. Bio specimen Refrigerators/Freezers						
31. Wet Labs						
32. Dry Labs						
33. BSL or Select Agent Lab						
Academic Programs: What is the impact upon academic programs?						
34. <input type="checkbox"/> Dentistry						
35. <input type="checkbox"/> Medicine						
36. <input type="checkbox"/> Nursing						
37. <input type="checkbox"/> Pharmacy						
38. <input type="checkbox"/> Graduate Division						
Other Priorities:						
39. Child Care Centers						
40. Student-Staff Housing						
41. Critical Infrastructure (See list below) ¹³: Was there any critical infrastructure located in the building?						
Utilities & Systems: What is the impact upon utilities?						
42. Elevators						
43. E-mail						
44. Emergency Lighting Rooms/Halls						
45. Emergency Lighting Stairwells						
46. Fire Alarm Systems						
47. Fire Suppression Systems						
48. HVAC Animal Care (Heating Ventilation						
49. HVAC Building (Heating Ventilation A/C)						
50. Internet Access						
51. Natural Gas						
52. Network Access (UCSF)						
53. Power						
54. Power Emergency (red wall outlets)						
55. Public Address Systems						
56. Security: Alarms						
57. Security: Interior Locks						
58. Security: Perimeter Locks						
59. Security: Remote cameras						
60. Sewer (Toilets)						
61. Steam						
62. Telecommunications: Cellular Reception						
63. Telecommunications: UCSF Phones						
64. Water						
65. Other:						

¹³ Central Utilities Plant
Police Station
Emergency Communications Center
Telecommunications Center
Network Servers

Campus EOC
Departmental Operations Centers
Media Operations Center
Medical Center HCC

EMERGENCY PROCEDURES

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 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/crime-prevention-statistics/bomb-threats-and-suspicious-packages>

- 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 911

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 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

FIRE

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

1. 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'.
2. Know your evacuation plan and alternative exits from your work area. Never use the elevator in the case of an evacuation.
3. Know where fire alarm pull stations and fire extinguishers are located
4. Know the location of your Emergency Assembly Area
5. If you have an office, be sure to close the door behind you. Doing so may help contain a fire.
6. 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.
7. 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 911** (from a campus 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)

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 911** Report:

- 1) Haz Mat Emergency and exact location
- 2) Identity and quantity of spilled material
- 3) Injuries/other pertinent information
- 4) 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 Safety Data Sheets (SDS)
- 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 SDS information from 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 <http://www.ehs.ucsf.edu> or call EH&S 415-476-1300

UTILITY FAILURE

Natural Gas Leak:

- Call **UC Police (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 Customer Service Center (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

MEDICAL EMERGENCY

If life-threatening:

911 (from all campus phones)

- Report:
 - Exact location of victim (Building, Floor, Room Number)
 - Nature of emergency
 - Your name and phone number
- Do not move the victim unless absolutely necessary
- Send someone to meet emergency responders and direct them to victim's location

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)

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 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. 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

Office Preparedness Self-Assessment Questionnaire

This guide has been developed by the UCSF Police Department's Emergency Preparedness Program to assist Emergency Coordinators in conducting disaster drills. The checklist in this drill guide is intended to cover most emergency actions, but is not all-inclusive. This guide is a self-assessment tool. UCSF Medical Center staff (Hospitals & Clinics) should refer to the Medical Center Safety Department for procedures in the event of an emergency.

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?		



<u>Floor Warden</u>	<u>Y/N</u>	<u>Comments</u>
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? http://police.ucsf.edu/HSEM/Floor%20Warden%20Duties.doc		
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 and cover?		
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 Threat:

<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 neutralize 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?		

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.

<u>Event/Action</u>	<u>Expected Activity</u>	<u>Comments</u>
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 and cover 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 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.

<u>Event/Action</u>	<u>Expected Activity</u>	<u>Comments</u>
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.	

<u>Event/Action</u>	<u>Expected Activity</u>	<u>Comments</u>
	EC/FW grabs floor warden bags, and dons vests.	
	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 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.	

<u>Event/Action</u>	<u>Expected Activity</u>	<u>Comments</u>
	EC/FW grabs floor warden bags, and dons vests.	
	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 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>	

<u>Event/Action</u>	<u>Expected Activity</u>	<u>Comments</u>
	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.	
	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 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 911

<u>Event/Action</u>	<u>Expected Activity</u>	<u>Comments</u>
Item marked “BOMB* (Exercise Only)” is placed in worksite. <i>*(could be marked Suspicious Package, ANTHRAX, etc.)</i>	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 911	

<u>Event/Action</u>	<u>Expected Activity</u>	<u>Comments</u>
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 package.	The location of the suspicious package and a description is given to 911Operator so emergency responders may quickly identify suspected item.	
	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.	

<u>Event/Action</u>	<u>Expected Activity</u>	<u>Comments</u>
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.	
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.	

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 <i>Simulation Cell [SimCell]</i>). Controllers direct the pace of exercise play and routinely include members from the <i>exercise planning team</i> , and provide key data to players.
Debrief	A debriefing is a forum for planners, <i>facilitators</i> , <i>controllers</i> , and <i>evaluators</i> 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 <i>exercise planning team</i> leader or the <i>exercise program manager</i> ; results should be captured for analysis. A debriefing is different from a <i>hot wash</i> , 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 <i>analyze</i> 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 <i>prevention</i> , <i>protection</i> , <i>response</i> , and <i>recovery capabilities</i> 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 <i>facilitated discussion</i> held immediately following an exercise among exercise <i>players</i> 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 <i>players</i> to drive exercise play towards the achievement of <i>objectives</i>. 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 actor 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 <i>participants</i> ; 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 <i>players, controllers, evaluators</i> , and staff involved in conducting an exercise.

Players	<p>Players have an active role in <i>preventing, responding to, or recovering</i> from the risks and hazards presented in the exercise <i>scenario</i>, by performing their regular roles and responsibilities. <i>Players</i> 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 <i>players</i>. 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 <i>controllers</i> generate and deliver <i>injects</i>, 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 <i>SimCell</i>, but may occasionally have face-to-face contact with players.</p>