

**STATE OF CALIFORNIA
DEPARTMENT OF GENERAL SERVICES
OFFICE OF FLEET ADMINISTRATION**

EMERGENCY PREPARDNESS PLAN

FOR

**Office of Fleet Administration (OFA) –
Headquarters
800 Q Street
Sacramento, CA 95814**

**OFA – Sacramento Garage
1416 10th Street
Sacramento, CA 95814**

**OFA – Capitol Garage
State Capitol - Basement
Sacramento, CA 95814**

**OFA – Davis Auction Lot
5950 Chiles Road
Davis, CA 95618**

**OFA – Fresno Garage
1025 P Street
Fresno, CA 93721**

**OFA – Los Angeles Garage
1645 N Main Street
Los Angeles, CA 90012**

**OFA – Oakland Garage
401 27th Street
Oakland, CA 94612**

**OFA – San Diego Garage
5878 Autoport Mall
San Diego, CA 92121**

**IN CASE OF EMERGENCY
DIAL 9 + 9-1-1
GIVE BUILDING ADDRESS**

August 8, 2006



**Elizabeth Stumpf, Safety Coordinator
(916) 322-1733**

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GENERAL INFORMATION

INTRODUCTION

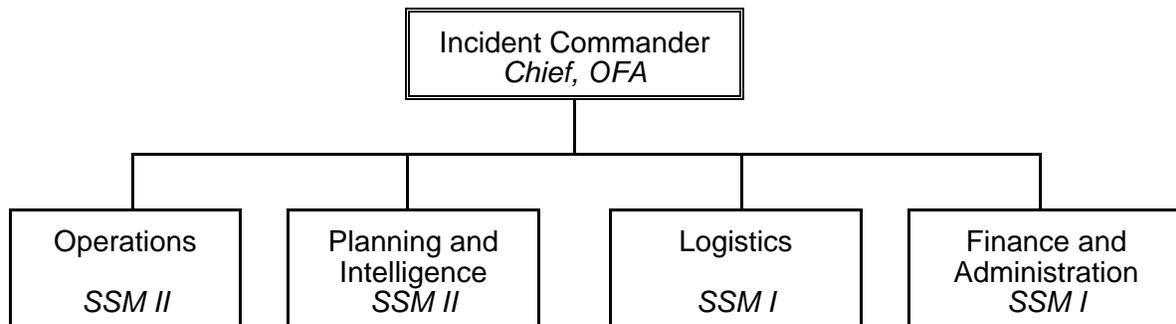
This is the Emergency Preparedness Plan for the Department of General Services, Office of Fleet Administration (OFA). OFA's headquarters is located at 800 Q Street, Sacramento, California. OFA has three (3) regions of Fleet Administration Inspectors and five (5) State fleet garages located statewide, which would coordinate through OFA headquarters.

OFA provides transportation and commute-related services statewide with our focus on the needs of our customer. This office is responsible for the establishment, implementation, and maintenance of policies and procedures governing state-owned fleet administration. Transportation-related services provided include vehicle pools, repair facilities, vehicle inspection, employee parking, discount air fares, commercial car rentals, vehicle acquisition and disposition, and consultation regarding fleet administration management.

The purpose of this plan is to provide the OFA personnel with the organization and procedures necessary to cope with emergency situations and to define the duties and responsibilities of the personnel assigned emergency functions.

ORGANIZATIONAL STRUCTURE

To carry out the responsibilities and procedures as set forth in the plan, the organization is as follows: Personnel assignments are listed in the Emergency Notification Roster and copies of the Emergency Notification Roster are posted at strategic points throughout the building.



Duties and Responsibilities

The duties and responsibilities of the personnel having emergency assignments are defined in general terms below. The alternate assignments designated in the roster shall act in coordination with or in place of the primary in case of the latter's absence from the building. They shall also coordinate with the primary Incident Commander as may be required if both are present in time of emergency.

Incident Commander: Debra Bouler

Alternate: Rick Shedd

Responsible for overall emergency policy and coordination. The Incident Commander may assign personnel for both a Command Staff and a General Staff. The Command Staff provides information, safety and liaison services for the entire organization. The General Staff are assigned major functional authority for Operations, Planning/Intelligence, Logistics and Finance/Administration.

Operations: Bryon Rush

Alternate: Laurie Sato

Responsible for coordinating all jurisdictional functions in support of the response to the emergency. Identifies, assigns, and organizes resources which may be necessary during an incident.

Planning and Intelligence: Rick Shedd

Alternate: Elizabeth Stumpf

Responsible for collecting, evaluating, and displaying information regarding the incident. Develop Incident Action Plans, conduct long-range planning, plan demobilization efforts and maintain resources status information and documentation.

Logistics: Rick Slama

Alternate: Steve Nielsen

Responsible for all of the services and support needs of an incident, including obtaining essential personnel, facilities, equipment, and supplies.

Finance and Administration: Matthew Pietralunga

Alternate: Evita Choquette

Responsible for on-site financial management as needed. Potential units of this section include timekeeping, procurement, compensation/claims and cost; however, not all of the units may be required and will only be established based upon need.

Command Teams

1. **Emergency Response Team (ERT)**

Develops and maintains a current updated emergency plan for the Headquarters buildings. Coordinates with the personnel assigned specific emergency responsibilities to ensure that periodic training is conducted and that all occupants of the Headquarters facilities have been properly instructed in the execution of established emergency procedures. Supervises the emergency evacuation of the Headquarters facilities.

2. **Utilities Team**

Responsible for turning off electrical equipment (i.e. copy machines, printers, kitchen appliances), and ensure that employees turn off their individual computers.

3. **Elevator Monitors**

Responsible for checking elevators for individuals who may be stranded, turning off elevator switch, and summoning help if needed.

4. **Search Teams**

- a. Responsible for evacuation of personnel in their designated area. Search bathrooms, conference room, offices, computer room, storeroom, and break room. The searcher will post yellow stickers on doors to indicate offices and rooms have been checked are not occupied.
- b. Remain in their assigned area and give directions and instructions to employees to evacuate the area.
- c. Make sure personnel requiring special assistance are evacuated first. The Incident Commander and Emergency Response Team member will determine who these personnel are in advance.
- d. Keep unauthorized personnel out of area while being evacuated.
- e. Assist searching personnel **when requested**. (This will consist of making notifying searching personnel of the whereabouts of an unaccounted personnel or identification of unidentified articles. Suspected articles are not to be moved or touched.)
- f. Exit the building and report to the Incident Commander or the Command Staff during and evacuation.

5. **First Aid and CPR Team**

Maintains a portable first aid kit. The duty of the First Aid and/or CPR team is to perform emergency first aid/C.P.R. treatment until professional medical assistance can be secured.

6. Gate Arms Team

Responsible for opening entrance/exit gates in parking structure and directing traffic when necessary.

Emergency Facilities

1. Command Center

The primary Command Center for 800 Q Street facility in any emergency will be located in the Conference Room at 800 Q Street. The telephone number is 322-1418. The secondary Command Center, located in Conference Room at 1416 10th Street, will be used as a backup location, if necessary. That telephone number is 653-6863.

2. Building Access/Security System

The doors and windows of the Headquarters facilities are electrically alarmed and monitored. Employees having access cards have been instructed in their use for obtaining access to the building after hours.

3. Communications System

Internal communications will be by telephone/cellular/two-way radio facilities available or by messenger. Messengers will be designated as needed.

After-Hours and Holiday Emergency Procedures

In the event of an emergency during non-working hours, employees when on the premises shall call **9 + 9-1-1**.

During non-working hours, the California Highway Patrol will pass through the building evacuating any remaining tenants. Employees who are requested to evacuate the building will use the same evacuation routes and sites as predetermined for daytime evacuations unless informed otherwise. The California Highway Patrol will contact the Incident Commander or the Assistant. The Incident Commander or Assistant will advise if the building will be closed or when employees may re-enter.

If an alarm is accidentally set off in the Los Angeles Garage after hours, contact Allen Alarm Systems immediately at 1-800-660-2553.

IN CASE OF AN EMERGENCY

DIAL 9 + 9-1-1

EMERGENCY CALL LIST

Give Address: Your building location

Cross Street: Provide major cross street nearest your location

- State type of emergency (medical, police, fire).
- Give location in building (front, east side, west side, garage, etc.).
- Give a call back telephone number.
- Give your name.
- **Do not** hang up first.

Call Incident Commander (800 Q Street): DEBRA BOULER, 327-2007*

- **or** Assistant Incident Commander (800 Q Street): RICK SHEDD, 327-2083
- **or** Operations Coordinator (1416 10th Street): BRYON RUSH, 657-4514
- **or** Assistant Operations Coordinator (800 Q Street): LAURIE SATO, 327-1062
- **or** Planning and Intelligence Coordinator (800 Q Street): RICK SHEDD, 327-2083
- **or** Assistant Planning and Intelligence Coordinator (800 Q Street): ELIZABETH STUMPF, 322-1733
- **or** Logistics Coordinator (800 Q Street): RICK SLAMA, 327-2567
- **or** Assistant Logistics Coordinator (1416 10th Street): STEVE NIELSEN, 653-7017
- **or** Finance and Administration Coordinator (800 Q Street): MATT PIETRALUNGA, 323-8017
- **or** Assistant Finance and Administration Coordinator (800 Q Street): EVITA CHOQUETTE, 327-2037
- **or the assigned Emergency Response Team member at each location.**
- The Incident Commander or Assistant Incident Commander will assign staff to the front entrance of the building facility to direct emergency response equipment and personnel to the appropriate entrance.

*All phone numbers are in the area code 916 unless otherwise noted.

DGS EMPLOYEE EMERGENCY INFORMATION LINE

The Department of General Services has established a toll free telephone number for DGS employees to receive information pertaining to their worksite in the event of an emergency. Emergencies could close your worksites due to fire, flooding, earthquakes, terrorist acts, electrical blackouts or pandemic outbreaks.

In the event this may occur, all DGS employees are directed to call **1-866-556-0704** to receive current information on the status of the emergency. The recorded message will provide detailed information on building closures and will instruct employees whether to report to work or remain at home. The recorded message will be updated as the emergency situation changes. Please keep this telephone number at your home and also with you when traveling. This number can be accessed 24/7.

EMERGENCY NOTIFICATION ROSTER

OFFICE OF FLEET ADMINISTRATION
800 Q STREET AND 1416 10TH STREET
HEADQUARTERS BUILDINGS

IN CASE OF EMERGENCY CALL 9 + 9-1-1 THEN CONTACT THE FOLLOWING EMERGENCY COMMAND STAFF:

	TELEPHONE*	CELL PHONE
Call Incident Commander: DEBRA BOULER	327-2007	825-3626
Assistant Incident Commander (800 Q Street): RICK SHEDD	327-2083	825-9696
Operations Coordinator (1416 10th Street): BRYON RUSH	657-4514	825-0832
Assistant Operations Coordinator (800 Q Street): LAURIE SATO	327-1062	
Planning and Intelligence Coordinator (800 Q Street): RICK SHEDD	327-2083	825-9696
Assistant Planning and Intelligence Coordinator (800 Q Street): ELIZABETH STUMPF	322-1733	
Logistics Coordinator (800 Q Street): RICK SLAMA	327-2567	919-2362
Assistant Logistics Coordinator (1416 10th Street): STEVE NIELSEN	653-7017	
Finance and Administration Coordinator (800 Q Street): MATT PIETRALUNGA	323-8017	
Assistant Finance and Administration Coordinator (800 Q Street): EVITA CHOQUETTE	327-2037	
Primary Command Center – Office of Fleet Administration Headquarters Conference Room 800 Q Street, Sacramento, CA 95814	322-1418	
Secondary Command Center – Office of Fleet Administration Headquarters Conference Room 1416 10th Street, Sacramento, CA 95814	653-6863	
Safety Officer: ELIZABETH STUMPF 800 Q Street, Sacramento, CA 95814	322-1733	
California Highway Patrol for Non-Emergency Calls	445-2895	

*All phone numbers are in the area code 916 unless otherwise noted.

EMERGENCY NOTIFICATION - OUTSIDE ASSISTANCE

All Emergency Calls for Police / Fire / Ambulance and Paramedics

9 + 9-1-1

NON EMERGENCY

TELEPHONE

Hospital: Mercy General Hospital, 4001 J Street
Kaiser Permanente Hospital, 2025 Morse Avenue

453-4545*
973-5000

Doctor: Employee's Choice

All injuries after initial treatment, supervisor to notify:

Evita Choquette

327-2037

For emergency treatment employees are directed to go
To Sutter General Hospital 2801 L Street: Sacramento, CA

Ph # 733-8900.

For non-emergency work related injuries (in Sacramento only), employees are

Directed to go to Sutter Health @ Work Medical Association in
Natomas, 1014 W. North Market Blvd., Suite 20, Sacramento, CA

Ph # 565-8600

Employees that have a pre-designated physician on file may seek treatment from their primary doctor.

For emergency treatment and non-emergency work related injuries employees are directed to go the nearest hospital or contracted provider. The Medical Provider Network website can be used to find the nearest provider at: <http://www.scif.com/mpn/MPNhome.html>

Sacramento Municipal Utility District:

ELECTRIC

(1-888) 456-7683

No power – Service problems – 24 Hours

Pacific Gas and Electric Company:

24-Hour Emergency and Customer Service

(1-800) 743-5000

24-Hour Information on Electrical Outage

(1-800) 743-5002

GAS

383-2323

Sacramento City Water Service:

264-5371

East Bay Municipal District (Oakland Garage):

(1-866) 403-2683

San Diego Gas & Electric Company:

(1-800) 611-4343

Los Angeles Department of Water and Power (LA):

(1-800) 342-5397

Southern California Gas (Los Angeles Garage):

(1-800) 427-2000

Allen Alarm Systems (Los Angeles Garage):

BUILDING SECURITY & ALARM

(1-800) 660-2553

*All phone numbers are in the area code 916 unless otherwise noted.

**EMERGENCY RESPONSE TEAM
DEPARTMENT OF GENERAL SERVICES
OFFICE OF FLEET ADMINISTRATION**

OFA ADMINISTRATION UNIT

- **Emergency Response Team (ERT):**
 - **Elizabeth Stumpf** **322-1733**
 - **Steve Nielsen** **653-7017**
 - **Carlos Chavez** **327-2102**
 - **Robert Horsley** **327-2071**

- **Outside Debra Bouler's Office:** **Floor Warden** **Heidi Odell**
- **Outside Laurie Sato's Office:** **Floor Warden** **Jennifer Estes**
- **Center of Office:** **Floor Warden** **Carl Ciaffone**

- **Assist Disabled Persons:** **Elizabeth Stumpf**

- Utilities Team:** **Nicky Gwilt**
 Laurie Sato
 Barbara Snyder

Responsible for turning off electrical equipment (i.e., copy machines, printers, kitchen appliances), and ensure that employees turn off their individual computers.

- Elevator Monitors:** **Carlos Chavez**
 Robert Horsley

Responsible for checking elevators for individuals who may be stranded, turning off elevator switch, and summoning help if needed.

- Gate Arms Team:** **Darrell Fusselman**
 Rick Shedd

Responsible for opening entrance/exit gates in parking structure and directing traffic when necessary.

- Search Team:** **Elizabeth Stumpf**
 Jennifer Estes

Responsible for checking bathrooms, conference room, offices, computer room, storeroom, and breakroom and posting yellow stickers on doors to indicate offices and rooms have been checked and are not occupied.

- First Aid & CPR Team:** **Matthew Pietralunga**
 Elizabeth Stumpf
 Carl Ciaffone

Responsible for providing First Aid and CPR before the ambulance and/or paramedics arrive.

EMERGENCY RESPONSE TEAM

SACRAMENTO STATE GARAGE

DECISION MAKER or FIRST ON SITE: **BOB TURK or JESSE PENA** (916) 653-6926

ALTERNATES: **Marco Cuellar and Jesse Salinas**

RESPONSIBILITY: Responsible for deciding if situation is beyond Code I status and directing the emergency response team in the course of action to be taken.

SEARCHER: **Marco Cuellar**

CPR PROVIDER: **Mike Pegos**

ASSIST DISABLED PERSONS: **Tony Yiamkis, Richard Oliver**

FUEL SHUT OFF: **Chuck Turner, Greg Ranin**

ALTERNATE: **Marco Cuellar**

RESPONSIBILITY: Make sure the fuel shut-off switch is activated shutting off fuel to the gasoline pumps.

NOTE: When an alarm is sounded, any person nearest the shut-off switch can depress it as they join the response team. **Same person will notify 2nd floor staff, Inspection Services staff.**

FRONT DOOR AND ALLEY CLOSURE: **Michael Pegos**

ALTERNATE: **Jesse Salinas**

RESPONSIBILITY: Responsible for stopping vehicles and pedestrians from entering the danger area and redirecting them to alternate routes, away from danger.

ALLEY CLOSURE - WEST END: **Joe Hernandez**

ALTERNATE: **George Procida**

RESPONSIBILITY: Redirect vehicles and pedestrians from the danger area and closure of the alley and entranceway.

CLEAN UP OF SPILL: **Any person and/or all staff nearest to the spill** will join the clean up crew.

RESPONSIBILITY: Immediate containment and clean up of the spill.

FIRE EXTINGUISHERS AT SPILL: **James Ramel, Robert Gomez, and any staff member** near the extinguisher.

RESPONSIBILITY: Fire Control **Any person and/or all staff nearest the fire**

DISPATCH, PHONE and INTERCOM CONTROL: **Mike Pegos, Debbie Perez, Richard Cole**

RESPONSIBILITY: Announce call for emergency response team via the intercom system.
Relay the type of emergency by giving the emergency code to response team and staying in contact with response team decision-maker.
Alert 2nd Floor contact persons of the nature of the emergency.

CODE 1 -- DETERMINE SEVERITY OF INCIDENT

CODE 2 -- FIRE DEPARTMENT MUST BE NOTIFIED

CODE 3 -- EVACUATION OF THE BUILDING

Whoever discovers EMERGENCY reports it to dispatch and an announcement is broadcast via the intercom. Decision-maker will give the ALL CLEAR when the emergency is over. Dispatch will relay the ALL CLEAR via the intercom and relay ALL CLEAR to the 2nd floor contact persons.

Bob Turk or Jesse Pena will turn the power to the fuel dispensers on, AFTER THE ALL CLEAR IS GIVEN.

The person nearest the emergency cart is to drive the cart to the emergency area.

All garage personnel are responsible for the safety of their fellow employees. Conduct yourself in a safe and professional manner.

EMERGENCY RESPONSE TEAM

CAPITOL GARAGE

DECISION MAKER or FIRST ON SITE: **LARRY LUNA/CHP-BEAT#11** (916) 445-5644

ALTERNATES: **NIGHTS-G.MODELL/ DAYS-E.HOWERTER**

RESPONSIBILITY: Responsible for deciding if situation is beyond Code I status and directing the emergency response team in the course of action to be taken.

SEARCHER: **CHP-BEAT#11**

CPR PROVIDER: **CHP-BEAT#11/ASSEM/SENATE-EMTS/CAP-NURSE-5-3384**

ASSIST DISABLED PERSONS: **CHP-BEAT#11,/LARRY LUNA/APA-ONES**

FRONT DOOR AND ALLEY CLOSURE: **CHP-BEAT#11/LARRY LUNA/GEORGE MODELL/APA ONES**

ALTERNATE: **CHP-BEAT#11/ALL APAS-3S/2S/ONES**

RESPONSIBILITY: Responsible for stopping vehicles and pedestrians from entering the danger area and redirecting them to alternate routes, away from danger.

CLEAN UP OF SPILL: **Any person and/or all staff nearest to the spill** will join the clean up crew.

RESPONSIBILITY: Immediate containment and clean up of the spill.

FIRE EXTINGUISHERS AT SPILL: **CHP-BEAT#11/LUNA,MODELL,HOWERTER,SANCHEZ,CUSICK, and any staff member** near the extinguisher.

RESPONSIBILITY: Fire Control **Any person and/or all staff nearest the fire**

DISPATCH, PHONE and INTERCOM CONTROL: **CHP-BEAT#11/APA-3 LUNA/APA-2 MODELL**

RESPONSIBILITY: Announce call for emergency response team via the intercom system.
Relay the type of emergency by giving the emergency code to response team and staying in contact with response team decision-maker.
Alert 2nd Floor contact persons of the nature of the emergency.
CODE 1 -- DETERMINE SEVERITY OF INCIDENT
CODE 2 -- FIRE DEPARTMENT MUST BE NOTIFIED
CODE 3 -- EVACUATION OF THE BUILDING

Whoever discovers EMERGENCY reports it to dispatch and an announcement is broadcast via the intercom. Decision-maker will give the ALL CLEAR when the emergency is over. Dispatch will relay the ALL CLEAR via the intercom and relay ALL CLEAR to the 2nd floor contact persons.

All garage personnel are responsible for the safety of their fellow employees. Conduct yourself in a safe and professional manner.

EMERGENCY RESPONSE TEAM

AUCTION LOT, DAVIS

DECISION MAKER: **MIKE SCOBEE** or first on site (530) 753-3173
RESPONSIBILITY: Responsible for deciding if situation is beyond Code I status and directing the emergency response team in the course of action to be taken.

CPR PROVIDERS: **First person on site or all staff members**

OFFICE DOOR CLOSURE: **First person on site**
RESPONSIBILITY: Responsible for preventing customers from entering the danger area and redirecting them to alternate routes, away from danger.

GATE CLOSURE: **First person on site**
RESPONSIBILITY: Redirect vehicles and pedestrians from the danger area and closure of the facility and entranceway.

CLEAN UP OF SPILL: **Any person and/or all staff nearest to the spill** will join the clean up crew.
RESPONSIBILITY: Immediate containment and clean up of the spill.

FIRE EXTINGUISHERS AT SPILL: **Any staff member** near the extinguisher.
RESPONSIBILITY: Fire Control

PHONE CONTROL: **Any staff member near the telephones.**
RESPONSIBILITY: Announce call for emergency response team via the intercom system.
Relay the type of emergency by giving the emergency code to response team and staying in contact with response team decision-maker.
Alert other persons of the nature of the emergency.
CODE 1 -- DETERMINE SEVERITY OF INCIDENT
CODE 2 -- FIRE DEPARTMENT MUST BE NOTIFIED
CODE 3 -- EVACUATION OF THE BUILDING

Whoever discovers EMERGENCY reports it to DECISION MAKER.
DECISION-MAKER will give the ALL CLEAR when the emergency is over.

The person nearest the emergency cart is to drive the cart to the emergency area.

All personnel are responsible for the safety of their fellow employees.
Conduct yourself in a safe and professional manner.

EMERGENCY RESPONSE TEAM

FRESNO STATE GARAGE

DECISION MAKER: **JOE NUNEZ** or first on site (559) 445-5527
RESPONSIBILITY: Responsible for deciding if situation is beyond Code I status and directing the emergency response team in the course of action to be taken.

SEARCHERS: **Justin Potter, Scott Ramos**

STAIRWELL MONITORS: **Gene Rios, Robert Murphy**

ASSIST DISABLED PERSONS: **Scott Ramos, Justin Potter, Art Galindo**

CPR PROVIDERS: **Art Galindo, Justin Potter, Gene Rios**

FUEL SHUT OFF: **First person on site.**
RESPONSIBILITY: Make sure the fuel shut-off switch is activated shutting off fuel to the gasoline pumps.

NOTE: When an alarm is sounded, any person nearest the shut-off switch can depress it as they join the response team.

FRONT DOOR CLOSURE: **First person on site.**
RESPONSIBILITY: Responsible for stopping vehicles and pedestrians from entering the danger area and redirecting them to alternate routes, away from danger.

BACK OR ALLEY CLOSURE: **First person on site.**
RESPONSIBILITY: Redirect vehicles and pedestrians from the danger area and closure of the alley and entranceway.

CLEAN UP OF SPILL: **Any person and/or all staff nearest to the spill** will join the clean up crew.
RESPONSIBILITY: Immediate containment and clean up of the spill.

FIRE EXTINGUISHERS AT SPILL: **Any staff member** near the extinguisher.
RESPONSIBILITY: Fire Control

DISPATCH AND PHONE CONTROL: **First person on site.**
RESPONSIBILITY: Announce call for emergency response team via the intercom system.
Relay the type of emergency by giving the emergency code to response team and staying in contact with response team decision-maker.
Alert other persons of the nature of the emergency.
CODE 1 -- DETERMINE SEVERITY OF INCIDENT
CODE 2 -- FIRE DEPARTMENT MUST BE NOTIFIED
CODE 3 -- EVACUATION OF THE BUILDING

Whoever discovers EMERGENCY reports it to dispatch and an announcement is broadcast via the intercom. Decision-maker will give the ALL CLEAR when the emergency is over. Dispatch will relay the ALL CLEAR via the intercom and relay ALL CLEAR to the 2nd floor contact persons.

First person on site will turn the power to the fuel dispensers on, AFTER THE ALL CLEAR IS GIVEN.

The person nearest the emergency cart is to drive the cart to the emergency area.

All garage personnel are responsible for the safety of their fellow employees.
Conduct yourself in a safe and professional manner.

EMERGENCY RESPONSE TEAM

LOS ANGELES STATE GARAGE

DECISION MAKER: **RAMON GUTIERREZ** or first on site (323) 224-0911
ALTERNATE: **Herbert Kakizoe** (323) 224-0915
RESPONSIBILITY: Responsible for deciding if situation is beyond Code I status and directing the emergency response team in the course of action to be taken.

NOTE: When an alarm is sounded, any person nearest the shut-off switch can depress it as they join the response team.

FLOOR WARDEN: **Ramon Gutierrez**

SEARCHER: **Armando Padilla**

CPR PROVIDER: **Robert Valdez**

ASSIST DISABLED PERSON(S): **Robert Valdez**

GARAGE CLOSURE: **Ramon Gutierrez**
ALTERNATE: **Ralph Bravo**
RESPONSIBILITY: Responsible for stopping vehicles and pedestrians from entering the danger area and redirecting them to alternate routes, away from danger.

OFFICE CLOSURE: **Ramon Gutierrez**
ALTERNATE: **Armando Padilla**
RESPONSIBILITY: Redirect vehicles and pedestrians from the danger area and closure of the alley and entranceway.

CLEAN UP OF SPILL: **Lonnie Pickens and/or all staff nearest to the spill** will join the clean up crew.
RESPONSIBILITY: Immediate containment and clean up of the spill.

FIRE EXTINGUISHERS AT SPILL: **Ralph Bravo** and any staff member near the extinguisher.
RESPONSIBILITY: Fire Control

DISPATCH AND PHONE CONTROL: **Tennie Paskel or Lydia Agudo**
RESPONSIBILITY: Announce call for emergency response team via the intercom system.
Relay the type of emergency by giving the emergency code to response team and staying in contact with response team decision-maker.
Alert other persons of the nature of the emergency.

CODE 1 -- DETERMINE SEVERITY OF INCIDENT
CODE 2 -- FIRE DEPARTMENT MUST BE NOTIFIED
CODE 3 -- EVACUATION OF THE BUILDING

Whoever discovers EMERGENCY reports it to dispatch and an announcement is broadcast via the intercom. Decision-maker will give the ALL CLEAR when the emergency is over. Dispatch will relay the ALL CLEAR via the intercom and relay ALL CLEAR to the other floor contact persons.

The person nearest the emergency cart is to drive the cart to the emergency area.

All garage personnel are responsible for the safety of their fellow employees.
Conduct yourself in a safe and professional manner.

EMERGENCY RESPONSE TEAM

OAKLAND STATE GARAGE

DECISION MAKER, **DANIEL VIERA** or first on site (510) 286-0499
RESPONSIBILITY: Responsible for deciding if situation is beyond Code I status and directing the emergency response team in the course of action to be taken.

FLOOR WARDEN: **Daniel Viera**

SEARCHER: **Vincent Wang**

CPR PROVIDER: **Sherry Kelly**

ASSIST DISABLED PERSONS: **Daniel Viera**

FUEL SHUT OFF: **Vincent Wang**
ALTERNATES: **Tony Silag**
RESPONSIBILITY: Make sure the fuel shut-off switch is activated shutting off fuel to the gasoline pumps.

NOTE: When an alarm is sounded, any person nearest the shut-off switch can depress it as they join the response team.

FRONT DOOR CLOSURE: **Daniel Viera**
ALTERNATES: **Vincent Wang**
RESPONSIBILITY: Responsible for stopping vehicles and pedestrians from entering the danger area and redirecting them to alternate routes, away from danger.

TRAFFIC CONTROL: **Vincent Wang**
RESPONSIBILITY: Redirect vehicles and pedestrians from the danger area and closure of the alley and entranceway.

CLEAN UP OF SPILL: **Any person and/or all staff nearest to the spill** will join the clean up crew.
RESPONSIBILITY: Immediate containment and clean up of the spill.

FIRE EXTINGUISHERS AT SPILL: **Any staff member** near the extinguisher.
RESPONSIBILITY: Fire Control

DISPATCH AND PHONE CONTROL: **Daniel Viera**
RESPONSIBILITY: Announce call for emergency response team via the intercom system.
Relay the type of emergency by giving the emergency code to response team and staying in contact with response team decision-maker.
Alert other persons of the nature of the emergency.
CODE 1 -- DETERMINE SEVERITY OF INCIDENT
CODE 2 -- FIRE DEPARTMENT MUST BE NOTIFIED
CODE 3 -- EVACUATION OF THE BUILDING

Whoever discovers EMERGENCY reports it to dispatch and an announcement is broadcast via the intercom. Decision-maker will give the ALL CLEAR when the emergency is over. Dispatch will relay the ALL CLEAR via the intercom and relay ALL CLEAR to the other floor contact persons.

Daniel Viera will turn the power to the fuel dispensers on, AFTER THE ALL CLEAR IS GIVEN.

The person nearest the emergency cart is to drive the cart to the emergency area.

All garage personnel are responsible for the safety of their fellow employees.
Conduct yourself in a safe and professional manner.

EMERGENCY RESPONSE TEAM

SAN DIEGO STATE GARAGE

ADMINISTRATOR: **MAX BALLESTEROS** or first on site (858) 642-5740
ALTERNATE: **THERESA LABRIOLA** (858) 642-5743

EMERGENCY COORDINATOR: **Theresa Labriola**
ALTERNATE: **Max Ballesteros**

FLOOR WARDENS: **Rick Sandoval**, Dispatch
Max Ballesteros, Office
Jose Garcia, PM Shop
Ronnie Weems, PM / Garage Floor

ENTRANCE: **Pool Attendant or Mechanic** or person closest.
EXIT: **Pool Attendant or Mechanic** or person closest.
RESPONSIBILITY: Redirect vehicles and pedestrians from the danger area and/or entranceway to alternate routes, away from danger.

ASSIST DISABLED PERSONS: **Max Ballesteros**

CPR AND FIRST AID: **Max Ballesteros and Theresa Labriola**
ALTERNATES: **Jose Garcia and Ronnie Weems**

SEARCHERS: **Jose Garcia and Ronnie Weems**
ALTERNATES: **Max Ballesteros and Rick Sandoval**

TELEPHONES: **Jose Garcia and Ronnie Weems**
ALTERNATES: **Max Ballesteros and Rick Sandoval**

FUEL SHUT OFF: **Jose Garcia** (858) 642-5741
ALTERNATE: **Theresa Labriola** (858) 642-5741
RESPONSIBILITY: Make sure the fuel shut-off switch is activated shutting off fuel to the gasoline pumps.
NOTE: When an alarm is sounded, person nearest the shut-off switch can depress it, then join the response team.

CLEAN UP OF SPILL: **Any person and/or all staff nearest to the spill** will join the clean up crew.
RESPONSIBILITY: Immediate containment and clean up of the spill.

FIRE EXTINGUISHERS AT SPILL: **Any staff member** near the extinguisher.
RESPONSIBILITY: Fire Control

DISPATCH AND PHONE CONTROL: **Rick Sandoval** (858) 642-5741
RESPONSIBILITY: Announce call for emergency response team via the intercom system. Relay the type of emergency by giving the emergency code to response team and staying in contact with response team decision-maker. Alert other persons of the nature of the emergency. Decide if situation is beyond Code I status and directing the emergency response team in the course of action to be taken.

CODE 1 -- DETERMINE SEVERITY OF INCIDENT
CODE 2 -- FIRE DEPARTMENT MUST BE NOTIFIED
CODE 3 -- EVACUATION OF THE BUILDING

Whoever discovers EMERGENCY reports it to dispatch and an announcement is broadcast via the intercom. Administrator will give the ALL CLEAR when the emergency is over. Dispatch will relay the ALL CLEAR via the intercom and relay ALL CLEAR to the other floor contact persons.

Max Ballesteros will turn the power to the fuel dispensers on, AFTER THE ALL CLEAR IS GIVEN.

The person nearest the emergency cart is to drive the cart to the emergency area.

All garage personnel are responsible for the safety of their fellow employees.
Conduct yourself in a safe and professional manner.

GENERAL EMERGENCY INFORMATION

DIAL 9 + 9-1-1 (if necessary, dial your outside line access number first)

- Report the emergency
- Notify the Emergency Coordinator and Alternate Emergency Coordinator and other personnel in the building.
- Evacuate if potential for danger exists.

TELEPHONE USE:

Telephones are not to be used during an emergency. Telephone lines must be kept available for emergency personnel and for communicating with staff in the building or worksite.

CHECK ELEVATORS:

- Check level where elevator stopped to determine if occupied (it may be necessary to cross street to see where elevator stopped)
- Advise occupant(s) of the stoppage and that help will be sent as soon as possible.

UNLOCK PARKING GARAGE GATE ARMS:

- Obtain gate arm keys.
- Proceed to gate arms at garage exit, unlock and raise gate arms allowing parkers to exit building.

AVIAN FLU AND WEST NILE VIRUS

AVIAN FLU (BIRD FLU)

Discussion of Avian Influenza and Its Potential as a Pandemic Influenza: Public health experts are currently concerned about the risk of a pandemic, arising from the current epidemic of avian influenza that has been affecting domestic and wild birds in Asia and spreading to other parts of the world. People who have very close contact with infected birds (for example, people who live with chickens in their houses) have contracted a virulent form of avian flu and there has been a significant death rate from this disease. Thus far, the avian flu virus has not mutated and has not demonstrated easy transmission from person to person. However, were the virus to mutate in a highly virulent form and become easily transmissible from person to person, then the public health community would be very concerned about the potential for a pandemic influenza outbreak. Such a pandemic could disrupt all aspects of society and severely affect the economy.

Knowing the facts is the best preparation. Identify sources you can count on for reliable information. If a pandemic occurs, having accurate and reliable information will be critical.

- Reliable, accurate, and timely information is available at www.pandemicflu.gov.
- Another source for information on pandemic influenza is the Centers for Disease Control and Prevention (CDC) Hotline at: 1-800-CDC-INFO (1-800-232-4636). This line is available in English and Spanish, 24 hours a day, 7 days a week. TTY: 1-888-232-6348. Questions can be e-mailed to cdcinfo@cdc.gov.
- Talk to your local health care providers and public health officials.

WEST NILE VIRUS

When dealing with West Nile virus, prevention is your best bet. Fighting mosquito bites reduces your risk of getting this disease, along with others that mosquitoes can carry. Take the commonsense steps below to reduce your risk:

- Avoid bites and illness by applying insect repellent containing DEET, wearing long sleeve shirts and long pants when outdoors, and be aware of peak mosquito hours: dusk to dawn.
- Clean out the mosquitoes from the places where you work and play by draining standing water in pots or ponds, and replace torn or damaged screens on your windows.
- Help your community control the disease by reporting dead birds in your area.

Something to remember: The chance that any one person is going to become ill from a single mosquito bite remains low. The risk of severe illness and death is highest for people over 50 years old, although people of all ages can become ill.

BOMB THREAT AND SEARCH

Employees receiving or discovering a bomb threat should immediately dial **9 + 9-1-1** and report your findings. Notify the Incident Commander or the Assistant Incident Commander.

The California Highway Patrol (CHP) at 445-2895 will be advised by the Incident Commander to evaluate the threat and recommend action. This may include evacuation of the entire building. The CHP will inform the Incident Commander of their decision, and the Incident Commander will inform the Emergency Response Team of the action to be taken. In the event that time does not permit communications with CHP, the Incident Commander or Assistant Incident Commander, will make the decision whether to evacuate the building, and once the plan is in operation they will notify CHP.

If a bomb threat is received by phone, ask:

1. When is the bomb going to explode?
2. Where is the bomb right now?
3. What kind of bomb is it?
4. What does it look like?
5. Why did you place the bomb?

KEEP THE CALLER ON THE TELEPHONE AS LONG AS POSSIBLE!

Record the following information:

1. Time of call.
2. Date of call.
3. Exact words of person.
4. Age, sex, adult, child.
5. Speech pattern, accent.
6. Background noises.

If a bomb threat is received by mail:

1. Call **9 + 9-1-1**.
2. Do not handle the letter, envelope, or package. Safeguard the object as evidence.
3. Evacuate immediate area.
4. Prevent re-entry.
5. Leave doors and windows open.
6. Notify the Incident Commander or Assistant Incident Commander.

BOMB SEARCH

An immediate search is the safest and most effective method for handling a bomb threat. Employees who know the work area are the people most likely to identify foreign or suspicious objects.

The Incident Commander or Emergency Response Team will assign the following search duties:

BOMB THREAT AND SEARCH (Cont.)

Employees:

Search their immediate work areas or as directed by Emergency Response Team member or other emergency personnel.

Team Search:

Search public areas, including lobbies, elevator, storage rooms, restrooms and evacuation routes.

Emergency Response/Utilities/Elevator/Gate Arms/Search Teams:

Search maintenance areas, power rooms, generators and rooftops.

Remember, you are only looking for something that does not belong there, and if something is found, there is only one requirement: **Report the location of the suspicious object to your Incident Commander, Emergency Response Team member or emergency personnel.**

California Highway Patrol Personnel:

California Highway Patrol personnel will assist in all areas of the search as necessary.

What to Look for (Suspicious Object):

Explosives can be packaged in a variety of containers. Most likely, it will be camouflaged. The container is likely to be a common article, such as a box (shoe, cigar, etc.), a grocery bag, athletic bag, airline flight bag, suitcase, attaché case, briefcase, etc. Look for the unusual for something that appears to be out of place. It is important that someone familiar with the area assist in the search in order to note something which is unusual or alien to the surroundings. Anything that does not belong, or whose nature and presence cannot be adequately explained, is a suspicious object.

If a Suspicious Object is Located:

1. Do not attempt to touch or move object!
2. Get a good description of object: size, color and marking.
3. Know exact location of object: room number and location within the room.
4. Attempt to find possible owner. If unsuccessful...
5. Call **9 + 9-1-1**. Report findings.
6. Evacuate immediate area and assemble in the evacuation site of all respective buildings.
7. When feasible, flammables will be removed from the area.
8. Cordon off the area to prevent re-entry.
9. Building personnel will shut off gas and fuel lines.
10. Leave doors and windows open.
11. Notify Incident Commander or Assistant Incident Commander.

EARTHQUAKE • DO NOT USE ELEVATOR

In the event of an earthquake:

1. If inside, **DO NOT LEAVE**. Immediately take cover under tables, desks, doorways or similar protected places. "Duck, cover and hold."
2. Stay away from overhead fixtures, windows, skylights, filing cabinets and bookcases which may fall or topple over.
3. If you are in an elevator at the time of the earthquake, take cover against the interior wall until the elevator stops. Then get out if possible.
4. If in a hallway or corridor, brace yourself against the wall and duck down, covering your head and eyes with your arms.
5. Keep calm and await emergency instructions.
6. The Building Warden will determine when the building is to be evacuated.

If evacuation is ordered:

1. Evacuate as instructed by emergency personnel.
2. Beware of falling debris or electrical wires as you exit.
3. Proceed to evacuation area.
4. **Evacuation of personnel requiring special assistance will be given the highest priority in all emergencies.** They will be evacuated by the most expeditious and safest means available.
5. Take precautions against additional shocks.
6. Follow all emergency instructions.

The Utilities Team will:

1. Turn off water mains.
2. Turn off gas mains.
3. Turn off electric power.

After the shaking stops:

1. Check persons around you for injuries and provide assistance.
2. Do not use telephone except for emergency assistance.
3. Expect aftershocks. Beware of falling debris or other hazards.
4. Gather at evacuation site for further instructions.

ELECTRICAL EMERGENCY – BLACKOUT

In the event of an electrical (power) blackout:

- Turn off electrical equipment (i.e. computers, printers, photocopiers, etc.) to prevent damage from a power surge.
- The emergency lighting systems will provide limited light.
- Account for every employee.
- Move to an area that has some illumination if you are in an area without windows.
- The telephone system will work without main power; however, it may not ring.
- Notify Sacramento Headquarters, Telephone (916) 327-2071.
- In the event of a threatening situation, secure all doors and call **9 + 9-1-1**.

PARKING UNIT:

- Obtain gate arm keys.
- Dispatch security guards to all lots equipped with gate arms to manually lift gates.
- Check to see if emergency lighting system in parking lot is functioning.
- If insufficient light in parking lot, escort parker to cars with flashlights.
- Notify Sacramento Headquarters, Telephone (916) 327-2071.

CHECK ELEVATORS if building is equipped with an elevator:

- Check level where elevator stopped to determine if occupied.
Sacramento Administration: It may be necessary to cross 8th street to see where elevator stopped.
- Advise occupant(s) of the stoppage, and that help will be sent as soon as possible.
- Contact Elevator Company for emergency service.

ALL GARAGE LOCATIONS:

In addition to the general instruction:

- Place emergency lighting into use.
- Secure any side entrance/exits and post individuals at main entrance and exit for security.
- Remain in a safe location (office) until power returns or call Sacramento headquarters (916) 327-2086 for further instructions.
- When safe to do so, notify Sacramento Headquarters, Bryon Rush, (916) 657-4514 (office) or (916) 825-0832 (cell).
- When the power has returned, contact OTR to re-boot and re-initialize the main server.

INSPECTION SERVICES:

In addition to the general instruction:

- During Stage 3 Alert, be sure vehicle is fully fueled.
- During "Blackouts," be on standby for possible assistance to local state garages.
- When safe to do so, notify Sacramento Headquarters, Rick Shedd, (916) 327-2083 (office) or (916) 825-9696 (cell).

ELECTRICAL EMERGENCY – STAGE 3 ALERT

This addresses the actions to be implemented by State Facilities and personnel in the event of a Stage 3 Electrical Emergency. Under a Stage 3 Emergency, the California Independent System Operator (Cal ISO) may direct the electrical utilities to initiate rolling outages, in accordance with each utility's Electrical Emergency Plan. In a rolling outage, selected circuits are sequentially shut off in a controlled fashion for a period of about an hour, in order to bring electricity demand on the system to within acceptable operational limits.

It is crucial to note that (1) the outages under Stage 3 Emergency are limited in duration, lasting about an hour, and (2) they will involve the minimum amount of interruption to service necessary to preserve the overall operation of the electricity system. **Barring specific instructions to the contrary and to the extent possible, State agencies shall keep employees at their workplaces and maintain normal business hours during the period of rolling blackouts to ensure their safety.**

STAGE 3 EMERGENCIES-IMMEDIATE STEPS

1. Turn off all personal computers and monitors that are not absolutely essential.
2. Turn off monitors for file and applications servers when not in use.
3. Turn off all test and laboratory equipment that is not absolutely critical.
4. Turn off all other non-essential IT equipment including printers, scanners, copiers and other peripheral equipment.
5. Reduce all lighting loads in work areas to the minimum acceptable levels consistent with personal safety and security.
6. Turn off lights in all unoccupied offices, computer rooms and storage areas.
7. Shut off all non-essential electrical appliances including coffee pots, microwaves and toasters ovens. Do not turn off refrigerators.
8. Ensure that all walkways and corridors are free from obstructions and tripping hazards.
9. Employees who require special assistance should notify their Incident Commander and Emergency Response Team member. Employees who require special assistance may be allowed to leave early to avoid potential risk associated with exiting the facility during a blackout.
10. Do not use the elevator at this time. If you are in the elevator in a rolling blackout, use the phone located inside of the elevator to call for assistance; **do not try to climb out.**

ELECTRICAL EMERGENCY – STAGE 3 ALERT (Cont.)

STAGE 3 ENERGY EMERGENCIES WITH ROLLING BLACKOUTS-ADDITIONAL STEPS NOT PREVIOUSLY IDENTIFIED

1. Turn off any equipment that was still in service (except IT equipment that is being used in support of "Essential Services" operating on its own uninterruptible power supply.)
2. Do not use candles for lighting, these are fire hazards. Use battery-operated flashlights.
3. **Do not leave the workplace without appropriate authorization from your supervisor.** Although loss of electrical service may compromise State operations, it is expected that some functions can be continued, and personnel efforts be directed toward these.

ALL GARAGE LOCATIONS:

In addition to the general instruction:

- Place emergency lighting into use.
- Secure any side entrance/exits and post individuals at main entrance and exit for security.
- Remain in a safe location (office) until power returns or call Sacramento headquarters (916) 327-2086 for further instructions.
- When safe to do so, notify Sacramento Headquarters, Bryon Rush, (916) 657-4514 (office) or (916) 825-0832 (cell).
- When the power has returned, contact OTR to re-boot and re-initialize the main server.

INSPECTION SERVICES:

In addition to the general instruction:

- During Stage 3 Alert, be sure vehicle is fully fueled.
- During "Blackouts," be on standby for possible assistance to local state garages.
- When safe to do so, notify Sacramento Headquarters, Rick Shedd, (916) 327-2083 (office) or (916) 825-9696 (cell).

EVACUATION • DO NOT USE ELEVATOR

1. When evacuation is determined necessary by the fire alarm sounders or the Incident Commander, employees will leave the building immediately by the nearest designated exit or as advised. In the event there is a client or visitor with you, escort them to the nearest exit and evacuation site.

Maps on bulletin boards and other locations will indicate the nearest designated exit. Emergency Response Team will be available to direct employees and ensure that evacuation instructions are carried out. Whenever the fire alarm sounders go off for **ANY** length of time, we must treat it as a real event and evacuate immediately.

2. **Unless instructed otherwise, employees shall evacuate to the designated areas.**
3. **Evacuation of personnel requiring special assistance will be given the highest priority in all emergencies.** They will be evacuated by the most expeditious and safest means available.
4. When evacuating, employees should walk, remain quiet, women will remove high heels if advised to do so, and follow all other emergency instructions.
5. Regardless of the exit used, employees will gather in stated evacuation sites unless otherwise instructed. Supervisors, Unit Secretaries and Emergency Response Team will account for their personnel to ensure complete evacuation of the building. Employees shall remain at the evacuation site until further notice.

NOTE: Employees may not leave the evacuation site until they are advised by the Incident Commander to return to the workplace.

6. After evacuation is completed, police and Emergency Response Team will prevent entrance to the building.
7. When the emergency is over, the Incident Commander will advise employees when to return to the building.

EXPLOSIONS

In the event of an explosion in the building, such as those caused by leaking gas, faulty hot water heaters, or explosives, the following actions will be taken by employees for protection.

1. Take cover under tables, desks, or such objects which will give protection against flying glass or debris.
2. Call **9 + 9-1-1** for fire, medical and police protection.
3. Employees should only attempt to extinguish small fires that can be safely contained using an extinguisher. Have another person standing by with another extinguisher, if possible.
4. If unable to extinguish the fire, close doors and windows to contain smoke.
5. Evacuate immediate area.
6. Notify Incident Commander or Assistant Incident Commander
7. If evacuation is ordered, exit as instructed by Emergency Response Team.
8. Upon leaving the building, proceed to evacuation site, and await instructions from emergency personnel.

FIRE

In the event a fire occurs, fire extinguishers and fire alarms are located as shown on building plan(s). All personnel should become thoroughly familiar with the locations and procedures for using a fire extinguisher and when to activate the fire alarm system.

Upon discovering a fire, employees should:

1. If the fire is easily extinguishable, attempt to do so. **ALWAYS** have another person standing by with another extinguisher.
 - a. CO2 FIRE EXTINGUISHERS are to be used for electric, small wood, or paper fires.
 - b. DRY CHEMICAL EXTINGUISHERS are to be used for all types of fires.
 - c. WATER TYPE EXTINGUISHERS are to be used for wood and paper fires only.
DO NOT USE ON ELECTRICAL FIRES.
2. If fire is not easily extinguishable, pull nearest fire alarm and dial **9 + 9-1-1** and report the fire.
3. Notify the Incident Commander and Emergency Response Team member.
4. If necessary, implement evacuation and account for all personnel. Notify Incident Commander of action.
5. Make sure all doors leading to the main hallways from all offices are closed to prevent further spread of fire by reducing drafts.
6. If a fire extinguisher is used or discharged for any reason, the Emergency Response Team member must be notified immediately so that the fire extinguisher may be recharged.

FLOOD

In the event of a sudden severe flood:

1. Evacuate all office spaces immediately and relocate to a safe place or the rooftops, if accessible.
2. If you have a cellular phone and/or a portable radio, take it with you. Know your general public information radio stations, i.e., KFBK 1530.
3. The Incident Commander or Assistant Incident Commander will seek direction from the county Office of Emergency Services and provide further instructions.

In the event of a predicted flood:

1. The Office of Emergency Services, the California Highway Patrol or other local authorities should be able to tell your Incident Commander about the timing and estimated depth of the flooding.
2. The Incident Commander and Assistant Incident Commander will evaluate the expected results of the flooding and recommend actions, with the advice of the California Highway Patrol and/or other authorities.

Damage Prevention:

1. The Incident Commander and Assistant Incident Commander must take immediate action to prevent or reduce damage.
2. Shut down all power and utilities if necessary.
3. Remove important records and supplies from danger areas.
4. Cooperate with the California Highway Patrol or local law enforcement, co-workers and emergency authorities.

HAZARDOUS SPILLS

In the event of a hazardous spill in the building, such as those caused by leaking gas or chemicals, the following actions will be taken by employees for protection.

1. Take precautions to prevent spreading of the hazardous materials.
2. Employees should only attempt to clean up small spills that can be safely contained using existing cleaning supplies and equipment. Have another person standing by, if possible.
3. If containment is not possible due to the size of the spill call **9 + 9-1-1** for fire protection.
4. Evacuate immediate area and prevent others from entering the area.
5. Notify Incident Commander or Assistant Incident Commander
6. If evacuation is ordered, exit as instructed by Emergency Response Team.
7. Upon leaving the building, proceed to evacuation site, and await instructions from emergency personnel.

HOSTAGE AND DEMONSTRATION

If a hostage incident develops:

1. Do not panic, and cooperate as necessary.
2. Attempt to quietly escape **without taking any risks**.
3. Move away from area and dial **9 + 9-1-1**, give address. Report the following:
 - a. There is a hostage incident.
 - b. Address and room number.
 - c. Number of suspects and descriptions.
 - d. Description of weapons.
 - e. Number of employees held.
 - f. Call back telephone number and your name.
4. Notify the Incident Commander at 327-2007.
5. People involved or closest to incident should proceed to Command Center and provide information to aid police.
6. Nearby offices should evacuate themselves, if safe to do so, and employees involved should move quietly out of the area.
7. Notify Command Center of any evacuations or changes.
8. Building evacuation of areas not involved in the incident will be coordinated through the Command Center.

If a demonstration occurs:

1. Stay in the building, well away from demonstrators.
2. Continue business as usual and do not become part of the problem.
3. Obtain as much useful information about the demonstration as possible.
4. If law enforcement authorities are not present, notify the California Highway Patrol at 445-2895 (non-emergency).
5. Notify the Incident Commander or Assistant Incident Commander who will, if necessary, establish monitors for entrances into the building and advise employees to use alternate exits.
6. Be alert for any changes in the mood or actions of the demonstrators.
7. Take steps to prevent access of unauthorized persons.

REMEMBER, MOST DEMONSTRATIONS ARE PEACEFUL, BUT BE ON THE ALERT FOR ANY QUICK MOOD CHANGES.

MAIL HANDLING GUIDELINES

General awareness of one's surroundings and suspicious mail is appropriate. The risk of contracting any disease from an envelope is extremely low.

- Wash your hands with warm water and soap before and after handling the mail.
- Do not eat, drink, or smoke around mail.
- If you have open cuts or skin lesions on your hands, disposable latex gloves may be appropriate.
- Surgical masks, eye protection, or gowns are NOT necessary or recommended.

If a letter is received that contains powder or contains a written threat:

- Do not shake or empty the envelope.
- Isolate the specific area of the workplace so that no one disturbs the item.
- Evacuation of the entire workplace is NOT necessary at this point.
- Have someone call **9 + 9-1-1** and tell them what you received and what you have done with it. Indicate whether the envelope contains any visible powder or if powder was released.
- Wash your hands with warm water and soap for one minute.
- Do not allow anyone to leave the office that might have touched the envelopes.
- When emergency responders arrive, they will provide further instructions on what to do.

IMPORTANT:

- **Do not panic.**
- **Do not walk around with the letter or shake it.**
- **Do not discard the letter.**

MEDICAL AND FIRST AID EMERGENCIES

In the event of serious illnesses or accident:

1. Call **9 + 9-1-1** Emergency Telephone and the Incident Commander.
2. Request assistance from First Aid Warden or Assistant First Aid Warden.
3. **Do not** move victim unless absolutely necessary.
4. Initiate First Aid Action as necessary.
5. See Building Location Maps for First Aid Kits locations.

In the event of minor injuries:

1. Initiate immediate First Aid action as necessary.
2. Summon any available assistance and notify First Aid Warden or Assistant First Aid Warden.
3. Take follow-up actions as necessary:
 - a. Hospital emergency services. You may call **9 + 9-1-1** to obtain ambulance services.
 - b. Doctor's office emergency services.
 - c. Doctor's appointment should be scheduled as necessary for follow-up treatment.
 - d. Notify supervisor of injured employee.

NOTE: Refer to the OFA Personnel Unit for instructions on completing proper forms to report injury.

WEAPON AND ATTACK

If a person appears with a weapon:

1. Seek cover or leave the area.
2. Dial **9 + 9-1-1**, give this address and advise the following:
 - a. There is a person with a weapon.
 - b. Address, floor, and room number.
 - c. Description of person and weapon.
 - d. Call back telephone number and your name.
 - e. Suspect's movements.
3. Warn others in immediate area.
4. Close doors and alert others to do the same. Stay in protected office areas.
5. Notify Incident Commander at 327-2007.
6. Re-contact the California Highway Patrol at 445-2895 and advise them of any new information.

If an attack occurs:

1. Dial **9 + 9-1-1**, give address and advise the following:
 - a. Immediate needs (ambulance/police).
 - b. Address, floor, and room number.
 - c. Description of person and type of weapon.
 - d. Suspect's present location and status.
 - e. Call back telephone number and your name.
 - f. If suspect(s) remains in the area, stay on telephone until they leave.
1. For injuries, summon nearby assistance or first aid team.
2. Notify Incident Commander at 327-2007.
3. Send someone to meet ambulance/police and prevent customers from entering the building.
4. Following a serious incident, contact Command Center and provide the updated information for rumor control purposes.