

University of San Francisco



Emergency Response Guide 2024

Working Document

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

Quick Incident Response Guide – USF Public Safety X2911

Type of Emergency	Emergency Description	Action Type Evacuate vs. Shelter-in-Place
Earthquake	A significant earthquake strikes the area	Shelter-in-Place Evacuate only if there is significant structural damage
Fire	A fire breaks out inside the building	Evacuate calmly or defend in place as the situation evolves
Gas Leak / Explosion	A gas line ruptures either externally or internally causing gas to escape and / or leading to an explosion	Shelter-in-Place if the leak is outside the building Evacuate if the gas leak is inside the building
Water Damage	A pipe bursts causing water to leak onto a floor or create a flood; possible electrical hazard.	Evacuate the damaged area. May not be necessary to evacuate entire building
Civil Disturbance	Riot or civil unrest in or around the building or neighborhood	Shelter-in-Place
Bomb Threat	Notification of the possibility of a bomb or suspicious package in or near the building. Includes the actual discovery of a bomb or suspicious package by Law Enforcement	Evacuate the area calmly and safely
Active Shooter / Active Attacker	A gunman is in or around the building	Run. Hide. Fight depending on the situation
Biological Release	Hazardous biological materials are released externally near the building or inside the building	Outdoor release: Shelter-in-Place Indoor release: Evacuate and stay upwind
Chemical Release	Hazardous chemical materials are released externally near the building or inside the building	Outdoor release: Shelter-in-Place and close windows and doors

		Indoor release: Evacuate
Radiological Release	Radiological materials are released externally near the building or inside the building	Outdoor release: Shelter-in-Place Indoor release: Evacuate

Evacuation v. Shelter in Place

Evacuation	Shelter-in-Place
<ul style="list-style-type: none"> • Ensure all occupants have left the floor • Test exit door for heat prior to entering • Instruct students, faculty, and staff away from elevators • Lead students, faculty, and staff to the <u>emergency assembly area</u> 	<ul style="list-style-type: none"> • Lead / Deputy Building Marshals instruct staff to the safe location on the floor away from windows. Use stairwells, large conference rooms or internal hallways • Floor Marshals check each office and cubicle to ensure that staff has left • Floor Marshals lead staff to the safe location on the floor • Floor Marshals check stairways for employees and instruct employees away from elevators <p>**Defend in Place includes taking actions that prevent a threat from entering your space. I.e: Placing damp material at the bottom of the door or closing a window to keep smoke out. Barricading a door to keep an attacker out. See Annex J for further information.</p>

Table of Contents

Introduction / Dons Alert	5
Annex A: Active Attacker	7
Annex B: Fire	10
Annex C: Earthquake	11
Annex D: Medical Emergencies	13
Annex E: Bomb Threat	14
Annex F: Explosion	16
Annex G: Suspicious Package or Object	17
Annex H: Hazardous Materials	18
Annex I: Infrastructure Failure	19
Annex J: Defend In Place	20
Annex K: Severe Weather	21
Annex L: Flooding	22
Annex M: Wildfires	23
Annex N: Access and Needs Considerations	25
Annex O: Emergency Assembly Areas	26
Annex P: Building Marshal Program	28

INTRODUCTION

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

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

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

What You Can Do Now to Prepare

- Keep enough emergency supplies in your office or car (medication, flashlight, comfortable shoes, bottled water, food, batteries, portable radio, etc.) for up to 72 hours in case of a serious emergency.
- Post emergency procedures information in a visible location in your office or work area.
- Become familiar with the quickest evacuation routes from your building.
- Locate the nearest fire extinguisher, first aid kit, AED cabinet and fire pull station.
- Register for cardiopulmonary resuscitation (CPR), first-aid, crime prevention, or other safety training courses.
- Prepare a plan for yourself and your family specifying what to do, where to go, and how to cope until you are able to get home. Designate an out-of-state relative or friend to act as a contact for separated family members.
- Dons Alert is a system that allows the University of San Francisco's Department of Public Safety to send emergency notifications to the USF community. Notifications may be sent via email, phone call, and SMS text message to mobile devices. Through this system, communication will be sent out with instructions on where to go, what to do, whom to contact, and other information. The Department of Public Safety will determine whether notification to the community should occur. Notifications will be sent to all registered devices.

Please check to make sure your contact information is up to date in USFWorks or MyUSF.

USFWORKS (ALL FACULTY AND STAFF)

- Log into USFWorks and click "Personal Information" under Applications.
- Click "Home Contact Information" under Change.
- Under "Phone" enter/update your mobile phone number. Click "Submit."

MYUSF (ALL STUDENTS)

- Log into myUSF and click "Banner Self-Service (Student)" under Top Apps.
- Click "Personal Information" tab.
- Select the "Addresses and Phones" link.
- Under "Phones" click on "Primary." Enter or update your 10-digit primary phone number. Dons Alert messages will be sent to the primary phone number, so a cell phone number is suggested.

All emergency situations should be reported to the Department of Public Safety Dispatch by dialing 415-422-2911. USF Public Safety Dispatch will then be able to send Public Safety Officers as well as contact the San Francisco Emergency Services as needed. For non-Hilltop campus locations, dial 911. Stay on the line until it is answered; do not hang up. Be prepared to provide the dispatcher with as much information as possible such as:

- Where you are located including the building name and room number?
- What is happening?
- Are there any weapons?
- What type of Injuries, if any, including the number of injured and types of injuries.
- What is your name and any other information as requested.

ANNEX A: ACTIVE ATTACKER

Immediate Action

Leave the Area (RUN)

If there is an accessible escape path, attempt to evacuate. Have an escape route and plan in mind. Evacuate regardless of whether others agree to follow. Leave your belongings behind. If possible, help others escape but do not let them hinder you. Prevent others from entering the area. Keep your hands visible, follow law enforcement instructions. Call Public Safety at x2911 from an on-campus phone or at (415) 422-2911 when safe. This allows for Public Safety Officers to respond more quickly and assist arriving first responders. However, dialing 911 is always an option to request emergency services.

Secure the Immediate Area (HIDE)

If evacuation is not possible, find a place to hide where the shooter is less likely to find you.

Your hiding place should:

- Provide protection behind large items if shots are fired in your direction (Cover)

- Be out of view (Concealment)

- Not trap or restrict your movement options

If an active shooter is nearby:

- Try to enter an office or room with a door and lock, if possible. Blockade with heavy furniture, if possible.

- Close any windows and shades

- Turn off all lights

- Silence your cell phone

- Turn off any source of noise, remain quiet

- Hide behind large items

If you are hiding (defending-in place):

- Remain secure until directed by a law enforcement officer, a USF Public Safety Officer, or notification from USF Alert

- Do not open the door to anyone other than a law enforcement officer or a USF Public Safety Officer

- Do not respond to any voice commands until you can verify with certainty that they are being issued by a law enforcement officer or a USF Public Safety Officer

Be Prepared to FIGHT.

As a last resort, you need to be prepared to fight. Attempt to disrupt and / or incapacitate the active shooter. Act as aggressively as possible against the active shooter. Fight as a team and

have a plan. Use whatever objects around you (fire extinguisher, metal water bottle, chair, scissors, garbage can, etc...) Defend yourself and don't stop until the threat has stopped.

Call Public Safety at 415-422-2911

Emergency situations should be reported to the Department of Public Safety Dispatch by dialing 415-422-2911. USF Public Safety Dispatch will then be able to send Public Safety Officers as well as contact the San Francisco Emergency Services as needed. For non-Hilltop campus locations, dial 911. Stay on the line until it is answered; do not hang up. Be prepared to provide the dispatcher with as much information as possible such as:

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

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

What to Report

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

- Specific location and direction of assailant
- Number of assailants
- Gender, race, and age of the assailant
- Language or commands used by the assailant
- Clothing color and style
- Physical features – height, weight, facial hair, glasses, etc.
- Type of weapons – handgun, rifle, shotgun, explosives, etc.
- Description of any backpack or bag
- Do you recognize the assailant? Do you know their name?
- What exactly did you hear? Explosions, gunshots, etc.

Treat the Injured

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

Remember basic first aid:

- Locate the first aid kit in your building and Stop the Bleed kits in most AED cabinets.

Emergency Response Guide

- For bleeding, apply pressure and elevate. Many items may be used for this purpose, including clothing, paper towels, newspapers, etc.
- Severe bleeding to the limbs can be controlled with a tourniquet.
- Reassure those in the area that help will arrive – try to stay quiet and calm.
- Once the threat is stopped, emergency personnel will begin treatment and evacuation, this may take a while.

Law Enforcement Response

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

- Understand initial responding officers will not treat the injured or begin evacuation until the threat is neutralized and the area is secure.
- Remain as calm as possible inside the secure area/room which is the safest place for you.
- Know that the assailant may not flee when law enforcement enters the building.

EVACUATION

Responding officers will establish safe corridors for persons to evacuate.

- This may be time consuming.
- Remain in secure areas until instructed otherwise.
- DO NOT open a door unless you can verify law enforcement is on the other side of the door.
- Follow instructions. Law Enforcement needs to ensure the assailant is not posing as a victim.
- You may be instructed to keep your hands on your head.
- DO NOT run towards law enforcement officers
- You may be searched. If you have a weapon, let the officer know.
- You may be escorted out of the building by law enforcement personnel. Follow their instructions.
- After evacuation, you may be taken to a staging or holding area for medical care, interviewing, counseling, etc.
- Once you have been evacuated, you will not be permitted to retrieve items or access the area until law enforcement releases the crime scene.

ANNEX B: FIRE

Immediate Action

For the person discovering the fire:

- ALARM – pull the nearest fire alarm*
- CONTAIN the fire – close all doors but do not lock them and call 415-422-2911
- EXTINGUISH the fire only if you can do so safely and quickly
- EVACUATE – evacuate the building, if necessary

For occupants of the building:

- ALARM – pull the nearest fire alarm*
- Close but do not lock the doors to your immediate area
- Immediately EVACUATE the building via the nearest exit. Assist others in exiting the building
- DO NOT use elevators
- Avoid smoke-filled areas

For persons evacuating from the immediate fire area:

- Before you open a door, feel the door you intend to open from top to bottom. If it is hot, DO NOT open it.
- If the door is cool, crouch low and open the door slowly. Close the door quickly if smoke is present so you do not inhale it.
- If no smoke is present, exit the building via the nearest stairwell or exit. The closest stairwell may be behind you.
- If you encounter heavy smoke in a stairwell, go back and try another stairwell.
- Go to your designated [emergency assembly area](#)

Hazardous conditions that pose a danger to individuals or campus property should be reported to Facilities Management at 415-422-6464 (7:30am – 4:30pm) or the Department of Public Safety at all other times.

*Lone Mountain East is equipped with automatic smoke and fire sensors that will activate the alarm.

ANNEX C: EARTHQUAKE

Immediate Action

If you are indoors:

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

If you are outdoors:

- Stay there.
- Move away from buildings, streetlights, trees, and utility poles/wires.
- Once in the open, stay there until the shaking stops.
- Be aware of uneven roadways and tripping hazards.

If you are in a moving vehicle:

- Stop as quickly as safely possible and stay in the vehicle. Avoid stopping near or under buildings, trees, overpasses, and utility poles/wires.
- Proceed cautiously once the earthquake has stopped. Avoid roads, bridges, or ramps that might have been damaged by the earthquake.

Next Actions

- After the shaking has stopped, evaluate your surroundings
 - Look for safety hazards such as fire, smell of gas or fumes, dangerous debris or obvious structural damage
 - Do not light any matches or lighters. Use flashlights to illuminate the areas as needed.
 - Look and listen for injured or trapped people

- If you are in a building and there are no obvious hazards, do NOT evacuate.
- If the structural integrity of your building is compromised or your surroundings are hazardous, evacuate. Use the stairs. Assist in the building evacuation of people with disabilities or injuries.
- Determine if emergency responders are needed, call 415-422-2911. For non-Hilltop campus locations, dial 911.

Subsequent Procedures / Information

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

- Take steps to account for people.
- Assemble at the Emergency Assembly Area, or other designated assembly location and determine if everyone is present, including employees and guests.
- If the building was evacuated, there should be an evaluation of the building to address any damage. Do not re-enter the building until this has been completed
- Listen to a battery-operated radio or television for the latest emergency information. The University operating status will be posted on www.usfca.edu or www.emergency.usfca.edu.
- Use the telephone only for emergency calls.
- Stay away from damaged areas unless your assistance has been specifically requested.
- Inspect your work space for damage and report any damage to your supervisor.
- Open cabinets and doors cautiously. Beware that objects may have moved during the shaking.
- Clean up spilled liquids (bleaches, gasoline, and other flammable liquids) immediately if you are trained to do so. Leave the area and call 415-422-2911 if you smell natural gas or fumes from other chemicals. For non-Hilltop campus locations, dial 911.

Hazardous conditions that pose a danger to individuals or campus property should be reported to Facilities Management at 415-422-6464 (7:30am – 4:30pm) or the Department of Public Safety at all other times.

ANNEX D: MEDICAL EMERGENCIES

Immediate Actions

- Do not move the person.
- Call x2911 from a University phone or 415-422-2911 from a non-University phone. Give Public Safety Dispatch the following information:
 - Who and where
 - Building name and location
 - Building address
 - Floor and room number
 - Nature of the emergency
 - Your call-back number
- Try to make the victim comfortable. If you are trained in first aid or CPR, assist as needed.
- Gather as much information as you can about the person and the injury (signs/symptoms and complaints of the victim).
- Have someone at the elevator/floor lobby to meet the University's Public Safety Officers or Paramedics and direct them where needed.

The following instructions serve as a reminder for providing emergency assistance ONLY if trained or certified and it is safe to do so.

To Stop Bleeding

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

Seizures and Unconscious Victims

- Do not leave the victim alone.
- Move objects away from the victim. Protect the victims head, but not hold it during a seizure.
- Do not move the victim unless there is a great danger present.

ANNEX E: BOMB THREAT

Immediate Action

- Remain calm and immediately refer to the Telephone Bomb Threat Checklist. If applicable, pay attention to your telephone display and record any information shown in the display window.
- The objective is to keep the caller on the line as long as possible to attempt to gather as much information as possible. Try not to anger the caller at any time.
- While engaging the caller, try to pay attention to any background noise and distinctive sounds (traffic, machinery, other voices, music, etc.) that may provide clues on the caller's location.
- Note any characteristics of the caller's voice (gender, age, accent, education, etc.).
- Attempt to obtain information on the location of the device (building, floor, room, etc.).
- Attempt to obtain information on the time of detonation and type of detonator.
- At the conclusion of the call, immediately notify Public Safety at 415-422-2911. For non-Hilltop campus locations, dial 911.
- If the threat was left on your voicemail, do not erase.
- Notify the immediate supervisor within your work area.

Next Actions

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

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

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

TELEPHONE BOMB THREAT CHECKLIST

INSTRUCTIONS: Be calm. Be courteous. Listen. Do not interrupt the caller.
 Notify a Supervisor / Department of Public Safety of the situation following the call.

Today's Date ___ / ___ / ___				
Date of Call:		Time of call: Duration:	Phone number called:	
Name of Person receiving the call:			Phone number to call for follow up:	
When will the bomb explode?		What kind of bomb is it?	What will cause the bomb to explode?	
Where is the bomb located?		What does the bomb look like?	Did you place the bomb?	
Why did you place the bomb?		Where are you now?	What is your name?	
Document exact wording of threat:				
Gender of caller Male <input type="checkbox"/> Female <input type="checkbox"/> Unknown <input type="checkbox"/>		Approximate age of caller	Does the voice sound familiar?	If yes, who does it sound like?
Voice	Speech	Language	Behavior	Background Noise
<input type="checkbox"/> Clean <input type="checkbox"/> Distorted <input type="checkbox"/> Hoarse <input type="checkbox"/> Loud <input type="checkbox"/> Muffled <input type="checkbox"/> Nasal <input type="checkbox"/> Pitch – High <input type="checkbox"/> Pitch – Med <input type="checkbox"/> Pitch – Low <input type="checkbox"/> Pleasant <input type="checkbox"/> Raspy <input type="checkbox"/> Smooth <input type="checkbox"/> Soft <input type="checkbox"/> Squeaky <input type="checkbox"/> Unclear <input type="checkbox"/> Other	<input type="checkbox"/> Accented <input type="checkbox"/> Deliberate <input type="checkbox"/> Distinct <input type="checkbox"/> Fast <input type="checkbox"/> Hesitant <input type="checkbox"/> Lisp <input type="checkbox"/> Slow <input type="checkbox"/> Slurred <input type="checkbox"/> Stuttered <input type="checkbox"/> Other If Accented, Describe:	<input type="checkbox"/> Educated <input type="checkbox"/> Foreign <input type="checkbox"/> Foul <input type="checkbox"/> Intelligent <input type="checkbox"/> Irrational <input type="checkbox"/> Rational <input type="checkbox"/> Slang <input type="checkbox"/> Taped / Recorded <input type="checkbox"/> Uneducated <input type="checkbox"/> Unintelligible <input type="checkbox"/> If Foreign, Describe:	<input type="checkbox"/> Agitated <input type="checkbox"/> Angry <input type="checkbox"/> Blaming <input type="checkbox"/> Calm <input type="checkbox"/> Clearing Throat <input type="checkbox"/> Crying <input type="checkbox"/> Fearful <input type="checkbox"/> Intoxicated <input type="checkbox"/> Laughing <input type="checkbox"/> Nervous <input type="checkbox"/> Self-Righteous <input type="checkbox"/> Other	<input type="checkbox"/> Airport <input type="checkbox"/> Animals <input type="checkbox"/> Baby <input type="checkbox"/> Birds <input type="checkbox"/> General Noise <input type="checkbox"/> Guns Firing <input type="checkbox"/> Gymnasium <input type="checkbox"/> Machinery <input type="checkbox"/> Motor <input type="checkbox"/> Music <input type="checkbox"/> Party <input type="checkbox"/> PA System <input type="checkbox"/> Quiet <input type="checkbox"/> Restaurant <input type="checkbox"/> Static <input type="checkbox"/> Street Noise <input type="checkbox"/> Talking <input type="checkbox"/> Tavern / Bar <input type="checkbox"/> Television <input type="checkbox"/> Traffic <input type="checkbox"/> Train <input type="checkbox"/> Typing <input type="checkbox"/> Water / Wind <input type="checkbox"/> Other

ANNEX F: EXPLOSION

Immediate Action

- If the explosion is in the building, get out of the building as quickly and calmly as possible. Call Public Safety at 415-422-2911. For non-Hilltop campus locations, dial 911.
- If items are falling off of bookshelves or from the ceiling, get under a sturdy table or desk.
- If there is a fire, stay low to the floor and exit the building as quickly as possible. Activate the building fire system, if possible.
- If you are trapped under debris, tap on an object or wall so that rescuers can hear where you are.
- Assist others in exiting the building. Do not use the elevators.
- Untrained people should not attempt to rescue people who are inside a collapsed building and should wait for emergency personnel to arrive.
- Once outside, keep moving away from the building and proceed to the Emergency Assembly Area, or other designated assembly location. Keep roadways and walkways clear for emergency vehicles.
- Let emergency personnel know the location of people who are trapped or unable to evacuate the building.

ANNEX G: SUSPICIOUS PACKAGE OR OBJECT

Detecting Suspicious Packages or Letters

The U.S. Postal Service and the Bureau of Alcohol, Tobacco, and Firearms have designated the following characteristics as indicators of suspicious packages:

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

Immediate Actions

If you receive or discover a suspicious package or foreign device, do not touch it, tamper with it, or move it.

- Call Public Safety at 415-422-2911. For non-Hilltop campus locations, follow your campus procedures and notify your local authorities dial 911.
- Immediately secure and evacuate the area. **Move** people away. **Do not move or open** the package. **Do not investigate** too closely. **Do not cover or insulate** the package.
- Turn off ventilation, if able, or call Facilities Management at x6464 (415-422-6464) to do so.
- Thoroughly wash hands, remove clothing, and place clothing in a plastic bag.
- Do not return to the area until cleared by the Department of Public Safety, or the Environmental Safety Office or your local authority.

ANNEX H: HAZARDOUS MATERIALS

Immediate Action

As necessary with the appropriate Personal Protection Equipment (PPE) Gloves, Gowns and/or Eye Protection, simple spills should be cleaned up by the person that caused the spill if they are adequately trained to do so.

Major spills or emergencies:

- Call Public Safety at 415-422-2911. For non-Hilltop campus locations, dial 911.
- Evacuate and assemble at a safe and upwind distance. This may include the Emergency Assembly Area), or other designated assembly location.
- Account for all individuals
- Wait for, and provide, information to first responders

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

For major spills or emergencies, the emergency response agency (local fire department, Environmental Safety Office, or a HAZMAT Team) will determine if the incident is under control and stabilized. After immediate hazards have been controlled and stabilized, the transfer of authority and responsibility for the site will be returned to the University.

ANNEX I: INFRASTRUCTURE FAILURE

Immediate Action

- If a critical incident is experienced relating to water, electricity, or steam, call Facilities Management at 415-422-6464.
- If a critical incident is experienced relating to telephone or computer systems, call Information Technology Services at 415-422-6668.

In case of Major, Campus-Wide Power Outage

- Remain calm and remain in your building unless otherwise directed
- If evacuation of a building is required, seek out people with special needs and provide assistance (call 415-422-2911 for additional assistance). For non-Hilltop campus locations, dial 911.
- If evacuation is required, proceed to the Emergency Assembly Area, or other designated assembly location
- Laboratory personnel should secure all experiments and unplug electrical equipment before evacuating. All chemicals should be stored in their original locations. Provide natural ventilation by opening all windows and doors. If this is not possible or natural ventilation is inadequate, evacuate the laboratory until the power is returned.
- Do not use candles or other types of open flame for lighting.
- Unplug all electrical equipment, including computers and turn off light switches.
- Do not use elevators.
- Emergency lighting for exit pathways will function for fifteen to thirty minutes following a power outage. In areas with poor natural light, evacuate promptly.
- Doors equipped with key-card readers will lock and limit entry. To exit, use the “emergency” push bar. Key-card access will be available when power is restored.

If People are Trapped in an Elevator

- Tell passengers to stay calm and that you are getting help.
- Call 415-422-2911 and provide information. For non-Hilltop campus locations, dial 911.
- Stay near passengers until Public Safety or other assistance arrives, provided it is safe to stay.
- Elevators are equipped with emergency phones that connect to the Department of Public Safety.

Hazardous conditions that pose a danger to individuals or campus property should be reported to Facilities Management at 415-422-6464 (7:30am – 4:30pm) or the Department of Public Safety at all other times.

ANNEX J: DEFEND IN PLACE

Immediate Action

If any event occurs that jeopardizes public safety and the conditions outside are more dangerous than inside, move inside and defend in place. Defending in place is different from sheltering in place. Defending in place includes your actions to protect yourself.

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

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

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

- Turn off all electrical appliances, fans, air conditioners, furnaces, etc.
- Close and lock all windows, vents, doors, and other openings.
- Seal room windows and doors with duct or masking tape.
- Seal door thresholds with wet towels or clothing.
- Sit adjacent to an inner wall and away from outer walls and windows. **Do not smoke, light candles, or use any sources of open flame.**
- Call Public Safety at 415-422-2911. For non-Hilltop campus locations, dial 911. Communicate your location with first responders.

Evacuation: Be prepared to evacuate your home or workplace if circumstances change and require it.

Assist Others: As circumstances and your training permits, assist others in your building or neighborhood. Depending on the magnitude of the incident, assistance from emergency services personnel may be significantly delayed.

ANNEX K: SEVERE WEATHER

Immediate Action

Emergency situations that require immediate action and response are reported to the Department of Public Safety at 415-422-2911. For non-Hilltop campus locations, dial 911.

Heavy Rains and High Winds

- Remain calm and avoid panic.
- In the event of extensive roof or window leaks or imminent flooding of the area, if safe to do so, unplug electrical devices and secure all equipment by moving them away from the hazard.
- Remain inside the building, away from windows.
- DO NOT use elevators. Use the stairs just in case the power goes out.
- If outside, avoid areas with the heaviest concentration of trees. Stay clear of sagging or downed power lines.
- Assist community members with disabilities.

Hazardous conditions that pose a danger to individuals or campus property should be reported to Facilities Management at 415-422-6464 (7:30am – 4:30pm) or the Department of Public Safety at all other times.

ANNEX L: FLOODING

Immediate Action

In case of Minor Imminent Flooding

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

In case of Major Imminent Flooding

- In the event of major water-main failure, the impacted areas of campus should be evacuated immediately.
- Assist community members with disabilities.

Next Actions

After a Flood

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

Hazardous conditions that pose a danger to individuals or campus property should be reported to Facilities Management at 415-422-6464 (7:30am – 4:30pm) or the Department of Public Safety at all other times.

Annex M: Wildfire Air Quality

Description

The University of San Francisco is committed to the safety and security of its community and will take proactive steps to mitigate, prepare, respond and recover from the impacts of wildfires and related air quality concerns.

The protocol was developed and implemented based on USF's experience with previous wildfires. These protocols will continue to be revised as better practices become available through future experiences, learnings, exercises and training.

The University of San Francisco uses the Air Quality Index (AQI) metric provided from Airnow.gov as our thresholds for this protocol.

Immediate Actions

Activation of Emergency Operations Center (EOC) when a 100 AQI is projected

- When the AQI threshold is projected to reach 100, the Emergency Operations Center will be activated in whole or in part as the needs of the situation dictate.
- A message via USF Alert will be sent to the community that the university is monitoring the situation.
 - Messaging to include information on N95 or KN95 distribution and personal safety guidelines.
 - A message will be sent to the faculty to be prepared for Continuity of Classes Plan activation when required
 - Messaging will be on-going throughout the situation as information becomes available.

Activation Continuity of Classes Plan when a 150 AQI is projected

- When the AQI threshold is projected to reach 150, classes at impacted locations will be canceled and continuity of classes plans begins.
- A message via USF Alert will be sent to the community announcing on-site instruction is suspended, classes will be held according to faculty member's plan
- Messaging will also direct the community to Wildfire Resources Page

Leading up to and during unhealthy air quality conditions, community members should:

- Avoid activities outdoors.
- **Wear a mask.** If you must go outside, **wear a mask** that can filter out pollutants. N95 masks are the most effective at filtering out pollutants.
- Unhealthy/Sensitive Groups: Active youth/adults/people with heart or lung diseases should reduce prolonged outdoor exertion.

Additional Considerations for other University Activities

- The threshold for Athletics events will follow the guidelines set forth by the West Coast Conference and practices and events will be canceled or postponed when a 150 AQI is projected or reached.
- When the AQI threshold is projected to reach 150, the Koret Center and Dorraine Zief Law Library will be closed to patrons.
- When the AQI threshold is projected to reach 150, Gleeson Library | Geschke Center will close to patrons.
 - During periods of remote instruction, Gleeson Library will remain open to help support those faculty members using the space to teach remotely
- Determination of “voluntary” vs “involuntary” activities to be decided by the President’s Cabinet, Emergency Operations Center, and Deans
 - Admissions tours, External community events held on campus, Guest speakers, etc.
- A message via USF Alert or OMC will be sent to the community announcing which facilities will be closed and which events will be canceled.

Next Actions

Resumption of Normal Operations – Below 150 AQI

- When the AQI threshold is projected below 150 AQI, a decision will be made regarding a resumption of normal operations.
- When normal operations resume, a message via USF Alert will be sent to notify the community of the return to normal operations and refer them to the wildfire resources page for further information
- OMC will also provide ongoing messaging to keep the community informed.

Continuity of Services

As USF and its community works through the impacts of the wildfires, specific services must continue. USF relies on its valued employees and partners to provide continuity of services for those members of the community who must remain on campus.

Vice President’s and Deans of each school and college will determine continuity services in each of their respective divisions, schools and colleges.

ANNEX N: ACCESS AND NEEDS CONSIDERATIONS

Description

During a disaster/emergency, the University understands that additional assistance will be required for persons with disabilities. Additional assistance will be provided for people with a mobility disability, limited vision, or hearing impairment.

The University maintains a voluntary and confidential registry of persons with disabilities who may need individualized evacuation assistance or notification. The registry is accessible to essential staff for emergency life safety events.

While Emotional Support Animals or Comfort Animals are often used as part of a medical treatment plan as therapy animals, they are not considered service animals under the ADA. These support animals provide companionship, relieve loneliness, and sometimes help with depression, anxiety, and certain phobias, but do not have special training to perform tasks that assist people with disabilities

Planning

- Identify two friends or colleagues as emergency companions at the location(s) you frequently visit.
- Communicate with your companion and indicate what type of assistance you will be requesting.
- Identify at least two emergency exits.
- Locate an Area of Refuge in the event of an emergency and you are unable to evacuate the building.

Immediate Actions

- Remain calm and avoid panic.
- Go to an area of safety. Depending on the emergency situation, your actions could include:
 - Evacuate the building if required.
 - Assemble in an Area of Refuge and notify others of your location.
 - In an earthquake, seek interior hallways, stairwells or rooms.
 - In an earthquake, avoid windows and corridors with windows.
 - In a fire, seek an exterior facing room with windows so you can seek help.
 - Defend in Place and call Public Safety for assistance.
- DO NOT use elevators during an emergency.
- Close all doors, including main corridors, making sure they latch, but do not lock.
- Let first responders know if you have a service animal or emotional support animal.

ANNEX O : Emergency Assembly Areas

ZONE	BUILDINGS IN ZONE	PRIMARY ASSEMBLY SITE	SECONDARY ASSEMBLY SITE
1	Koret Center	Negoesco Field	Turk Street (North Side)
2	Cowell Hall Kalmanovitz Hall	Welch Field	Fulton Street (South Side)
3	St. Ignatius Church and Parish	Welch Field	Parker and McAllister (West Side)
4	Kendrick Hall Zief Law Library	Welch Field	Parker and Fulton (North side)
5	Fromm Institute Fromm Residence Hall Gleeson Library Harney Science Center / CSI University Center X-Arts	Welch Field	Golden Gate Avenue Sidewalk (North Side)
6	Toler Residence Hall McLaren Conference Center Malloy Hall Memorial Gym	CSI Plaza	Golden Gate Avenue Sidewalk (North Side)
7	Gillson Residence Hall Hayes Healy Residence Hall	Golden Gate Avenue Sidewalk (North Side)	Golden Gate Avenue Sidewalk (North Side)
8	Lone Mountain Pacific Wing Lone Mountain Rossi Wing Lone Mountain Main	Lone Mountain Parking Lot / Spanish Steps	Lone Mountain Grass / Turk Street

Emergency Response Guide

9	Loyola House	Lone Mountain Main/Cafe	Lone Mountain Grass / Turk Street
10	School of Education 281 Masonic	Masonic Avenue (East Side)	Turk Street (South Side)
11	Lone Mountain North Residence Hall	Lone Mtn North Ramp in front of Loyola Village	Lone Mountain Parking Lot / Spanish Steps
12	Loyola Village Residence Hall	Anza Street (North Side)	
13	Lone Mountain East	Lone Mountain Grass / Turk Street	In front of Loyola Village

ANNEX P: Building Marshal Program

The Building Marshal program was established to provide local contacts (building or school) for management and coordination of crime prevention and emergency response protocols for evacuations, lockdown, or any other required emergency response.

Building Marshals must be aware of all Emergency Procedures and Protocols for the safety of University personnel and property.

Marshals play an integral role in ensuring the safety of the community, we stress the safety of the Building Marshal at all times. No one will ever be required to perform any duties that expose them to unreasonable risk or danger.

Building Marshals Working as a Team

It is vital that Building Marshals unite as a team within the building you work.

Form a building emergency team and know the other Building Marshals on your floor and in your building. Meet with them to decide who will be the Lead Building Marshal.

- Know the people who work in your immediate area. Identify individuals who may require special assistance in an emergency
- Maintain an up-to-date list of all individuals who need additional assistance during an evacuation
- Make a contact list in your phone for each Building Marshal team member on your floor/sector as well as other key contacts within your building
- Create a Public Safety contact list in your phone - USF DPS Emergency Dispatch - 415-422-2911
- Know the location of the fire extinguishers and how to use them
- Know the location of any first aid cabinets and emergency supplies
- Know the location of stairwell exits and a direct route to each
- Know the alternate evacuation routes if you encounter obstacles
- Know the emergency assembly areas and routes to them
- Regularly inspect exits, pathways, lighting, etc. and report deficiencies to Facilities Management by calling 422-6464 or in the Facilities Service Portal.
- Keep up-to-date on your first aid and CPR certifications
- Maintain a current list of Department employees to facilitate in verifying staff at an assembly, relocation or shelter-in-place site
- Direct an evacuation or a shelter-in-place situation as needed.

Building Marshal's Duties

Lead Building Marshal

- Create the building marshal teams and identify who will assume specific marshal duties.
- Maintain overall supervision of the building marshal team, provide guidance, and coordinate training.
- Ensure monthly checks on emergency supplies and equipment (AED, First Aid Kits, Evacuation Chairs and Stretchers)
- Wear the Building Marshal vest and use the wand.
- Meet with Public Safety, Police, and/or Fire Department during an emergency
- Gather information from the marshals and communicate vital information to the Public Safety
- Report occupants who need evacuation assistance and occupants gathered in areas of refuge.
- Make note of anyone who may be missing.
- Document and report injuries, missing persons and property damage.
- For on campus emergencies always ensure Public Safety (415-422-2911) is notified even when calling 911 first.

Deputy Building Marshal

- Assume the duties of the Lead Building Marshal in his/her absence.
- Perform all tasks as assigned by the Lead Building Marshal.

Floor Marshal

- Wear the Building Marshal vest and use the wand.
- Alert occupants to immediately and quickly evacuate their workspace, office, room or restroom. Walk - Don't run
 - All marshals are expected to evacuate buildings when an evacuation order is made by emergency responders or when a fire alarm is sounding. While evacuating, the marshal is expected to instruct others to do the same.
 - If it is safe to do so, marshals may choose to check designated areas of their area of responsibility that are known to be problematic during evacuations to ensure all persons are evacuating.
 - Any person who refuses or is unable to evacuate will be left by the marshal and then reported to first responders. The marshal must prioritize their safety at all times.
 - Advise all persons who attempt to reenter the building that there is an emergency and entry is not permitted
- Assist the injured if possible and make note of individuals who need evacuation assistance/in the areas of refuge.
- Test the door for heat before allowing entry.
- Direct them to the safest and closest stairways and exits.

Emergency Response Guide

- Do not use elevators.
- Do NOT prop floor doors open. Close doors when the area is evacuated.
- When outside, direct evacuees away from the building to the emergency assembly areas.
- Do not block fire lanes or the egress for other evacuees.
- If the primary assembly area is not safe or if directed by emergency personnel, the marshal should direct evacuees to the secondary assembly area.
- Make note and report location of hazardous conditions.
- Remain calm and keep others calm by your composure.
- Check in with the Building Marshal Lead for further instructions
- The Building Marshal may assist with communicating the “All Clear” conditions in the absence of emergency personnel. There could be circumstances where emergency personnel are unavailable to reach all assembly areas and they may contact the marshal to inform them of the “All clear.”