University of San Francisco

Emergency Response Guide
University of San Francisco

Emergency Response Guide

Plan Contact
Eric Giardini
Director of Campus Resilience
415-422-4222

Working Document

This plan complies with the State of California’s Standardized Emergency Management System and meets or exceeds all standards set by the California Emergency Services Act.

Since events during an emergency or disaster are not predictable, these annexes will serve as a guide that on-scene judgment based on actual circumstances must be the final guide for protecting lives, property, and the environment.
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INTRODUCTION

Emergencies, disasters, accidents, injuries, and crime can occur at any time without warning. Being physically and psychologically prepared to handle unexpected emergencies is an individual and organizational responsibility.

This guide was developed to minimize the impacts resulting from an emergency. Please read this guide thoroughly before an emergency occurs, become acquainted with its contents, and keep it in a visible, accessible location in your office for immediate reference. Do not file this document. Once you are better familiar with the enclosed information, you will be better prepared to assist yourself and your coworkers in the event of an emergency.

If you have questions about a unique situation that is not covered in the reference or would like additional emergency information, call the USF Department of Public Safety at 415-422-4222.

What You Can Do Now to Prepare

- Keep enough emergency supplies in your office or car (medication, flashlight, comfortable shoes, bottled water, food, batteries, portable radio, etc.) for up to 72 hours in case of a serious emergency.
- Post these emergency procedures information in a visible location in your office or work area.
- Become familiar with quickest evacuation routes from your building.
- Locate the nearest fire extinguisher and pull station. Register for a fire-extinguisher training course.
- Register for cardiopulmonary resuscitation, first-aid, crime prevention, or other safety training courses.
- Prepare a plan for yourself and your family specifying what to do, where to go, and how to cope until you are able to get home. Designate an out-of-state relative or friend to act as a contact for separated family members.
ANNEX A: SUSPICIOUS PACKAGE OR OBJECT

Description

Suspicious packages are not limited to those delivered by commercial or U.S. postal carrier. If you receive or discover a suspicious package or foreign device, do not touch it, tamper with it, or move it. Dial x2911 (415-422-2911 from non-University phone) immediately and report it to the Department of Public Safety.

Detecting Suspicious Packages or Letters

Suspicious packages are not limited to those delivered by a commercial or U.S. postal carrier. The U.S. Postal Service and the Bureau of Alcohol, Tobacco, and Firearms have designated the following characteristics as indicators of suspicious packages:

- Lumps, bulges, or protrusions on package
- A lopsided or heavy-sided package
- Excessive tape
- Handwritten addresses or labels from companies (check to see if the company exists and if they sent a package or letter)
- Packages wrapped in string
- Excess postage on small packages or letters
- No postage or uncanceled postage
- Handwritten notes such as “To Be Opened By…”
- Restrictive markings such as “confidential” or “personal”
- Improper spelling of common names, places, or titles
- Generic or incorrect titles. Titles with no name attached
- Oily discolorations or crystallization on wrapper
- Protruding wires, string, tape, etc.
- Hand delivered or “dropped off for a friend” packages or letters
- No return address or nonsensical return address
- Foreign mail, air mail, and special-delivery packages
- Any letters or packages arriving before or after a phone call from an unknown person asking if the item was received

Immediate Actions

If you receive or discover a suspicious package or foreign device, do not touch it, tamper with it, or move it. Dial x2911 (415-422-2911) immediately to report.

Packages or Letters Containing a Powdery Substance or Anthrax Threat

- Call x2911 (415-422-2911).
• Immediately secure and evacuate area. **Move** people away. **Do not move or open** the package. **Do not investigate** too closely. **Do not cover or insulate** the package.

• Turn off ventilation, if able, or call Facilities Management at x6464 (415-422-6464) to do so.

• Thoroughly wash hands, remove clothing, and place clothing in plastic back.

• Do not return to area until cleared by the Department of Public Safety or the Environmental Safety Office.
ANNEX B: BOMB THREAT

Description

A bomb threat may come to the attention of a member of the University community in a number of various ways. It is important to compile as much information as possible. The receiver of the threat should NOT attempt to notify or evacuate an entire building as this could take valuable time that would be better used to gather information on the nature of the threat. It is important to keep in mind that the vast majority of threats are false and are primarily intended to elicit a response from the building occupants. In the event that the threat is written, it is vital that the document is handled by as few people as possible as the document is evidence and it should be turned over to University of San Francisco Department of Public Safety (DPS). If the threat is received via email, make sure that the information is saved on your computer. As most threats are transmitted over the telephone, the following instructions are provided with that assumption in mind.

Immediate Action

- Remain calm and immediately refer to Telephone Bomb Threat Checklist. If applicable, pay attention to your telephone display and record any information shown in the display window.
- The objective is to keep the caller on the line as long as possible to attempt to gather as much information as possible. Try not to anger the caller at any time.
- While engaging the caller, try to pay attention to any background noise and distinctive sounds (traffic, machinery, other voices, music, etc.) that may provide clues on caller’s location.
- Note any characteristics of the caller’s voice (gender, age, accent, education, etc.).
- Attempt to obtain information on the location of the device (building, floor, room, etc.).
- Attempt to obtain information on the time of detonation and type of detonator.
- At the conclusion of the call, immediately notify DPS at x2911 from an on-campus phone or 415-422-2911 from a non-University phone.
- If the threat was left on your voicemail, do not erase.
- Notify the immediate supervisor within your work area.

Next Actions

The decision to evacuate a University building shall be made after a thorough evaluation of the information available, including but not limited to, the following:

- Nature of the threat
- Specificity of location and time of detonation
Emergency Response Guide

- All circumstances related to the threat (including series of events leading to the threat, political climate, etc.)
- Discovery of a device or unusual package, etc.

The University of San Francisco Department of Public Safety will dispatch a search team and will organize the search. Local emergency services will be notified of the threat and asked to stand by for further instructions. Persons leaving the building should report to that building’s Emergency Management Area, or assembly location.

Subsequent Procedures / Information

The University Community can be of assistance to the Department of Public Safety in several ways. Staff will be more familiar with their work area than responders and may be asked to identify boxes or objects in their work area. If an evacuation of an academic building is necessary, classes will be dismissed or relocated. If a suspicious device, package, bag, etc. is discovered, USF Public Safety Officers will notify the San Francisco Police Department for assistance. The decision to resume normal activities in the building will be made jointly by the Senior Director / Chief or a designee in consultation with appropriate individuals in University administration.
**TELEPHONE BOMB THREAT CHECKLIST**


<table>
<thead>
<tr>
<th>Today’s Date __ /___ /___</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Information on Call</strong></td>
</tr>
<tr>
<td>Date of Call:</td>
</tr>
<tr>
<td>Duration:</td>
</tr>
<tr>
<td>Name of Person receiving the call:</td>
</tr>
</tbody>
</table>

**Questions for caller** (Try to ask these questions and document responses)

- When will the bomb explode?
- What kind of bomb is it?
- What will cause the bomb to explode?

- Where is the bomb located?
- What does the bomb look like?
- Did you place the bomb?

- Why did you place the bomb?
- Where are you now?
- What is your name?

Document exact wording of threat:

<table>
<thead>
<tr>
<th><strong>Information on caller</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Gender of caller</td>
</tr>
</tbody>
</table>
| Male [ ]
| Female [ ]
| Unknown [ ] |

<table>
<thead>
<tr>
<th>Approximate age of caller</th>
<th>Does the voice sound familiar?</th>
<th>If yes, who does it sound like?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</tbody>
</table>

**Description of caller (Check all that apply)**

<table>
<thead>
<tr>
<th>Voice</th>
<th>Speech</th>
<th>Language</th>
<th>Behavior</th>
<th>Background Noise</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clean</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
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<tr>
<td>Distorted</td>
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</tr>
<tr>
<td>Hoarse</td>
<td>[ ]</td>
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<tr>
<td>Loud</td>
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</tr>
<tr>
<td>Muffled</td>
<td>[ ]</td>
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<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>Nasal</td>
<td>[ ]</td>
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</tr>
<tr>
<td>Pitch – High</td>
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<td>[ ]</td>
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<tr>
<td>Pitch – Med</td>
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<tr>
<td>Pitch – Low</td>
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<td>[ ]</td>
</tr>
<tr>
<td>Pleasant</td>
<td>[ ]</td>
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<tr>
<td>Raspy</td>
<td>[ ]</td>
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</tr>
<tr>
<td>Smooth</td>
<td>[ ]</td>
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</tr>
<tr>
<td>Soft</td>
<td>[ ]</td>
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<tr>
<td>Squeaky</td>
<td>[ ]</td>
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<tr>
<td>Unclear</td>
<td>[ ]</td>
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<tr>
<td>Other</td>
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</tr>
</tbody>
</table>

[ ] Accented | [ ] Deliberate | [ ] Educated | [ ] Agitated | [ ] Airport |
[ ] Distorted | [ ] Distinct | [ ] Foreign | [ ] Angry | [ ] Animals |
[ ] Fast | [ ] Foul | [ ] Blaming | [ ] Calm | [ ] Baby |
[ ] Hesitant | [ ] Intelligent | [ ] Irrational | [ ] Clearing Throat | [ ] Birds |
[ ] Lisp | [ ] Rational | [ ] Slang | [ ] Crying | [ ] General |
[ ] Slow | [ ] Taped / Recorded | [ ] Intoxicated | [ ] Fearful | [ ] Noise |
[ ] Slurred | [ ] Uneducated | [ ] Laughing | [ ] Friendly | [ ] Tavern / Bar |
[ ] Stuttered | [ ] Intelligible | [ ] Nervous | [ ] Self-Righteous | [ ] Guns Firing |
[ ] Other | [ ] | [ ] Uneducated | [ ] Other | [ ] Gymnasium |
[ ] If Accented, Describe: | [ ] Unintelligible | [ ] | | [ ] Traffic |
[ ] If Foreign, Describe: | [ ] | | | [ ] Television |

[ ] Educated | [ ] Foreign | [ ] Foul | [ ] Angry | [ ] Baby |
[ ] Distorted | [ ] Deliberate | [ ] Foul | [ ] Blaming | [ ] Birds |
[ ] Fast | [ ] Intelligent | [ ] Irrational | [ ] Calm | [ ] General |
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[ ] Lisp | [ ] Taped / Recorded | [ ] Intoxicated | [ ] Crying | [ ] Tavern / Bar |
[ ] Slow | [ ] Uneducated | [ ] Laughing | [ ] Fearful | [ ] Guns Firing |
[ ] Slurred | [ ] Intelligible | [ ] Nervous | [ ] Friendly | [ ] Gymnasium |
[ ] Stuttered | [ ] | [ ] Uneducated | [ ] Self-Righteous | [ ] Traffic |
[ ] Other | [ ] Unintelligible | [ ] | | [ ] Typing |
[ ] If Accented, Describe: | [ ] | | | [ ] Music |
[ ] If Foreign, Describe: | [ ] | | | [ ] Party |
[ ] Educated | [ ] Foreign | [ ] Foul | [ ] Angry | [ ] Baby |
[ ] Distorted | [ ] Deliberate | [ ] Foul | [ ] Blaming | [ ] Birds |
[ ] Fast | [ ] Intelligent | [ ] Irrational | [ ] Calm | [ ] General |
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[ ] Lisp | [ ] Taped / Recorded | [ ] Intoxicated | [ ] Crying | [ ] Tavern / Bar |
[ ] Slow | [ ] Uneducated | [ ] Laughing | [ ] Fearful | [ ] Guns Firing |
[ ] Slurred | [ ] Intelligible | [ ] Nervous | [ ] Friendly | [ ] Gymnasium |
[ ] Stuttered | [ ] | [ ] Uneducated | [ ] Self-Righteous | [ ] Traffic |
[ ] Other | [ ] Unintelligible | [ ] | | [ ] Typing |
[ ] If Accented, Describe: | [ ] | | | [ ] Music |
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[ ] Educated | [ ] Foreign | [ ] Foul | [ ] Angry | [ ] Baby |
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[ ] Slurred | [ ] Intelligible | [ ] Nervous | [ ] Friendly | [ ] Gymnasium |
[ ] Stuttered | [ ] | [ ] Uneducated | [ ] Self-Righteous | [ ] Traffic |
[ ] Other | [ ] Unintelligible | [ ] | | [ ] Typing |
ANNEX C: EARTHQUAKE

Description

The University of San Francisco is located between two major faults in Northern California – the San Andreas Fault and the Hayward Fault. Over the past 160 years, there have been 22 earthquakes with a magnitude of 6.0 or higher in the San Francisco Bay Area – an average of one every seven years. All of San Francisco is susceptible to very severe shaking. The areas with the highest shake potential include the northern and eastern sections of the city.

Most injuries occur when people inside of buildings try to move to a different location in the building or try to evacuate. The area near the exterior walls of a building is the most dangerous place to be with windows, facades, and architectural details often being the first parts of a building to collapse. In order to avoid these dangerous areas, stay inside if you are inside and outside if you are already outside.

Immediate Action

If you are indoors:

- Stay inside until the shaking stops.
- DROP to the ground; take COVER by getting under a sturdy table or other piece of furniture; and HOLD ON until the shaking stops. If there is not a table nearby, cover your face and head with your arms and crouch in an inside corner of the building.
- Stay away from glass, windows, outside doors and walls, and anything that could fall, such as lighting fixtures or furniture.
- Be aware that the electricity may go out or the sprinkler systems or fire alarms may turn on.
- Do not use the elevators.
- If you are in a stadium or arena:
  - Stay at your seat and protect your head and neck with your arms. Do not try to leave until the shaking is over. Walk out slowly watching for anything that could fall in the aftershocks.

If you are outdoors:

- Stay there
- Move away from buildings, streetlights, and utility wires
- Once in the open, stay there until the shaking stops

If you are in a moving vehicle:
• Stop as quickly as safely possible and stay in the vehicle. Avoid stopping near or under buildings, trees, overpasses, and utility wires.
• Proceed cautiously once the earthquake has stopped. Avoid roads, bridges, or ramps that might have been damaged by the earthquake.

Next Actions

• After the shaking has stopped, evaluate your surroundings
  o Look for safety hazards such as fire, smell of gas or fumes, dangerous debris or obvious structural damage
  o Look for injured or trapped people
• If you are in a building and there are no obvious hazards, do NOT evacuate.
• If the structural integrity of your building is compromised or your surroundings are hazardous, evacuate. Use the stairs. Assist in the building evacuation of people with special needs.
• Determine if emergency responders are needed. If yes, dial x2911 from University phone or 415-422-2911 from outside line.

Subsequent Procedures / Information

Expect aftershocks. These secondary tremors are usually less violent than the main quake but can be strong enough to do additional damage to weakened structures and can occur in the first hours, days, weeks, or even months after the initial earthquake.

• Take steps to account for people. Work with Building Marshals to assemble at designated assembly areas and determine if everyone is present, including employees and guests.
• If the building was evacuated, there should be an evaluation of the building to address any damage. Do not re-enter the building until this has been completed
• Listen to a battery-operated radio or television for latest emergency information. The University operating status will be posted on www.usfca.edu or www.emergency.usfca.edu and announced on KUSF 90.3 FM if the operating schedule is affected. Updates will also be provided on KCBS 740 AM, KGO 810 AM, and KNBR 680 AM.
• Use the telephone only for emergency calls.
• Stay away from damaged areas unless your assistance has been specifically requested.
• Inspect your work space for damage and report any damage to your supervisor.
• Open cabinets and doors cautiously. Beware that objects may have moved during the shaking.
• Clean up spilled liquids (bleaches, gasoline, and other flammable liquids) immediately if you are trained to do so. Leave the area and call x2911 if you smell natural gas or fumes from other chemicals.
ANNEX D: EXPLOSION

Description

An explosion is caused by a rapid expansion of gas from chemical reactions or incendiary devices. Signs of an explosion may be a very loud noise or series of noises and vibrations, fire, heat or smoke, falling glass or debris, or building damage.

Immediate Action

- Get out of the building as quickly and calmly as possible. Call x2911 from a University phone or 415-422-2911 from an outside line.
- If items are falling off of bookshelves or from the ceiling, get under a sturdy table or desk.
- If there is a fire, stay low to the floor and exit the building as quickly as possible. Activate the building fire system, if possible.
- If you are trapped under debris, tap on a pipe or wall so that rescuers can hear where you are.
- Assist others in exiting the building and move to designated evacuation areas. Keep streets and walkways clear for emergency vehicles and crews.
- Untrained people should not attempt to rescue people who are inside a collapsed building and should wait for emergency personnel to arrive.
- Once outside, move at least 150 feet away from the building and proceed to the designated area for evacuation. Keep roadways and walkways clear for emergency vehicles.

Next Actions

The emergency services Incident Commander will make decisions regarding the control and abatement of the explosion incident and will determine if it is safe to re-enter or re-occupy the building.

Subsequent Procedures / Information

Depending on the nature and degree of the explosion incident, other support agencies and University resources may be brought in for services or assistance.
ANNEX E: FIRE

Description
A fire may include visible flames, smoke, or strong odors of burning. The appropriate emergency action is for people to evacuate the building quickly and safely and notify Department of Public Safety Dispatch at x2911 from a University phone or 415-422-2911 from an outside line. For University buildings, the Building Marshal shall work with emergency responders to provide information about the location and cause of the fire, if known, and to assist in a safe and orderly evacuation of the building.

Immediate Action
For the person discovering the fire:
Manually activate the fire alarm system. If it is safe for you to attempt to extinguish the fire, remember R-A-C-E-R

- Remain calm and RESCUE anyone in immediate danger
- ALARM – pull the nearest fire alarm
- CONTAIN the fire – close all doors but do not lock them and call 2911
- EXTINGUISH the fire only if you can do so safely and quickly
- RELOCATE – evacuate the building, if necessary

After the fire is extinguished, call x2911 if you have not already done so.

For occupants of the building:
- Close but do not lock the doors to your immediate area
- EVACUATE the building via the nearest exit. Assist others in exiting the building
- DO NOT use elevators
- Avoid smoke-filled areas

For persons evacuating from the immediate fire area:
- Feel door from top to bottom. If it is hot, DO NOT proceed; go back.
- If door is cool, crouch low and open the door slowly. Close door quickly if smoke is present so you do not inhale it.
- If no smoke is present, exit the building via the nearest stairwell or exit.
- If you encounter heavy smoke in a stairwell, go back and try another stairwell.

Next Actions
The responding Fire Department Incident Commander will control and make decisions at the scene of the fire. The Fire Department will decide when to turn control of the scene back to the
University. The USF Department of Public Safety will decide when to turn control of the scene back to the facility tenants.

**Subsequent Procedures / Information**

Depending on the nature and needs of the incident, assistance and services may be brought in from other public support agencies, University resources, or specialized contractors.
**ANNEX F: HAZARDOUS MATERIALS**

**Description**

A hazardous materials incident may be a spill or release of chemicals, radioactive materials, or biological materials inside a building or into the environment. The user may manage simple spills if they are adequately trained to do so. Major spills or emergencies require assistance from 24-hour emergency services – including USF Environmental Safety Office and the SF Fire Department. The University does not have a fire department or HAZMAT Team.

**Immediate Action**

Simple spills should be cleaned up by the person that caused the spill if they are adequately trained to do so.

Major spills or emergencies:

- Dial x2911 from a University phone or 415-422-2911 from an outside line.
- Evacuate, assemble at a safe distance, and ensure a Building Marshal is available to communicate with any arriving first responders
- Account for all individuals
- Wait for, and provide, information to responders

Call 415-422-6464 to notify Environmental Safety Office regarding any simple or major hazardous materials spill.

**Next Actions**

The decision to call for emergency assistance may be made by the user, a person discovering an incident, or the responders receiving the call for assistance.

- Determine if emergency responders are needed
- Determine if immediate hazards are under control and the situation is stabilized
- Determine if the site can be reoccupied or if further remediation or repair is needed

The decision that an incident is controlled and stabilized is made by the emergency response agency (local fire department, Environmental Safety Office, or a HAZMAT Team). After immediate hazards have been controlled and stabilized, the transfer of authority and responsibility for the site will be returned to the University.

Emergency Agencies may request input for decision making from University resources to determine that reoccupation is safe.
Subsequent Procedures / Information

Depending on the nature and needs of the incident, assistance and services may be brought in from other public support agencies, University resources, or specialized contractors.
ANNEX G: INFRASTRUCTURE FAILURE

Description

It is understood that from time to time the University of San Francisco may experience infrastructure issues that could impact university operations. These include electricity, computer, steam, water, or telephone failures. The inherent danger during a major power outage is panic. Try to remain calm. In the event of a major, campus-wide outage, USF has emergency generators that will immediately provide emergency power to selected areas of campus.

Immediate Action

- If a critical incident is experienced relating to water, electricity, or steam, call Facilities Management at x6464 on a University phone or 415-422-6464 from an outside line.
- If a critical incident is experienced relating to telephone or computer systems, call Information Technology Services at 415-422-6668.

In case of Major, Campus-Wide Power Outage

- Remain calm
- Follow directions from the Department of Public Safety for immediate action.
- If evacuation of a building is required, seek out people with special needs and provide assistance (call 415-422-2911 for additional assistance).
- Laboratory personnel should secure all experiments and unplug electrical equipment before evacuating. All chemicals should be stored in their original locations. Provide natural ventilation by opening all windows and doors. If this is not possible or natural ventilation is inadequate, evacuate the laboratory until the power is returned.
- Do not use candles or other types of open flame for lighting.
- Unplug all electrical equipment, including computers and turn off light switches.
- Do not use elevators.
- Emergency lighting for exit pathways will function for fifteen to thirty minutes following a power outage. In areas with poor natural light, evacuate promptly.
- Doors equipped with key-card readers will lock and limit entry. To exit, use the “emergency” push bar. Key-card access will be available when power is restored.

If People are Trapped in an Elevator

- Tell passengers to stay calm and that you are getting help.
- Call 415-422-2911 and provide information.
- Stay near passengers until Public Safety or other assistance arrives, provided it is safe to stay.
Next Actions

The first responders will determine whether a critical incident exists and will report to the appropriate department heads. In the event that a critical incident exists, the Incident Management Team will be convened.

Subsequent Procedures / Information

Depending on the nature and needs of the incident, assistance and services may be brought in from other public support agencies, University resources, or specialized contractors.
ANNEX H: TERRORISM

Description

Terrorism is defined by the Federal Bureau of Investigation (FBI) as “the unlawful use of force or violence against persons or property to intimidate or coerce a government, the civilian populations, or any segment thereof, in furtherance of political or social objectives.” Weapons of Mass Destruction (WMD) may potentially be deployed by terrorists and can be categorized into five groups using the acronym CBRNE – chemical, biological, radiological, nuclear, and explosive.

First responders in San Francisco have been trained to recognize the effects resulting from a CBRNE attack and to respond accordingly. Hospitals across San Francisco and throughout the Bay Area have decontamination equipment and personnel trained to treat the effects of CBRNE agents.

The network of local and state public health department, local hospitals, pharmacies, and the federal Strategic National Stockpile (SNS) maintains supplies of antibiotics, antivirals, and vaccines to treat known biological agents. In the event of a need to vaccinate or otherwise distribute medication to a large segment of the local population, the local and state public health departments maintain plans for mobilizing regional resources.

Immediate Action

Instruction on what to do in the event of a CBRNE attack will be disseminated through the City, County, and University Public Information Officers. It is recommended that you have a battery-operated radio or television available for listening / viewing for use in this type of emergency.

Prepare to deal with a terrorist incident by adapting many of the same techniques used to prepare for other crises, such as being alert to your surroundings – including any conspicuous or unusual behavior, having a personal plan, and being familiar with the evacuation plan for your building. In the event of a terrorist attack, follow the directions of authorities and the procedures drawn up in the preparedness plan.

Mask: Put on breathing protection such as a mask or cover mouth and nose with a cloth.

Move: If indoors, move to the highest, most interior room of a house or building. If outdoors, move laterally and upwind away from any smoke or aerosol cloud.

Shelter: Seek shelter in a building or covered structure. If in a vehicle, pull over and turn off the engine, air conditioner, heater and vents, and roll up the windows.

- Turn off all electrical appliances, fans, air conditioners, furnaces, etc.
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- Close and lock all windows, vents, doors, and other openings
- Seal room windows and doors with duct or masking tape
- Seal door thresholds with wet towels
- Sit adjacent to an inner wall and away from outer walls and windows. **Do not smoke, light candles, or use any sources of open flame**

**Next Actions**

**Evacuation:** Be prepared to evacuate your home or workplace if circumstances require it. Follow the steps in your personal Family Disaster Plan to be sure you have the necessary items with you.

**Listen:** Keep calm and listen to the radio / TV for official news updates. Stay indoors until notified by the Public Information Officers that it is safe.

**Decontaminate:**

- Minimize contact with all outside surfaces
- Remove contaminated clothing and jewelry as soon as possible and place in separate, sealed plastic bags
- Wash exposed skin with soap and water and shampoo hair

**Seek Care:** If exposure is known or suspected, report to the nearest medical facility as directed by public health officials for evaluation and treatment. Inform the staff you may be contaminated.

**Assist Others:** As circumstances and your training permits, assist others in your building or neighborhood. Depending on the magnitude of the incident, assistance from emergency services personnel may be significantly delayed. Preparing beforehand by seeking training through the American Red Cross, the Neighborhood Emergency Response Team (NERT), or other organization can provide a valuable community service.

**Subsequent Procedures / Information**

Depending on the nature and needs of the incident, assistance and services may be brought in from other public support agencies, University resources, or specialized contractors.
ANNEX I: VIOLENT INCIDENT

Description

Violent incidents, including but not limited to acts of terrorism, an active shooter, assaults, or other incidents of workplace violence can occur on campus or in close proximity with little or no warning. An “active shooter” is considered to be a suspect or assailant whose activity is immediately causing serious injury or death and has not been contained.

The USF Department of Public Safety has adopted nationally accepted law enforcement response procedures to contain and terminate such threats, as quickly as possible. The following information regarding law enforcement response will enable you to take appropriate protective actions for yourself. Try to remain calm as your actions will influence others. The following instructions are intended for incidents that are of an emergent nature (i.e., imminent or in progress).

Immediate Action

Leave the Area

If possible, your first action should be to leave the area if you feel it is safe to do so. Always try and escape or evacuate even if others insist on staying. Work to encourage others to leave with you but do not let them slow you down if they decide not to. It is important to remember to leave behind any belongings. Once you are in a safe area, try to prevent others from walking into the danger zone and call 415-422-2911.

Secure the Immediate Area

Whether in a classroom, residence hall room, office, or restroom:

- Lock or barricade the door, if able. Block the door using whatever is available – desks, tables, file cabinets, other furniture, books, etc.
- After securing the door, stay behind solid objects away from the door as much as possible.
- If the assailant enters your room and leaves, lock or barricade the door behind.
- If safe to do so, allow others to seek refuge with you.

Protective Actions

Take appropriate steps to reduce your vulnerability:

- Close blinds
- Block windows
Emergency Response Guide

- Turn off radios and computer monitors
- Silence cell phones
- Place signs in interior doors and windows, but remember the assailant can see these as well
- Place signs in exterior windows to identify your location and the location of injured persons
- Keep people calm and quiet
- After securing the room, people should be positioned out of sight and behind items that might offer additional protection – walls, desks, file cabinets, bookshelves, etc.

Unsecured Areas

If you find yourself in an open area, immediately seek protection:

- Put something between you and the assailant.
- Consider trying to escape, if you know where the assailant is and there appears to be an escape route immediately available to you.
- If in doubt, find the safest area available and secure it the best way you can.

Call x2911

Emergency situations should be reported to DPS Dispatch by dialing x2911. Dispatch will then be able to send USF Public Safety Officers as well as contact the San Francisco Police Department. You may hear multiple rings – stay on the line until it is answered; do not hang up. Be prepared to provide the operator with as much information as possible such as:

- What is happening
- Where you are located including building name and room number
- Number of people at your specific location
- Injuries, if any, including the number of injured and types of injuries
- Your name and any other information as requested

Try to provide information in a calm, clear manner so that the Dispatcher can quickly relay your information to responding law enforcement and emergency personnel.

What to Report

Try to note as much as possible about the assailant, including:

- Specific location and direction of assailant
- Number of assailants
- Gender, race, and age of the assailant
- Language or commands used by the assailant
Emergency Response Guide

- Clothing color and style
- Physical features – height, weight, facial hair, glasses, etc.
- Type of weapons – handgun, rifle, shotgun, explosives, etc.
- Description of any backpack or bag
- Do you recognize the assailant? Do you know their name?
- What exactly did you hear? Explosions, gunshots, etc.

Treat the Injured

Dispatch will notify law enforcement and other emergency services agencies – fire and rescue. EMS will respond to the site, but will not be able to enter the area until it is secured by law enforcement. You may have to treat the injured as best you can until the area is secure. Remember basic first aid:

- For bleeding, apply pressure and elevate. Many items may be used for this purpose, including clothing, paper towels, newspapers, etc.
- Reassure those in the area that help will arrive – try to stay quiet and calm.

Un-securing the Area

- The assailant may not stop until his objectives have been met or until engaged and neutralized by law enforcement.
- Always consider the risk exposure by opening the door for any reason.
- Attempts to rescue people should only be made if it can be done without further endangering the persons inside of a secured area.
- Be aware that the assailant may bang on the door, yell for help, or otherwise attempt to entice you to open the door of a secured area.
- If there is any doubt about the safety of the individuals inside the room, the area needs to remain secured.

Law Enforcement Response

USF Public Safety Officers will immediately respond to the area assisted by other local law enforcement agencies if necessary. Remember help is on the way. It is important for you to:

- Remain inside the secure area.
- Law enforcement will locate, contain, and stop the assailant.
- The safest place for you to be is inside a secure room.
- The assailant may not flee when law enforcement enters the building but instead may target arriving officers.

Injured Persons
Initial responding officers will not treat the injured or begin evacuation until the threat is neutralized and the area is secure.

- You may need to explain this to others in order to calm them
- Once the threat is neutralized, officers will begin treatment and evacuation

Evacuation

Responding officers will establish safe corridors for persons to evacuate.

- This may be time consuming.
- Remain in secure areas until instructed otherwise.
- You may be instructed to keep your hands on your head.
- You may be searched.
- You may be escorted out of the building by law enforcement personnel. Follow their instructions.
- After evacuation, you may be taken to a staging or holding area for medical care, interviewing, counseling, etc.
- Once you have been evacuated, you will not be permitted to retrieve items or access the area until law enforcement releases the crime scene.

Next Actions

Assistance from local and state law enforcement agencies will be provided under existing mutual aid agreements. The decision to call in outside supporting agencies or to close all or a portion of the campus will be made by the Senior Director / Chief or designee and other appropriate individuals in the University administration. Information will be released to the USF Community as quickly as circumstances permit.

Subsequent Procedures / Information

We cannot predict the origin of the next threat. Assailants in incidents across the country have been students, employees, and non-students. In many cases, there were no obvious specific targets and the victims were unaware that they were a target until attacked. Being aware of your surroundings, taking common sense precautionary measures, and heeding any warning information can help protect you and other members of the community.
ANNEX J: SEVERE WEATHER

Description

Severe weather conditions can occur suddenly or be predicated ahead of time. Severe weather likely to occur in this area includes dense fog, icy roads, heavy rains, and high winds.

Immediate Action

Heavy Rains and Flooding

- In the event of extensive roof or window leaks or imminent flooding of ground floor areas, unplug electrical devices and secure all equipment by moving or covering it.

High Winds

- Remain inside the building, away from windows.
- If outside, avoid areas with the heaviest concentration of trees. Stay clear of sagging or downed power lines.

Emergency situations that require immediate action and response are reported to the Department of Public Safety at 415-422-2911. Other hazardous conditions that pose a danger to individuals or campus property should be reported to Facilities Management at 415-422-6464 (7:30am – 4:30pm) or Department of Public Safety at all other times.

Next Actions

The decision to close campus or discontinue normal campus operations is made by the President. This Community would be notified of this decision through email and phone call. The local media would also be notified and would also provide updates.
ANNEX K: FLOODING

Description
Flooding at the University of San Francisco would most likely be a result of area flooding from major, multiple rainstorms or a nearby water-main break. In the event of weather-related flooding, the Department of Public Safety will monitor the National Weather Service and other emergency advisories to provide guidance on any necessary actions including evacuation of areas and cancellation of classes.

Immediate Action

In case of Minor Imminent Flooding
- Secure vital equipment, records, and chemicals by moving to higher, safer ground). Shut off all electrical equipment. Secure laboratory experiments.
- Wait for instructions from the Department of Public Safety for immediate action.
- Do not return to your building, if you have evacuated, unless you have been instructed to do so by someone from the Emergency Operations Center (EOC) of the Department of Public Safety.

In case of Major Imminent Flooding
- In the event of major, water-main failure, the impacted areas of campus should be evacuated immediately.

Next Actions

After a Flood
- Flood dangers do not end when waters begin to recede. Listen to communications from the University, as well as local media, and do not return to the area until authorities indicate it is safe to do so.
- Stay out of buildings if floodwaters remain in or around the building.
ANNEX L: TORNADO

Description

Since 1950, there have been 13 tornadoes in San Francisco – for an average of one approximately every five years. The peak tornado season for San Francisco is March and April.

A tornado watch means conditions are right for a tornado. During a tornado watch, staff should be alert to weather conditions. A tornado warning means that a tornado has been spotted or if there are radar indications that a tornado may be possible. Tornado warnings normally are given 3-15 minutes in advance of a tornado.

Immediate Action

- Remain calm and avoid panic
- Go to an area of safety
  - Rooms and corridors in the innermost part of a building
  - Avoid windows, corridors with windows or large freestanding expanses
- There is no guaranteed safe place during a tornado. However, it is important to seek shelter in the best location to help minimize your exposure
- DO NOT use elevators during a tornado warning
- Persons with mobility concerns should go to an area of safety at the time of a tornado watch. DO NOT wait for a tornado warning.
- Close all doors, including main corridors, making sure they latch.
- Crouch near the floor or under heavy, well-supported objects and cover your head.
- If outside, lie down in a low-lying ditch and cover your head.
- Be alert for fire.
  - In the event of a fire, the fire plan should be utilized.

Next Actions

If a tornado actually impacts any of the University buildings, the decision to return to your work space or vacate the buildings will be made by the Senior Director / Chief or designee in consultation with Facilities Management.

Subsequent Procedures / Information

Your first concern after a disaster is your health and safety. You need to consider possible safety issues and monitor health and well-being.

Aiding the Injured

- Check for injuries.
• Do not attempt to move seriously injured persons unless they are in immediate danger of death or further injury.
• If you must move an unconscious person, first stabilize the neck and back, then call for help immediately.

Safety Issues

• Be aware of new safety issues created by the disaster. Watch for debris, leaking hazardous materials, gas leaks, broken glass, and damaged electrical wiring.
• Inform local authorities about health and safety issues, including chemical spills, downed power lines, smoldering insulation, etc.

Health if Working in Cleanup

• Wear sturdy work boots and gloves.
• Be aware of exhaustion. Do not try to do too much at once. Set priorities and pace yourself. Get enough rest.
• Drink plenty of clean water.
• Eat well.
• Wash your hands thoroughly with soap and clean water often when working with debris.
ANNEX M: MEDICAL EMERGENCIES

Description

The following instructions serve as a reminder for providing emergency assistance, ONLY if you are trained or certified.

Always call 415-422-2911 or 911 for medical assistance.

Immediate Actions

To Start Breathing (Victim is Not Breathing but has Pulse)
- Call 415-422-2911. Perform rescue breathing, if trained or certified.
- With the victim’s head tilted back and chin lifted, pinch the nose shut.
- Give two slow breaths. Breathe into the victim, until chest gently rises.
- Check for a pulse (on neck).
- If there is a pulse, but victim is still not breathing, give one slow breath every five seconds (twelve times a minute).
- Re-check pulse and breathing every minute. Continue rescue breathing as long as victim is not breathing or until medical assistance arrives.

To Give Cardiopulmonary Resuscitation (Victim is Not Breathing and Has No Pulse)
- Call 415-422-2911. Do CPR and rescue breathing, if trained or certified.
- Find the notch where the lower ribs meet the breastbone. Place the heel of your hand on the breastbone. Place your other hand on top of the first.
- Position shoulders over hands. Compress chest fifteen times, using a smooth, even rhythm.
- Give two slow breaths (see To Start Breathing above).
- Do three more sets of fifteen compressions and two breaths.
- Re-check pulse and breathing for about five seconds.
- If there is no pulse, continue sets of fifteen compressions and two breaths.
- Continue until medical assistance arrives or until victim starts breathing and has pulse.

Abdominal Thrust for Choking Victim
- Call 415-422-2911 for emergency instructions.
- Get behind the victim. Wrap your arms around the victim’s waist, just above the navel.
- Clasp your hands together with a doubled fist. Press in and up in quick thrusts.
- Be careful not to exert pressure against the victim’s rib cage with forearms.
- Repeat procedure until choking stops.

To Stop Bleeding
- Call 415-422-2911.
Emergency Response Guide

- Apply pressure directly onto the wound with a sterile gauze, clean handkerchief, or gloved hand.
- Maintain a steady pressure for five to ten minutes.
- If victim is bleeding from an arm or leg, elevate it.
- Stay with victim until help arrives.

Seizures and Unconscious Victims
- Do not leave victim alone.
- Call 415-422-2911 for assistance.

Heat-Related Illness
- Get victim to a cool place.
- Loosen tight clothing.
- Apply cool, wet cloths to the skin.
- Fan victim.
- If victim is conscious, give cool (not cold) water to drink.
- Call an ambulance if victim refuses water, vomits, or loses consciousness.
## APPENDIX 1: ACRONYM LIST

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>CBRNE</td>
<td>Chemical, Biological, Radiological, Nuclear, Explosive</td>
</tr>
<tr>
<td>DPS</td>
<td>Department of Public Safety</td>
</tr>
<tr>
<td>HAZMAT</td>
<td>Hazardous Materials</td>
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<tr>
<td>NERT</td>
<td>Neighborhood Emergency Response Team</td>
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<tr>
<td>USF</td>
<td>University of San Francisco</td>
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<tr>
<td>SNS</td>
<td>Strategic National Stockpile</td>
</tr>
<tr>
<td>WMD</td>
<td>Weapons of Mass Destruction</td>
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</table>