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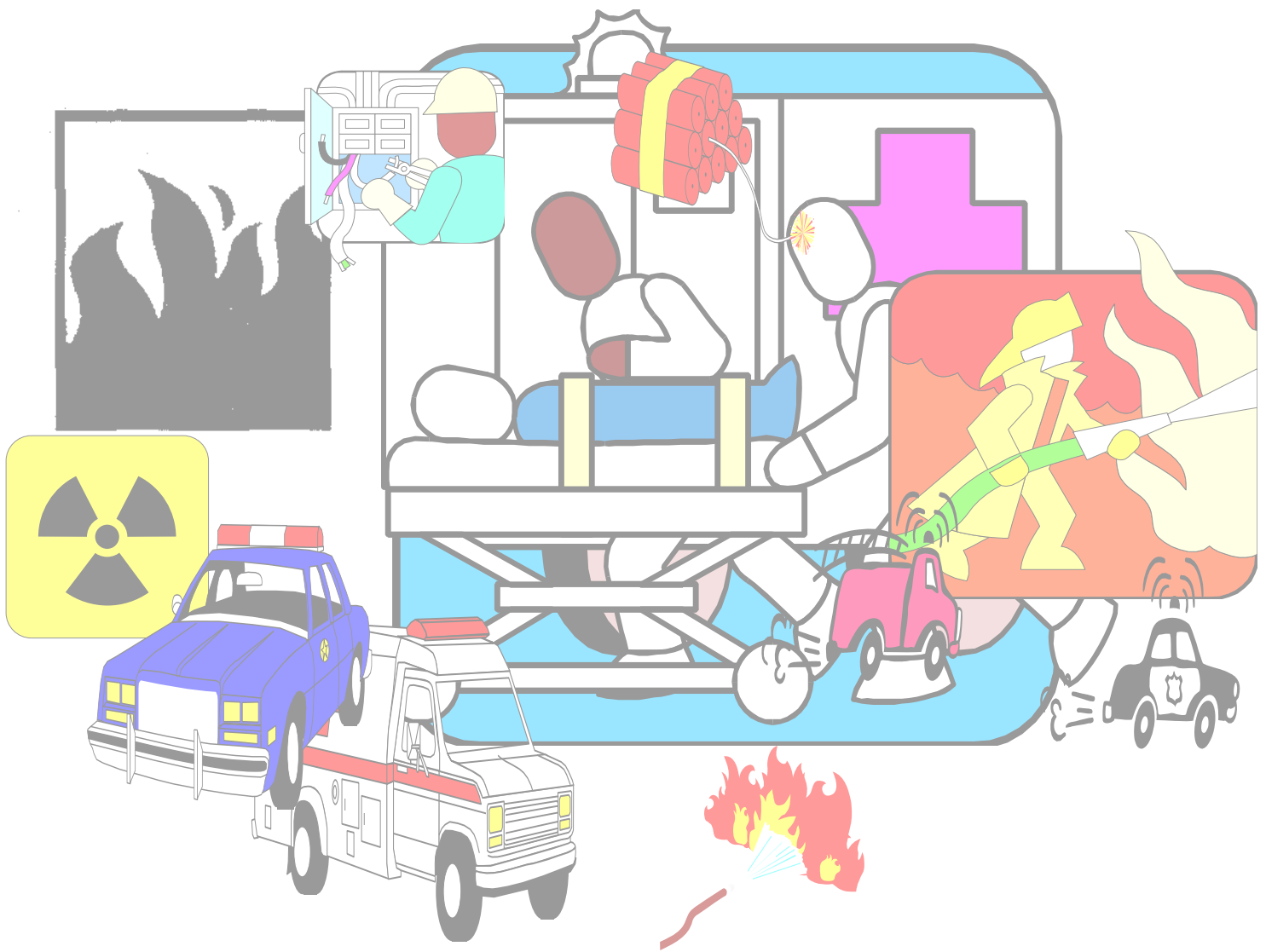
# **Emergency Procedures**

To find designated Emergency Assembly areas for SDSURF Alvarado Medical Center buildings please see the following web page <http://bfa.sdsu.edu/emergency/amc.htm>

BUILDINGS:

**Alvarado Medical Center  
6475, 6505 & 6495 Alvarado Road  
SAN DIEGO, CA 92120**

**Be Calm - Be Prepared - Be Safe!**



*Emergency Procedures\_Alvarado Medical Center 6475,6495 & 6505  
San Diego State University Research Foundation  
Risk Management - 619-594-0858*

# Emergency Procedures

San Diego State University Research Foundation  
Risk Management  
619-594-0858

*Be Calm - Be Prepared - Be Safe!*

BUILDING:

**Alvarado Medical Center**  
**6475, 6505 & 6495 Alvarado Road**  
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# For On-Site EMERGENCIES

**S.D. Police - Fire - Medical**  
**Dial 9-1-1**

**SDSU Public Safety:**  
**619-594-1991** (24 Hrs/Day)

For: SDSU University Police

**SDSUR Foundation Facilities Management:**  
**619-594-5761**

For: Custodial Services  
Utility Problems  
Building

**SDSU Environmental Health & Safety:**  
**619-594-6778** (8:00 a.m.-4:30 p.m.)  
**619-594-1991** (after hours)

For: Chemical & Biochemical Spills  
Radiation Spills  
Toxic Fumes

**SDG&E**  
**800-611-7343**

For: Emergency & Outages 24hrs per day

**San Diego Water Services**  
**619-515-3525**

For: Emergency Water & Sewer Repair

**Poison Control**  
**800-876-4766**

**City of San Diego**  
**619-615-6111**

# **Introduction**

The information included in this manual is not all-inclusive, but covers most actions taken during emergencies. Common sense must prevail when instructions are not available or do not fit your particular needs.

If you have questions concerning a unique situation not covered in this material, contact San Diego State University Research Foundation, Risk Management at 619-594-0858.

This plan is designed to function alone or to complement existing FEMA, State of California, CSU, SDSU and applicable local emergency plans or protocols. The objective of this plan is to prevent injuries and reduce damage caused by emergency situations. Emergencies, disasters, accidents and injuries can occur any time and without warning. Being prepared physically as well as psychologically to handle emergencies is an individual as well as organizational responsibility.

San Diego State University Research Foundation has established emergency procedures for you to follow so that the effects of those emergencies can be minimized. **YOUR SAFETY IS OF PRIMARY IMPORTANCE.**

A great deal of planning and training has gone into meeting the goals of our Emergency Preparedness Program. Emergency Managers have been established and earthquake and fire safety training is available upon request.

The purpose of this guide is to acquaint you with some basic safety procedures to follow in handling emergencies and disasters, with guidelines to follow at work and at home. Becoming familiar with this information will enhance your chances of protecting yourself and others.

The more you are prepared, the better you can act to minimize panic and confusion when an emergency occurs. No matter what the crisis; **THINK** before you **ACT**, then act swiftly to minimize your exposure to danger.

Please read this guide thoroughly **BEFORE** an emergency occurs and become acquainted with your Emergency Response Plans.

For further information and training on earthquake response and fire prevention, contact the SDSU Department of Public Safety Office of Emergency Preparedness, 619-594-1987 or SDSUR Foundation Risk Management, 619-594-0858

# How to Prepare

*What can / do to be better prepared?*

Read this material several times and keep it handy. Be familiar with your building's floor plan. Know where the stairs and fire extinguishers are located. Keep on hand such **PERSONAL** items as:

- Medications (these must be properly safeguarded)
- Flashlight (and batteries)
- Sweater
- Comfortable shoes
- Books to read, pack of cards, etc.
- Some food items such as food bars
- Water in bottles or cans

Cooperate with all practice drills and training programs.

Prepare yourself and your family at home so they will know what to do, where to go, and how to cope until you are able to get home.

See the San Diego State University "Emergency Management" website for tips and important information. <http://bfa.sdsu.edu/emergency/> Please make a hard copy and keep it with you in the event you are not able to access the Internet.

Attend Cardiopulmonary Resuscitation (CPR) and First Aid Classes that are offered by the American Red Cross.

# Medical Emergencies

## Serious Illness or Injury

In the event of a serious illness or injury, immediately call -9-1-1. If you notice any jewelry with an inscription of medical information, bring it to the dispatcher's attention.

Give appropriate first aid until the Police arrive.  
Do not move victim unless absolutely necessary.

HAVE SOMEONE escort Emergency personnel to the scene.

### FIRST AID TIPS:

- **Start Breathing** - Gently tilt the head back and open the airway. Pinch the nose closed and give 2 slow full breaths. Watch the chest rise and fall during each breath. Breathe into the victim once every 5 seconds; for infants breathe more gently once every 3 seconds.
- **Stop Bleeding** - Press directly onto the wound with sterile gauze, sanitary napkin, clean handkerchief, or bare hand. Maintain steady pressure for 5 to 15 minutes. If bleeding is from an arm or leg, elevate that limb.
- **Treat for Shock** - Keep victim warm and calm, with legs slightly elevated.
- **Choking** - For a victim in distress, who can speak, cough or breath, do not interfere. Coughing is the best way to remove an obstruction. Check victim's mouth and clear of foreign matter. Lower head and give four back blows. If still choking, use four abdominal thrusts.
- **Electric Shock** - Do not touch a person who has been in contact with electric current until you are certain the electricity is turned off. If the victim is in contact with a wire or a downed power line, use a dry stick to move it away. If ground is wet, do not approach. If you can safely approach, check for breathing. Open the airway if breathing is weak or has stopped. Begin Rescue Breathing after a few seconds.
- **Poisoning** - If the victim is conscious, call the Poison Control Center 800-876-4766.

If victim is unconscious, call 9-1-1.

## Power Outage

In the event of a power outage contact SDSUR Foundation Facilities Management at

**619-594-5761.**

- **Remain calm and in place.**
- **If evacuation of the building is required, seek out any disabled persons and provide assistance. Exit by stairway. DO NOT ATTEMPT TO USE ELEVATORS.**
- **Laboratory personnel should secure experiments or activities that may present a danger with the electrical power off or when it is restored unexpectedly. When mechanical ventilation is interrupted, vapors of chemicals may reach hazardous concentrations. To avoid this, use natural ventilation and clean up or put away chemicals and close containers. If this is not possible, respirators may be required until situation is stabilized.**
- **Unplug all electrical equipment, movie projectors, TV sets, computers, audio-visuals and turn off light switches unless needed. When power returns, it may be in a surge and blow out light bulbs and other equipment if left on.**
- **Contact SDSUR Foundation Facilities Management at 619-594-5761 or SDG&E at 800-611-7343 for information regarding scope of outage and expected length of outage.**
- **If evacuation is necessary, use flashlights or light sticks to evacuate to assembly area.**

### **In the event that people are trapped in an elevator.**

- **Tell the passengers to stay calm and that you will get help.**
- **Telephone SDSUR Foundation Facilities Management at 619-594-5761**
- **Try to keep the trapped passengers calm. Talk to them until a police officer arrives.**

# Explosion

## Employee Actions

In the event of explosion in the building, employees should take the following actions:

- Immediately take cover under tables, desks, or other such objects providing protection against flying glass and debris.
- After the immediate effects of the explosion have subsided, call –9-1-1.
- If necessary, activate the building fire alarm system.
- Evacuate the immediate area of the explosion.
- Seek out and assist injured and disabled persons in evacuating the building. Exit via the stairway. Do not use elevator.
- Once outside, move at least 150 feet away from the building. Keep roadways and walkways clear for emergency vehicles.

**Wait for further instructions from the Police or other emergency personnel. Do not re-enter the building until they instruct you to do so.**

# Earthquake

During the earthquake:

1. Take cover underneath a desk or table. **PROTECT YOUR HEAD AND NECK.**
2. Stay away from windows and objects, which could fall on you.
3. Stay where you are - **DO NOT RUN OUTSIDE.** Falling debris may cause injury.
4. **DO NOT USE ELEVATORS.**
5. If outdoors, stay in an open area. **DO NOT ENTER** the building.

*What if you are in an elevator?*

If you are in an elevator, you are probably better protected than most people - the elevator will not fall down the shaft and nothing heavy is likely to fall on you.

If the power fails, the elevators will stop, and the lights will go off. SDSUR Foundation Facilities Management or other emergency personnel will respond as quickly as possible and advise you how rescue will occur. Upon rescue, take directions from Emergency Personnel.

*What happens to the University and Foundation during this time?*

Plans have been made for all essential University functions to continue on a temporary basis. Personnel and facilities are designated to carry on operations on a limited basis. Alternate office facilities will be established, if necessary. Normal operations will be restored as soon as possible.

*What happens during a major earthquake and how will I know it when it comes?*

- You can't miss it.
- Everything shakes and rattles.
- There is a lot of noise.
- Things may fall and break (such as ceiling tiles, bookcases, file cabinets, and other furniture that has not been anchored to walls or floors).
- The motion may be severe - if you are standing you may be thrown to the ground. Many things stop working (lights, telephones, elevators, heat and air conditioning).
- Some exterior windows will probably break, causing shattered glass and strong drafts. There will be a mess. If there isn't a mess, you haven't had "The Big One."

### *How long will it last?*

The shaking may last only a minute or two. But, there may be a number of aftershocks (over several days/ weeks/months).

### *What are the biggest dangers?*

- Falling objects (pictures, things in cupboards and on shelves, ceiling tiles and fixtures, furniture, file cabinets and bookshelves).
- Swinging doors and broken windows.
- Possible fires (from broken natural gas lines, electrical short circuits, or other causes).

### *Practice DUCK and COVER!*

After the earthquake:

#### *Check for injured*

Give or seek first aid. **DO NOT MOVE THE VICTIM UNLESS NECESSARY.**

#### *Be prepared for AFTERSHOCKS.*

Do not return to your office unless instructed by Emergency Personnel.

Replace telephone handsets that have been shaken off. **DO NOT TRY TO USE THE TELEPHONES** except to report fires or medical emergencies. (Even if they do still work, they will be needed for emergency communications. Your Emergency personnel will keep you informed of what has happened and what you should do.)

Wait for and follow instructions from Emergency Response Teams. Turn on a battery-powered radio to learn about what has happened.

#### *Alert emergency responders*

Notify (Police - Fire- Medical) to situations requiring their attention.

*Be prepared to evacuate to lower floors, if necessary.*

*Secure any broken utility lines, if able, prior to evacuation.*

## Evacuation

To find designated Emergency Assembly areas for SDSURF Alvarado Medical Center buildings please see the following web page <http://bfa.sdsu.edu/emergency/amc.htm>

Determine in advance the nearest exit to your work location and the route you will follow to reach that exit in the event of an emergency. Also establish an alternate route to be used in the event your route is blocked or unsafe to use.

Follow instructions from emergency personnel. *Remember* - if time and conditions permit, secure your workplace, and don't forget important personal items (car keys, purse, medication, glasses).

- Walk; DO NOT RUN - keep noise to a minimum so you can hear emergency instructions.
- DO NOT USE ELEVATORS.
- DO NOT push or crowd, USE HANDRAILS IN STAIRWELLS - STAY TO THE RIGHT.
- Follow instructions from Emergency personnel.
- Move to your evacuation point unless otherwise instructed.
- Check doors for heat before opening.
- Assist people with disabilities.

If there is no fire in the area, but the alarm has sounded.

Wait at your primary exit until notified to relocate.

If relocating outside the building:

- Move away from the building...quickly.
- Watch for falling glass, etc.
- Stay with your Team Leader who should keep track of employees from your area.

If you have relocated away from the building, DO NOT return until you are notified that it's safe to return.

***WALK-don't run!***

## Evacuation of Disabled Persons

In most cases, evacuations may not be necessary or advisable. In case it is, here are some helpful hints for assisting people with disabilities:

### *Non-ambulatory persons:*

There are many considerations when moving a person in a wheelchair. Wheelchairs have movable parts; some are not designed to withstand stress or lifting. You may have, to remove the chair batteries. Life support equipment may be attached. Lifting a person with minimal ability to move may be dangerous to their well-being. Always consult with the person in the chair regarding how to best assist them.

Remember in a life-threatening emergency it may be necessary to remove an individual from their wheelchair. Non-ambulatory persons may have respiratory complications. Remove them from smoke or fumes immediately and determine their needs and preferences.

Always consult with the person with regard to:

- Ways of being removed from the wheelchair. **WHEELCHAIRS SHOULD NOT BE USED IN STAIRWELLS, IF AT ALL POSSIBLE.**
- The number of people necessary for assistance.
- Whether to extend or move extremities when lifting because of pain, catheter leg bags, spasms, braces, etc.
- Whether a seat cushion or pad should be brought along if they are removed from the chair.
- Whether to carry forward or backward on a flight of stairs.
- Assist as needed if removed from the wheelchair ~i.e., whether they prefer a stretcher, chair with cushion pad, car seat, or if paramedic assistance is necessary).

## **Visually impaired persons:**

Most visually impaired persons will be familiar with the immediate area they are in. In the event of an emergency, tell the person the nature of the emergency and offer to guide him/her by having the person take your elbow and escorting him/her (this is the preferred method when acting as a "sighted guide"). As you walk, tell the person where you are and advise of any obstacles. When you have reached safety, orient the person to where he/she is and ask if any further assistance is needed.

## **Hearing-impaired persons:**

Persons with impaired hearing may not perceive emergency alarms and an alternative warning technique is required. Two methods of warning are:

- Writing a note telling what the emergency is and the nearest evacuation route (e.g., "Fire - go out rear door to the right and down, NOW!").
- Turning the light switch on and off to gain attention, then indicating through gestures or in writing what is happening and what to do

# Fire Safety

Fire on your floor.

1. Call 9-1-1 and report location of fire.
2. Activate fire alarm; alert others; move everyone away from area of fire.
3. Use fire extinguisher on small (waste basket sized) fires ONLY if safe to do so.

## **FIRE EXTINGUISHER INSTRUCTIONS**

**P PULL** safety pin from handle.

**A AIM** (nozzle, cone, horn) at base of the fire.

**S SQUEEZE** the trigger handle.

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

4. For larger fires, GET OUT, close doors, confine fire as much as possible.
5. If your clothing catches fire ...

**STOP ... DROP ... ROLL**

*When a fire alarm is activated on your floor.-*

1. Proceed to the nearest EXIT - FOLLOW DIRECTIONS OF EMERGENCY PERSONNEL. Feel door (top and bottom) for heat - use back of hand. If HOT -do not open; if not hot, open door slowly. Stand behind door and to one side; be prepared to close it quickly if fire is present.
2. USE STAIRWAY FOR EXIT, DO NOT USE ELEVATORS. Be sure to close the stairwell door behind you. (Stay low when moving through smoke), walk down to the ground floor and exit. Know the location of an alternate exit.

*If trapped in room:*

Place cloth material around/under door to prevent smoke from entering.

Retreat - close as many doors as possible between you and the fire. Be prepared to signal from window - but, DO NOT break glass unless absolutely necessary (outside smoke may be drawn in).

*If caught in smoke:*

Drop to hands and knees and crawl; hold breath as much as possible; breathe shallowly through nose and use blouse, shirt, jacket as filter.

***If forced to advance through flames:***

**Hold your breath; move quickly; cover head/hair; keep head down and close eyes as often as possible.**

#### **FIRE SAFETY IN SUMMARY**

**Your own common sense is the finest safety device ever developed. Above all ... remember to use your head.**

**Dial 9-1-1 for Fire Emergency.**

**Prepare yourself in advance; know where to go and how to get there. If your work station is located within an office, know in advance exactly how many doors you will have to pass along your evacuation route before you reach your nearest exit door. This tip will be very helpful in the event you encounter heavy smoke. Remember, when heavy smoke is present, often the exit signs above the doors may be camouflaged by the smoke. If you know in advance how many doors you will have to pass, you can then crawl or crouch low with head 30-36" from the floor (watching the base of the wall) and count out the number of doors you pass, so you will know when you reach the exit door (even if you can't see that it is the exit).**

# Chemical and Radiation Spills

## CHEMICALS AND SOLVENTS

If immediate fire hazard exists or medical assistance is required, CALL - 9-1 -1. Evacuate area and await assistance.

*For spills not involving IMMEDIATE danger to life or property:*

- Confine the spill.
- Evacuate the immediate area and limit access.
- Notify area supervisor.

Any spill, which can potentially cause injury to a person or property, must be reported to SDSUR Foundation Facilities Management at 619-594-5761.

### *Radioactive Material*

For a major spill involving external radiation hazard to personnel:

- Keep all persons as far away from accident scene as is practical.
- Perform life saving rescues and emergency first aid.
- Avoid spreading contamination.
- Call SDSUR Foundation Facilities Management at 619-594-5761.
- To prevent further contamination, keep all persons involved with the incident at the scene until they are monitored.

For spills not involving immediate danger to life or property:

- Confine the spill. (Wear protective clothing.) If liquid, drop absorbent paper over contamination.
- Limit access and traffic.
- Call SDSUR Foundation Facilities Management at 619-594-5761

*For spills not involving immediate danger to life or property:*

When the skin is lacerated by glassware or equipment contaminated with radioactive material, immediately wash the wounded area thoroughly under a stream of cold water. Call SDSUR Foundation Facilities Management at 619-594-5761.

Ingestion of radioactive material:

Accidental ingestion or swallowing of radioactive material should be treated like other types of poisoning. Large volumes of water with or without emetics should be swallowed, followed by throat stimulation by the fingers to induce vomiting.

# Emergency 9-1-1 Procedure

## IMMEDIATELY NOTIFY APPROPRIATE AGENCY.

Dial **9-1-1** and give the following information:

1. Nature of emergency.
2. Exact address or building.
3. Telephone number from which you are calling.
4. Your Name
5. Floor Number
6. Area or Department

**NOTE:** Do not hang up first as additional information may be needed.

If you are unsure as to seriousness of situation, you can dial 9-1-1

## Physical Threat or Assault / Workplace Violence

If you are witness to violent acts or behavior, immediately move away from the incident, then dial 911 to summon public safety.

### WORKPLACE VIOLENCE

If one or more of the following situations or activities is present in your workplace, then consider your workplace to be at potential risk of violence:

- Working alone at night and during early morning hours
- Exchange of money
- Availability of valued items such as money and jewelry
- Availability of prescription drugs
- Working with patients, clients, customers or students known or suspected to have a history of violence
- Employees or former employees with a history of assaults or who exhibit belligerent, intimidating or threatening behavior
- Employees who have been the object of belligerent, intimidating or threatening behavior from family members or significant others
- Every office or department should perform an initial assessment to identify its particular workplace security issues. If that assessment determines employees are at significant risk, the responsible manager or supervisor should contact Public Safety for additional information and training.

## **Bomb Threats**

**Bomb threats are usually received by telephone or sometimes by note or letter. Most bomb threats are made by callers who want to create an atmosphere of general anxiety and panic, but all such calls must be taken seriously and handled as though an explosive is in the building. If you receive a note or letter, immediately contact SDPD.**

**When there has been a threat, if you see a package or foreign object in an unusual place - DON'T touch it. Survey your immediate work area and immediately call SDPD to report any unusual objects or items.**

**If you receive a bomb threat call, follow these steps:**

- 1. Ask a lot of questions: Where is the bomb? When is it going to go off? What kind is it? What does it look like? Permit the caller to say as much as possible without interruption.**
- 2. Take notes on everything said and on your observations about background noise, voice characteristics, etc. Use the Bomb Threat Report in this material.**
- 3. Call Public Safety to report the threat. If possible, get a co-worker to do this while you continue talking to the caller.**

**All bomb threats are assumed to be real; it is to be considered a threat to employees and university operations. After SDPD have been notified, you will be advised if evacuation is necessary. Follow the instructions given by SDPD personnel.**

### ***Reporting***

**If an explosion of any type occurs at anytime, it should be reported immediately to 9-1-1 the San Diego Police Department.**

# Bomb Threat Report

## Description Detail Report Questions to ask:

- 1. When is bomb going to explode?
- 2. Where is it right now?
- 3. What does it look like?
- 4. What kind of bomb is it?
- 5. What will cause it to explode?
- 6. Did you place the bomb?\_
- 7. Why?
- 8. What is your address?
- 9. What is your name?

## Exact wording of the threat:

Sex of Caller:\_\_\_\_\_ Race: \_\_\_\_\_

Age: \_\_\_\_\_ Length of Call: \_\_\_\_\_ Remarks: \_\_\_\_\_

Number at which call is received: \_\_\_\_\_

Time: \_\_\_\_\_ Date: \_\_\_\_\_

Location of Threat: \_\_\_\_\_  
\_\_\_\_\_

Received by: \_\_\_\_\_  
\_\_\_\_\_

Completed by: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## Caller's Voice:

- |                                   |                                   |  |
|-----------------------------------|-----------------------------------|--|
| <input type="checkbox"/> Calm     | <input type="checkbox"/> Normal   | <input type="checkbox"/> Ragged          |
| <input type="checkbox"/> Angry    | <input type="checkbox"/> Distinct | <input type="checkbox"/> Clearing throat |
| <input type="checkbox"/> Excited  | <input type="checkbox"/> Slurred  | <input type="checkbox"/> Deep breathing  |
| <input type="checkbox"/> Slow     | <input type="checkbox"/> Nasal    | <input type="checkbox"/> Cracked voice   |
| <input type="checkbox"/> Soft     | <input type="checkbox"/> Stutter  | <input type="checkbox"/> Disguised       |
| <input type="checkbox"/> Loud     | <input type="checkbox"/> Lisp     | <input type="checkbox"/> Accent          |
| <input type="checkbox"/> Laughter | <input type="checkbox"/> Raspy    | <input type="checkbox"/> Familiar        |
| <input type="checkbox"/> Crying   | <input type="checkbox"/> Deep     |  |

## If voice is familiar, who did it sound like?

## Background Sounds:

- |  |  |
|--|--|
| <input type="checkbox"/> Street noises | <input type="checkbox"/> Office machinery  |
| <input type="checkbox"/> Animal noises | <input type="checkbox"/> Factory machinery |
| <input type="checkbox"/> Clear         | <input type="checkbox"/> Voices            |
| <input type="checkbox"/> Static        | <input type="checkbox"/> PA system         |
| <input type="checkbox"/> Music         | <input type="checkbox"/> Local             |
| <input type="checkbox"/> House noise   | <input type="checkbox"/> Long distance     |
| <input type="checkbox"/> Motor         | <input type="checkbox"/> Booth             |
| <input type="checkbox"/> Other         |  |

## Threat Language:

- |   |   |
|---|---|
| <input type="checkbox"/> Well spoken (educated) | <input type="checkbox"/> Incoherent                   |
| <input type="checkbox"/> Foul                   | <input type="checkbox"/> Taped                        |
| <input type="checkbox"/> Irrational             | <input type="checkbox"/> Message read by threat maker |

*Alvarado Medical Emergency Manager*

Floor **EMERGENCY EVACUATION**

**Building**

**Alternates:**

**Team Leader/Building Manager:**

- Floor Marshall     Area 1**
- Floor Marshall     Area 2**
- Floor Marshall     Area 3**
- Floor Marshall     Area 4**
- Floor Marshall     Area 5**
- Floor Marshall     Area 6**

**Predesignated Assembly Area**  
**See SDSU Emergency**



## Alvarado Medical Buildings

January 2006

Determine in advance the nearest exit to your work location and route you will follow. Establish an alternative route and exit in the event your route is blocked.

Follow Instructions of emergency personnel and Safety Coordinator(s). Remember – if time permits, secure your workplace, close office doors and remember important personal items (car keys, purse, glasses)

- Walk, Do Not Run – keep noise to a minimum so you and others can hear emergency instructions.
- Do Not Use Elevators
- Do not push or crowd, use handrails in stairwells – stay to the right.
- Move away from doors and building quickly. Follow instructions from Emergency personnel.
- Walk to your *INITIAL* staging area (Campanile Mall) unless otherwise instructed.
- Check in with your department/designated Floor Monitor/Safety Coordinator (yellow vest).
- Assist people with disabilities.
- Do not return back inside the building until notified it is safe.

SDSUR  
FOUNDATION