

Floor Marshal Manual

November 2017, Version 5

BUILDING _____

Office of Emergency Services

UNIVERSITY OF CALIFORNIA SANTA CRUZ | 105 CARRIAGE HOUSE ROAD, SANTA CRUZ, CA 95064

TABLE OF CONTENTS

Introduction: Floor Marshal Program Overview	1
Roles and Responsibilities	2
Floor Marshal Responsibilities	2
Building Emergency Coordinator Responsibilities	3
Building Occupant Responsibilities	4
Floor Marshal Roster and training.....	4
Emergency Procedures Web Source	5
UCSC Incident Command Organizational Structure	5
Media and Social Media	6
Department Responsibilities	6
Ready Kits	6
Assisting Individuals with a Disability	7
Mental Health during a Critical Incident	8
Certified Emergency Response Team Volunteers	9
Demonstrations	9
Floor Marshal Evacuation Checklist.....	12
Emergency Procedures.....	13
Emergency Phone Numbers and Communication Resources.....	17
Key Acronyms, Terms and Definitions.....	18
References	18

University of California, Santa Cruz - Floor Marshal Program

INTRODUCTION

FLOOR MARSHALS PROGRAM OVERVIEW

Welcome to the UCSC Floor Marshal Program. If you are serving as a Floor Marshal, thank you for assuming this important role.

The UC Santa Cruz Floor Marshal Program was established to provide a standardized processes for evacuation, sheltering, communication and reporting during disastrous and disruptive events.

The Floor Marshal role is an invaluable extension of the emergency services at UCSC. Floor Marshals work collaboratively with the Office of Emergency Services, Building Emergency Coordinators, Business Continuity Coordinators and their zone members to provide immediate evacuation or sheltering guidance as outlined in the Floor Marshal Manual.

Floor Marshals facilitate access and functional need requests for persons with disabilities. The guidelines for assistance have been prepared with oversight from university authorities with designated roles in access, functional, emotional and psychological needs. This included: the Office of Emergency Services, the UCSC Police Department, the Disability Management Coordinator, the Disability Resource Center, ADA Facilities Access Coordinator - Transportation and Parking Services, and the Student Health Center. Support and service animal evacuation procedures are also included in this manual.

The Floor Marshal program is established pursuant to the University of California, *Policy on Safeguards, Security and Emergency Management*. In summary states; “Programs to create and maintain safeguards, security and emergency management are essential to ensure that the University mitigates risks and is able to continue to perform its mission in the event of natural or man-made disasters or other extraordinary events that might disrupt normal operations. These readiness programs are vital in protecting the lives and health of University faculty, staff, students and associates; in minimizing damage to and loss of University property and assets; and in restoring normal University operations as rapidly as possible.”



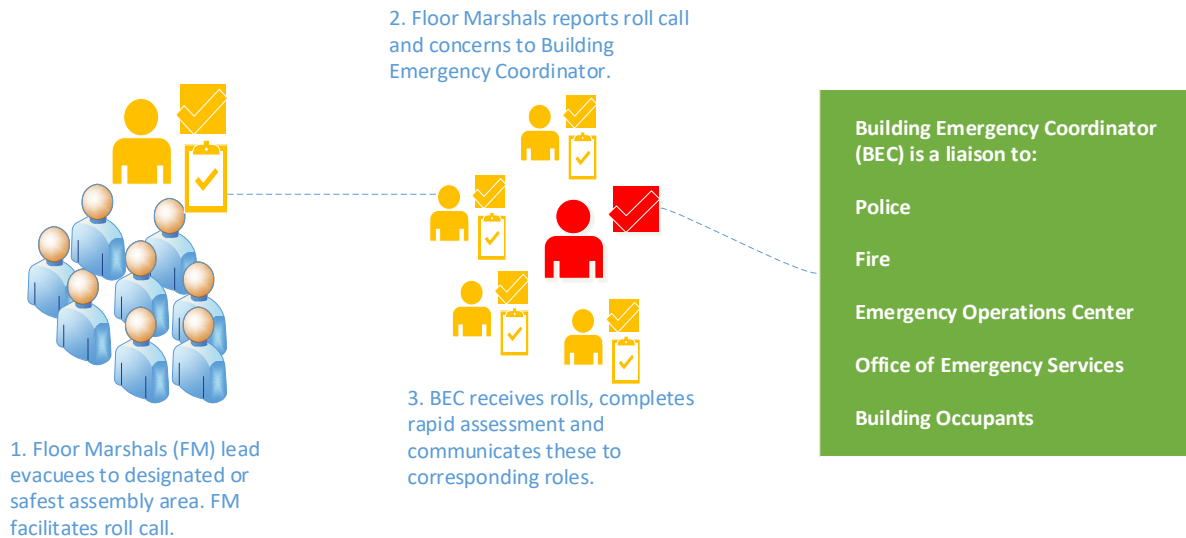
ROLES AND RESPONSIBILITIES

FLOOR MARSHAL

To be familiar with their unit, a Floor Marshal should be a full-time employee with at least six months of employment history. A Floor Marshal will be able to perform the following duties:

- ❖ Report emergencies by dialing UCSC Police at 911.
- ❖ Be familiar with the pull alarm and fire extinguisher locations of your building.
- ❖ Receive and review a copy of your department's Emergency Action Plan (EAP) from your Business Continuity Coordinator.
- ❖ When working within your zone, sweep the area during an evacuation.
 - Steer occupants to the safest, quickest exit.
 - If necessary, advise occupants to avoid using the elevator.
- ❖ When working outside of your zone or building, be an on-the-scene Floor Marshal and assist in the sweeping of occupants toward the nearest and safest exit.
- ❖ Be familiar with your evacuation, assembly, sheltering, and secure in place areas and procedures.
- ❖ Maintain a roster of employees and student working within your zone. Take this roster with you upon evacuating.
- ❖ Tag elevators with "Do Not Use" signs, when appropriate.
- ❖ Confidentially, and in coordination with your Building Emergency Coordinator, receive requests for emergency evacuation assistance from persons with a disability. Adhere to privacy laws (guidelines within this manual).
- ❖ Maintain crowd control, remind everyone to remain calm.
- ❖ Keep roads clear for emergency responders.
- ❖ Upon evacuation, go to the nearest assembly area and begin completing your zone roster. Check in with your Building Emergency Coordinator to share the data of your zone roster.
- ❖ Participate in evacuation drills and exercises.
- ❖ Participate in Floor Marshal training (every 2 years).

EVACUATION ROLES



BUILDING EMERGENCY COORDINATOR

A Building Emergency Coordinator (BEC) should be a full-time employee with at least six months of employment history. They should have a good understanding of their building, the hazardous conditions that exist inside or near the building, and they should know the operational hours of the departments within the building. The Building Emergency Coordinator should identify an alternate Building Emergency Coordinator who can support their role in their absence.

- ❖ Report emergencies. Call Campus or local Police by dialing 911 (Campus phones dial 911).
- ❖ Coordinate emergency evacuation and safety activities.
- ❖ Know where fire alarm pull stations and fire extinguishers are located.
- ❖ Be a liaison to departmental Business Continuity Coordinators, Campus Police, Floor Marshals, Office of Emergency Services, and emergency first responders.
- ❖ Assist in selecting an Alternate Building Emergency Coordinator (ABEC).
- ❖ Complete the Building Emergency Coordinator Plan.
- ❖ Review and update your building plan annually and ensure the information and procedures are current, prior to sharing the plan annually. Each November, email this plan to oes@ucsc.edu and necessary parties.
- ❖ With assistance from the Office of Emergency Services (OES), coordinate and facilitate annual building evacuation drills.
- ❖ Lead emergency evacuation procedures.
 - Steer occupants to assembly areas
 - Maintain order
 - Keep emergency access roads clear
 - Do not permit re-entry until an “all clear” is given from local fire or police.
 - At an assembly area, with assistance from your Floor Marshals, begin attempts to confirm the safety and whereabouts of missing persons. Collect zone rosters. Communicate missing or trapped persons to emergency responders, incident command, and the Emergency Operations Center (EOC) [if activated].
 - Tag elevators with “Do Not Use” signs, when appropriate.

- ❖ During disastrous events, prepare a Rapid Visual Safety Assessment and forward to the Emergency Operations Center at OES@ucsc.edu. (Take a cell phone picture of the completed form and email to oes@ucsc.edu).
- ❖ Process requests for evacuation assistance from persons with access and functional needs. Coordinate assistance with the area Floor Marshals. Understand and meet guidelines for privacy.
- ❖ Collect and provide essential information that may be helpful to responders or campus emergency response teams.
- ❖ Participate in building safety assessments.
- ❖ Collect and share specific information that makes your Building Emergency Plan most effective to you and others (e.g. building maps, assembly area maps, calendar of events, etc.).
- ❖ Complete BEC training (every 2 years)

BUILDING OCCUPANT RESPONSIBILITIES

- ❖ State law requires occupants to evacuate to a safe location when a fire alarm sounds. Participate fully in evacuation drills
- ❖ Be familiar with building evacuation routes, secure in place locations, and emergency assembly areas.
- ❖ Know where fire alarm pull stations and fire extinguishers are located.
- ❖ Roll call will be taken during evacuations. Upon evacuation, report to nearest assembly area and check in with your zone Floor Marshal. If your zone Floor Marshal cannot be located, report in to the Building Emergency Coordinator (orange vested UCSC employee).
- ❖ All building occupants shall be familiar with their department's Emergency Action Plan. Read it CAREFULLY. If you have any questions, contact your department lead or the Office of Emergency Services. Optional: take advantage of emergency preparedness training opportunities
- ❖ Register for Cruz Alert. Keep your contact information up to date in CruzAlert. Verify or edit contact information here: <https://atyourserviceonline.ucop.edu/ayso/>
- ❖ Know methods for locking or securing doors.
- ❖ Know how to make an emergency call.
 - UCSC main campus office phones dial direct to 911 (no prefix is needed)
 - Scotts Valley office phones dial direct to 911 (No prefix needed)
 - UCSC Institute of Marine Sciences and Long Marine Lab phones dial direct to 911 (No prefix needed)

FLOOR MARSHAL ROSTER AND TRAINING

FLOOR MARSHAL ROSTER

Business Continuity Coordinators, Building Emergency Coordinators, and the Office of Emergency will collaborate to maintain a list of Floor Marshals for each campus building. This list is used to

communicate evacuation drills, share emergency communications, and to share training opportunities.

FLOOR MARSHAL TRAINING REQUIREMENTS

- ❖ Attend Floor Marshal Training provided by the Office of Emergency Services (every 2 years).

OPTIONAL TRAINING:

- ❖ SEMS G606 California Standardized Emergency Management System (SEMS) Introduction Course. Email OES to request a copy of the SEMS Intro Course and Quiz: oes@ucsc.edu
- ❖ American Red Cross Standard First Aid with CPR-Adult (See OPERS web page)
- ❖ Community Emergency Response Team (CERT) training (available through the Fire Department located on the UCSC campus)
- ❖ Fire safety fire extinguisher training (Achieved within Basic CERT training, or take separately - see OES web page for fire extinguisher training)
- ❖ FEMA Incident Command Training 100 – <https://training.fema.gov/is/courseoverview.aspx?code=IS-100.b>

You've trained, now use those skills. Share your training certificates with OES so we may contact you. Email a copy of your training certificates to the Office of Emergency Services:

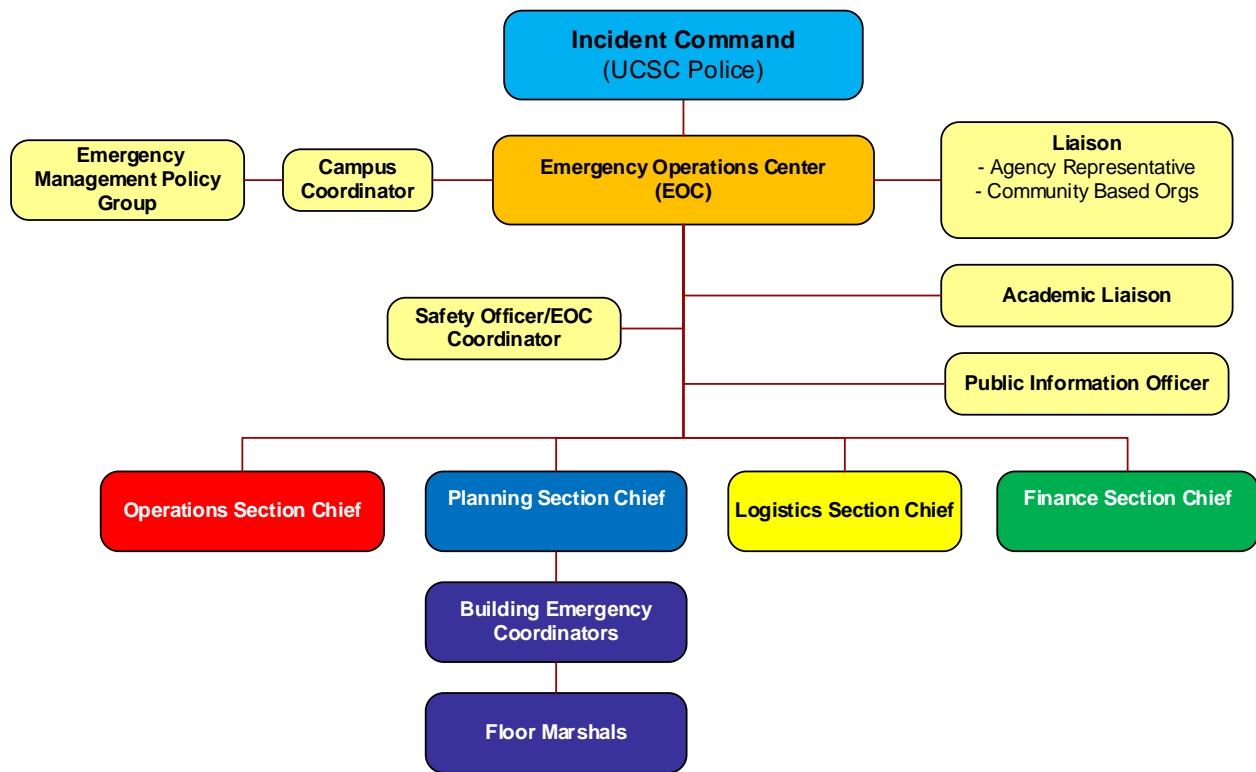
OES@ucsc.edu.

EMERGENCY PROCEDURES

Visit the Office of Emergency Services to review emergency procedures for Criminal Behavior, Earthquakes, Elevator Failure, Evacuations, Evacuating People with Disabilities, Explosion of Bomb Threats, Fire, Flooding, Gas Leak, Hazardous Materials, Hot Water/Steam Line Failure, HVAC Problems, Medical Emergency, Shooting, Utility Failure, and Tsunami procedures.

<https://oes.ucsc.edu/emergency-management/preparedness/procedures/index.html>

UCSC INCIDENT COMMAND ORGANIZATIONAL STRUCTURE



MEDIA AND SOCIAL MEDIA

Refer all media inquiries to the Office of News and Media Relations. Send all prepared critical communications related to class changes, service changes, location changes, and other matters to the Office of Communications and Marketing at pioweb@ucsc.edu. Information sent to this source will be shared with the campus via email and/or the Alert Status web page. Questions or guidance about your communications can be directed to (831) 459-2495.

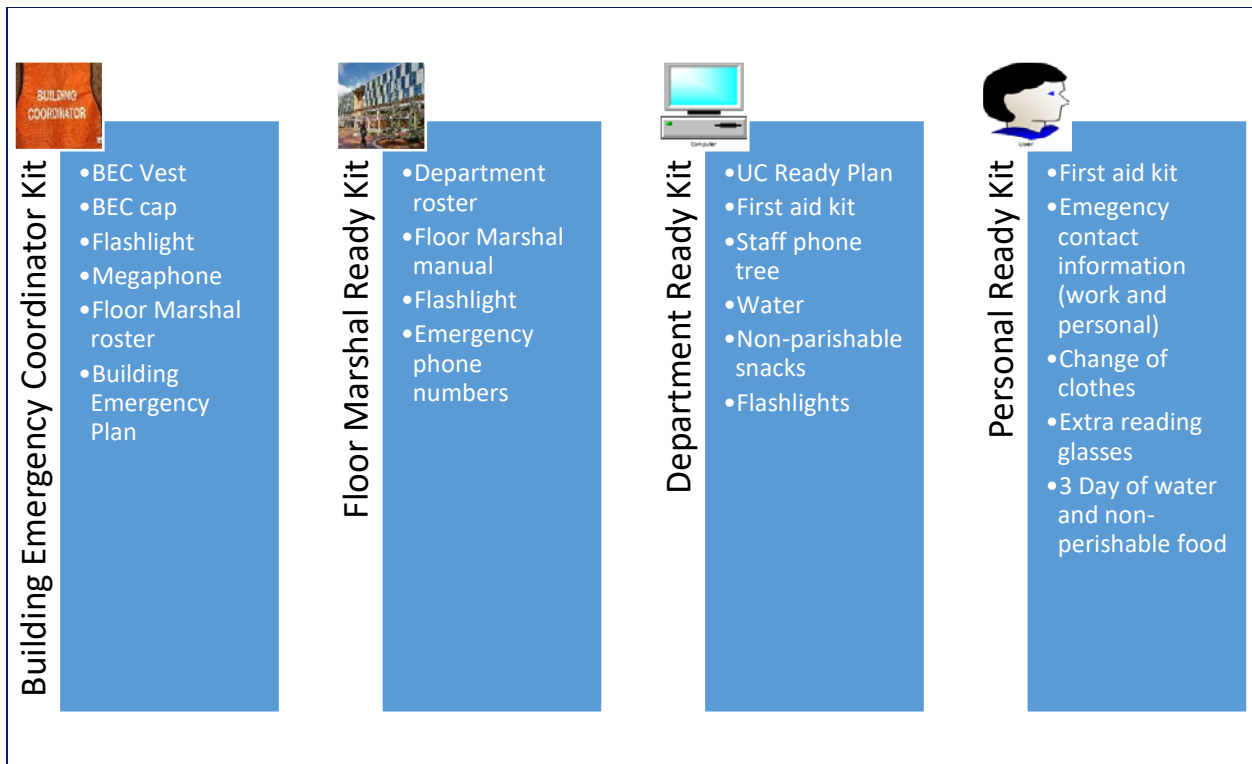
Emergency events are extremely sensitive situations. Avoid using social media. The UCSC Office of Marketing and Communications will provide social media status updates.

DEPARTMENT RESPONSIBILITIES

Departments are responsible for developing their own individual Emergency Action Plans within UC Ready. Their plans should include evacuation procedures, contact persons, communications, special equipment processes, alarms, and identification of the Building Emergency Coordinator and Floor Marshals. Departments may also articulate building security access levels within their plans.

Departments are encouraged to provide basic first aid supplies and Ready Kits for their areas.

SUGGESTED READY KIT ITEMS



ASSISTING INDIVIDUALS WITH A DISABILITY

ACCESS AND FUNCTIONAL NEEDS FOR FACULTY OF STAFF:

Staff or faculty requesting evacuation assistance may self-identify to their department Business Continuity Coordinator (BCC), the Building Emergency Coordinator (BEC), a Floor Marshal (FM), UC Police, or the Office of Emergency Services. The recipient of the request shall confidentially share the request with the parties that will facilitate the request. The request will be noted in a confidential Annex to the Building Emergency Coordinator Plan. The Floor Marshal (FMs) and Building Emergency Coordinator (BECs) will coordinate their protocols to meet the needs of the individual. In the event of an emergency, the Building Emergency Coordinator and Floor Marshals will use the most effective and safest practices possible to provide the requested emergency evacuation assistance, without endangering themselves in the process.

ACCESS AND FUNCTIONAL NEEDS FOR STUDENTS:

Students with access and functional needs can self-identify to the office of Colleges, Housing and Educational Services (CHES). CHES will confidentially coordinate with appropriate personnel to provide the appropriate emergency support. Where appropriate, this may include Building Emergency Coordinators, Floor Marshals, UCSC Police, and the Office of Emergency Services.

ACCESS, FUNCTIONAL, EMOTIONAL AND PSYCHOLOGICAL NEEDS

- ❖ **Auditory:** To communicate with hearing impaired individual, write a note, use hand gestures, pictures, maps, or point to the exhibit of reference.
- ❖ **Visual:** Describe the nature of the situation and offer to act as a “sight guide” by offering your elbow and escorting the individual to a safe location. Determine an “emergency buddy (and an alternate)” ahead of time.
- ❖ **Mobility:** If a person cannot safely evacuate, a “buddy” can accompany the individual to an area of rescue, this space should not block the evacuation path. If possible, the individual with the disability should call 911 to provide her or his location. If they have difficulty calling, the buddy should call, if possible, and inform emergency responders of the situation.
 - If the other evacuation options are not available or are unsafe, and danger is not imminent, the individual with the disability can remain in a room with an exterior window and a telephone or cell phone. Notify 911 and on site emergency personnel.
 - As a last resort, persons with Community Emergency Response Team (CERT) training can attempt a rescue evacuation.
- ❖ **Animals:**

In determining the evacuation assistance of support animals, you may only ask certain questions 1) is the dog a service animal required because of a disability, and 2) what work or task has the dog been trained to perform. You may not inquire about the person’s disability, required medication, or request identification regarding the animal’s role.

 - **Service Dog:** Under the American’s with Disabilities Act, a service animal is defined as a dog that has been individually trained to do work or perform tasks for an individual with a disability. The task(s) performed by the dog must be directly related to the person's disability. Emergency procedures shall permit service dogs to accompany people with disabilities in all areas where members of the public are allowed to go. During an evacuation or sheltering, make reasonable accommodations for the owner and service dog. See the Department of Justice web page for more information regarding [ADA Service Animals](#).
 - **Support Animal:** An emotional support animal is an animal (typically a dog or cat, though it can include other species) that provides a therapeutic benefit to its owner through companionship. Attempts shall be made to keep the owner and support animal together; however, the university is not responsible for providing accommodations of support animals.

DESIGNATED RESCUE AND REFUGE AREAS

Some buildings contain designated refuge/rescue/waiting areas. During an emergency, a mobility impaired individual may wait in these areas for assistance in evacuating. During an evacuation, this person should alert a Floor Marshal or Building Emergency Coordinator that they intend to wait for assistance. This person should also call 911 to report their aid request and state their location for evacuation assistance.

- ❖ The Location of Designated Waiting Areas should be shown on building evacuation floor plans posted near building elevators and in equipped stairwell landings.
- ❖ Persons with disabilities should follow the instructions on the signs at the Designated Waiting Areas.

- ❖ If possible, call rescue personnel and inform them of your location. For rescue, call 911.

MENTAL HEALTH DURING A CRITICAL INCIDENT (DISASTER PSYCHOLOGY)

PSYCHOLOGICAL TRAUMA

An evacuation that occurs during a serious disaster may invoke several psychological reactions. If the disaster is widespread (beyond the campus) you may be emotionally distracted by concerns for your own family. It is important to consider how witnessing distraught, injured or fatal persons might affect your own mental health during an emergency evacuation.

Methods to Managing Personal Stress

- ❖ Care for yourself. Contact family members to ensure they are okay.
- ❖ Prepare yourself by knowing the psychological and physiological symptoms of disaster trauma.
- ❖ Reduce stress by maintaining good health (eat well, quality sleep, allow yourself to receive as well as giving, utilize spiritual or professional counseling resources if applicable).

Methods to Manage the Stress of Others

While leading an evacuation, adverse conditions may complicate this process. Watch for signs and symptoms of emotional trauma and attempt to mitigate increases in panic if possible.

- ❖ Evaluate your messages before delivery. Use words that comfort versus words that sound dramatic. Do not provide messages that speculate about the circumstances. Wait for the facts.
- ❖ Show a calm but firm presence.
- ❖ Provide support to evacuees
 - Listen to their concerns, empathize
 - Help connect panicked persons with someone on the scene that can watch over them and comfort them

How to be an Empathetic Listener

- ❖ Put yourself in the speaker's shoes
- ❖ Listen for meaning, not just words
- ❖ Pay attention to nonverbal communication
- ❖ Paraphrase the speaker

Avoid Saying

- ❖ "I understand"
- ❖ "Don't feel bad"
- ❖ "Don't cry"
- ❖ "It could be worse"
- ❖ "Everything will be okay"

Use Encouraging Words

- ❖ "I assure you, everyone is trying to do their best to help us."
- ❖ "You are all doing a great job, the responders will appreciate us all remaining calm."

- ❖ “I am sorry this is difficult, but you are doing very well considering the circumstances.”

Physical Care

- ❖ Do not force a panicked person to sit down. If they need to pace, let them.
- ❖ Continue calming conversation

CERTIFIED EMERGENCY RESPONSE TEAMS VOLUNTEERS (CERT)

Santa Cruz has a large population of Certified Emergency Response Team volunteers, known as CERT members. If the incident you are leading requires additional help, ask your evacuees if they are CERT trained volunteers and enlist them to help you. CERT volunteers can assist in the following ways.

- ❖ Provide leadership, until first responders arrive and take over.
- ❖ Conduct search and rescue.
- ❖ Simple triage and first aid.
- ❖ Organize a medical triage area.
- ❖ Documentation the incident.
- ❖ Be a communications runner.

DEMONSTRATIONS

WHAT DO WE KNOW ABOUT DEMONSTRATIONS, PROTESTS AND STUDENT ACTIVISM?

UC Santa Cruz is committed to assuring that all persons may exercise the constitutionally protected rights of free expression, speech and assembly. The ongoing opportunity for the expression of a variety of viewpoints is at the core of this commitment. As campus citizens, it is imperative that we live up to the responsibilities that accompany these rights. Refer to the links referenced below for detailed information on rights, responsibilities and the campus time, place and manner policies.

WHAT IS THE DEMONSTRATIONS OPERATIONS TEAM (DOT)?

The Demonstration Operations Team (DOT) is an administrative team charged by the EVC/Campus Provost office with coordinating the campus' specific operational planning and response needs related to campus activism including demonstrations, labor relations activities, strikes and other large public events that require campus response, coordination and management. The team is coordinated by the associate vice chancellor for Risk and Safety Services.

The three overarching outcome goals for DOT planning efforts include:

- ❖ Analysis and planning to support the safety needs of the campus community.
- ❖ Considerations and actions to support participant First Amendment rights to freedom of expression, open dialogue and discord.
- ❖ Supporting the academic mission of the university.

WHO IS RESPONSIBLE WHEN A DEMONSTRATION EVENT OR DISRUPTION COMES INTO A BUILDING OR AREA OF CAMPUS?

- ❖ University Police are responsible for public safety and emergency response.

- ❖ Demonstration Operations Staff will be on-site to support a variety of people, including staff in the area, the demonstration leaders, University Police, etc. They will also reach out to the demonstration leaders, provide policy information and work to address issues related to First Amendment rights and the rights of others.
- ❖ Transportation and Parking Services coordinates with transit services, including Metro, and if needed, will re-route transportation, traffic and parking.
- ❖ Faculty are responsible for managing their classrooms and research labs, including decisions to evacuate a classroom or lab and implementation of all related business continuity actions.
- ❖ Managers and supervisors have the responsibility for providing direction to staff including operational decision-making. In the event of a building occupation, they are responsible for insuring that staff have been instructed to leave the building and for the implementation of all related business continuity actions.

WHAT CAN I DO TO PREPARE MYSELF AND STAFF IN THE EVENT OF A DEMONSTRATION?

- ❖ **Public Access Areas:** As a public university, we are required to maintain public access hours per standard practice. The campus does not “lock down” public access areas in advance of demonstration activities. Closing a public access area during public access hours is a decision that should be made in consultation with the Police. Managers are discouraged from restricting access to public buildings as a precaution.
- ❖ **Non-Public Access Areas:** may be secured as a precaution or during a demonstration event. Non-public areas including those areas such as private offices, secured research labs, areas that have limited hours, office suites, etc. Please take care to make sure doors close behind you to prevent "tailgating". If you and/or your guests are in a non-public access area, please see your guests out if there is an exit point or ask that they wait until the situation changes.
- ❖ **Public Access Area Review:** Managers who wish to review the specific public versus/non-public areas in their building may request a review by University Police.
- ❖ **Windows:** Should be secured and remain secured. Where appropriate, blinds may be closed for privacy.
- ❖ **“Clean Desk”:** Working with a "clean desk" is a good business practice: minimize sensitive material on desks, lock drawers with sensitive material, "lock" computer screen if you walk away from your computer (Windows key + letter L) (Mac computer you have to put the computer in “sleep” mode and have your settings set to “Require password after sleep or screen saver.”)
- ❖ **Elevators:** When evacuating a building due to a demonstration event, it is best to use the closest stairwell and transit down stairs. If you need to use the elevator due to an accommodation, ask someone to transit with you and if for any reason you need assistance, contact campus dispatch at 459-2231.

WHAT SHOULD I DO IN A SITUATION OF IMMINENT DANGER?

- ❖ Contact University Police at 9-1-1.
- ❖ Seek safety.

WHAT SHOULD I DO IF THERE IS A BUILDING OCCUPATION?

- ❖ In the event of a building occupation, for safety purposes, employees are expected to leave the building and to the degree possible, secure office areas behind them.
- ❖ Employees should meet in the designated Evacuation Area (be familiar with location)
- ❖ Employees should check in with supervisors or the manager who is at the Evacuation Area for further instruction.
- ❖ Upon exiting your work area, and if possible, employees should take care to:
 - Secure confidential and sensitive information
 - Secure laptops or take them with you
 - Take other personal items you need with you

WHAT RESOURCE MATERIALS, INFORMATION AND TRAINING ARE AVAILABLE?

The campus Police Department and Office of Emergency Services have multiple resources available on their websites. Both departments provide in person training sessions on a variety of topics.

FLOOR MARSHAL EVACUATION CHECKLIST

Check	Task
My Building Emergency Coordinators are:	
	Grab go kit (Zone roster and Floor Marshal Manual) [optional- flashlight, whistle]
	If a fire hazard, check doors for heat before passage.
	When exiting, shout, blow whistle, close doors behind you.
	If occupants refuse to leave, note their location.
	Take a mental note of threatening conditions.
	Pair an assistant to anyone needing assistance exiting.
	Lead evacuees to the designated assembly area.

	Ensure visitors follow evacuation orders.
	Call 911 if fire alarms did not work, or if injuries are present.
At Assembly area	Begin completing your zone roster.
	Do not allow occupants to re-enter the building until an official all clear is given by first responders, UC Police, or the Emergency Operations Center, Building Emergency Coordinator.
	Be available for contact with the field Incident Commander (i.e. police, fire, responders).
	If communication devices are not working, assign a runner to deliver messages. Collect area concerns before sending the runner.
	Account for students, employees and visitors.
	Relay the "all clear" when given.

EMERGENCY PROCEDURES

EVENT	RESPONSE
BOMB THREAT	<p>If you receive a bomb threat (via the telephone):</p> <ul style="list-style-type: none"> ❖ Stay calm and keep your voice calm. ❖ Pay close attention to details. Talk to the caller to obtain as much information as possible. ❖ Write down the date and time of the call. ❖ Take notes. Pay attention to details. Ask as many questions as possible: <ul style="list-style-type: none"> ○ When will it explode? ○ Where is it right now? ○ What does it look like? ○ What kind of bomb is it? ○ Where did you leave it? ○ Did you place the bomb? ○ Who is the target?

	<ul style="list-style-type: none"> ○ Why did you plant it? ○ What is your address? ○ What is your name? <ul style="list-style-type: none"> ❖ Listen to the caller’s voice. See if you can identify speech patterns (accent, tone). ❖ Emotional state (angry, agitated, calm, etc.)? ❖ Background noise (traffic, people talking and accents, music and type, etc.)? ❖ Age and gender? <p>Write down other data:</p> <ul style="list-style-type: none"> ❖ Date and time of call. ❖ How threat was received (letter, note, telephone)? <p>Call the Police and relay the information from the bomb threat telephone call or bomb threat letter. Follow the Police’s instructions.</p> <p>Check your work area for unfamiliar items. Do not touch suspicious items; report them to the Police.</p> <p>If conditions are unsafe, or you are instructed by emergency responders to evacuate the building, evacuate immediately.</p>
<p>CRIMINAL OR VIOLENT BEHAVIOR</p>	<ul style="list-style-type: none"> ❖ Assist in making your work location a safe place by being alert to suspicious situations or persons and reporting them as outlined below. ❖ If you are the victim of, are involved in, or a witness to any violation of the law such as assault, robbery, theft, overt sexual behavior, etc. call Police as soon as possible. If safe, wait for Police in order to provide them with more information.
<p>DEMONSTRATION OR CIVIL DISTURBANCE</p>	<ul style="list-style-type: none"> ❖ In the event of a building occupation, for safety purposes, employees are expected to leave the building and to the degree possible, secure office areas behind them. Do not wait for instructions to evacuate. If it is not safe to exit, secure in place and call 911. ❖ When safe to do so, employees should meet at the building’s designated Evacuation Areas. ❖ Check in with your Floor Marshal, Building Emergency Coordinator and/or supervisor for further instruction. ❖ If the assembly area is not safe, seek shelter and safety at an alternative location, then check in via phone or email with your Floor Marshal, Building Emergency Coordinator and/or supervisor. ❖ Upon exiting, if safe to do so, employees should: <ul style="list-style-type: none"> ○ Secure confidential and sensitive information ○ Lock and close all doors ○ Take your laptop ○ Take other personal items you will need

<p>EARTHQUAKE</p>	<p>Inside the Building:</p> <ul style="list-style-type: none"> ❖ Duck under the nearest sturdy object and hold onto it until the shaking stops. If you are not near a sturdy object, make yourself as small as possible and cover your head and neck. ❖ If you stand in a doorway, brace yourself against the frame and watch out for a swinging door or other obstruction. ❖ Avoid windows, filing cabinets, bookcases, and other heavy objects that could fall or shatter. ❖ Stay under cover until the shaking stops, then leave the building and go to the emergency assembly area or another designated location. Check in with a Floor Marshal, Building Emergency Coordinator and/or your supervisor. ❖ If safe, before evacuating, stabilize any laboratory procedure that could lead to further danger. (Example: turn off Bunsen burners or electrical equipment.) <p>Outside the Building:</p> <ul style="list-style-type: none"> ❖ Move away from trees, signs, buildings, electrical poles, wires, fires, and smoke. ❖ Protect your head with your arms from falling debris. ❖ Proceed to the emergency assembly area or a pre-designated alternate assembly area. Report to your roll taker. ❖ Stay alert for further instructions.
<p>ELEVATOR FAILURE</p>	<p>If you are trapped in an elevator, use the emergency telephone inside the elevator to call for assistance or press the elevator alarm inside the elevator to signal for help.</p>
<p>EXPLOSION</p>	<p>If there is an explosion:</p> <ul style="list-style-type: none"> ❖ Take cover under sturdy furniture, or leave the building if safe and directed to do so by emergency responders. ❖ Stay away from windows. ❖ Do not light matches. ❖ Move away from the hazard site to a safe location. ❖ If instructed to evacuate, use the stairs only; do not use the elevators.
<p>FIRE</p>	<p>Building occupants are required by law to evacuate a building when the fire alarm sounds.</p> <ul style="list-style-type: none"> ❖ Evacuate using your closest and safest emergency exit (follow evacuation signage). ❖ If you see a fire and the alarm is not sounding, immediately notify the fire department by pulling the hand pull at the alarm station upon evacuating. Call 911 from a safe location to provide details of the situation. ❖ If trained, able and safe (with a sure and safe exit), use a portable

	<p>fire extinguisher to extinguish the fire. Attempt no more than 5 second of extinguisher use to put out the fire. If the fire continues to burn, evacuate immediately.</p> <ul style="list-style-type: none"> ❖ On your way out, warn others, lock and close doors. ❖ Use stairs only; do not use elevators. ❖ Move away from fire and smoke. Close doors and windows if time permits. ❖ Touch closed doors with the back of your hand to check for heat. If cool, open slowly. Do not open doors if they are hot; seek an alternative exit. ❖ Re-enter the building only when instructed to do so by emergency responders.
FLOOD OR PLUMBING FAILURE	<ul style="list-style-type: none"> ❖ Cease using electrical equipment. ❖ Evacuate the building if necessary and proceed to the emergency assembly area. ❖ Call Physical Plant.
GAS SMELL	<p>If you smell natural gas:</p> <ul style="list-style-type: none"> ❖ Cease all operations immediately. ❖ Do not operate light switches. ❖ Evacuate as soon as possible. ❖ Call Police. ❖ Call Physical Plant. If the space is leased, call the building contact.
HAZARDOUS MATERIAL RELEASE	<p>(a) For Non-Users Of The Hazardous Material: If a hazardous material is released or spilled near you and you are not a user nor knowledgeable about hazardous materials, call 911 immediately and move away from the release area.</p> <p>(b) For Users Of The Hazardous Material: If you are a hazardous material user and you caused the release of a hazardous material, follow the department’s hazardous materials spill emergency procedures for cleaning up the spill. All hazardous materials users should be trained on proper use and storage of hazardous materials, including proper procedures for preventing spills and emergency procedures when a spill occurs. If you have not been trained and do not know what to do, leave the area and warn others. When you are at a safe location, call 911 immediately.</p>
MEDICAL EMERGENCY	<ul style="list-style-type: none"> ❖ If you are injured or have a medical emergency in the workplace, call 911. If you are unable to use the phone, verbally call for help. Anyone who hears you should summon help by calling 911. ❖ If you witness an injury or medical emergency in the workplace, immediately assist the injured if it is safe for you to do so. Then call 911 as soon as possible from a safe location.

STEAM LINE FAILURE	<ul style="list-style-type: none"> ❖ Avoid live steam. Serious burns can result. ❖ Call Physical Plant. If leased space, call the building owner or contact person.
SUSPICIOUS PACKAGE	<ul style="list-style-type: none"> ❖ A suspicious-looking box, package, object, or container in or near your work area may be a bomb or explosive material. Do not handle or touch the object. Move to a safe area and call the Police immediately. Use a telephone in a safe area. Do not operate any power switches, and do not activate the fire alarm.
UTILITY FAILURE	<ul style="list-style-type: none"> ❖ In the event of a major utility failure, notify Physical Plant (or the building owner, if you are off-campus in a leased space). ❖ Evacuate the building if the fire alarm sounds and/or upon notification by Police or CruzAlert. ❖ In laboratory buildings, fume hoods do not operate during a power outage and many laboratories should not be used until ventilation is properly restored.
VENTILATION PROBLEM	<p>If you smell odors coming from the ventilation system:</p> <ul style="list-style-type: none"> ❖ Immediately notify Physical Plant. If in leased space, notify the building owner or contact person. ❖ If necessary, cease all operations immediately. ❖ If necessary, evacuate the building and proceed to the Emergency Assembly Area. ❖ If smoke is present, pull the fire alarm, then call Police from a safe location.

EMERGENCY PHONE NUMBERS AND COMMUNICATION RESOURCES

Agency	District / Area / System	Number / Resource
Police / Fire	Santa Cruz	911
Police Non-emergency	UCSC Campus Police Department	(931) 459-2231 ext. 1
CruzAlert	UCSC employees & students emergency alerts	https://oes.ucsc.edu/cruzalert/fac-staff-signup.html
Police Scotts Valley, Non-emergency	Scotts Valley	(831) 440-5670
Environmental Health and Safety	UCSC Campus	(831) 459-2553

Fire Department, Scotts Valley, Non-emergency	Scotts Valley Glenwood Station	(831) 438-0211
Santa Clara Police, Non-emergency	Santa Clara	(408) 615-4700
Santa Clara Fire Dept, Non-emergency	Santa Clara	(408) 615-4900
UCSC Emergency Services	Campus https://oes.ucsc.edu/	(831) 459-2342, oes@ucsc.edu
Santa Cruz Radio	Santa Cruz - Emergency Broadcast Station	KSCO, AM 1080
Santa Cruz Radio	Santa Cruz Region	KZSC, 88.1 FM
San Jose Radio	San Jose	KSOL, 98.9 Spanish
Bay Area Radio	San Francisco Bay Area	KCBS, 740 AM
Santa Cruz Radio		KUSP, FM 88.9
Santa Cruz Radio		KPIG, FM 107.5
Santa Cruz Code Red	Santa Cruz Region	https://public.coderedweb.com/cne/en-US/218A80E36F49
ALERTSCC	Santa Clara County Emergency Alert System	https://www.sccgov.org/sites/alertsc/Pages/home.aspx

KEY ACRONYMS, TERMS AND DEFINITIONS

Acronym	Term	Description
BEC	Building Emergency Coordinator	Lead building evacuation
BECP	Building Emergency Coordinator Plan	Provides procedures for initial emergency preparedness planning and response for a specific building and its occupants.
BCC	Business Continuity Coordinator	Preparer of department level UC Ready Plan (the department emergency and continuity plans)
BCP	Business Continuity Planner	Facilitator of UC Ready Program (dept. of OES)
DOC	Department Operations Center	A division-specific emergency/continuity response team
EM	Emergency Manager	Emergency management (dept. of OES)
EAP	Emergency Action Plan	Department level emergency plan (UC Ready)

EAPC	Emergency Action Plan Coordinator	Authors department Emergency Action Plan
EOC	Emergency Operations Center	Meeting location for emergency management team
FEMA	Federal Emergency Management System	An agency of the United States Department of Homeland Security
FM	Floor Marshal	Work area lead for evacuation or sheltering
ICS	Incident Command System	A standardized approach to emergency and continuity management
OES	Office of Emergency Services	Business Continuity, Campus Fire Marshal, Emergency Management
SEMS	Standardized Emergency Management System	California's emergency response program
UC Ready	UC Ready	A University of Californian emergency and business continuity management software program used by UC Santa Cruz
UCSC	University of California, Santa Cruz	University of California, Santa Cruz

REFERENCES

University of California, Policy on Safeguards, Security and Emergency Management, 2006.
<http://www.ucop.edu/risk-services/crisis-management/>

FEMA <https://www.fema.gov/>

OSHA Emergency Action Plan, Evacuation Elements.
<https://www.osha.gov/SLTC/etools/evacuation/evac.html>

Standardized Emergency Management <http://www.caloes.ca.gov/cal-oes-divisions/planning-preparedness/standardized-emergency-management-system>