

Emergency Management: Situational Guidelines

Department: Fire and Emergency Management Group

Program: Emergency Management

Owner: Program Manager

Authority: ES&H Manual, Chapter 37, Emergency Management¹

Getting emergency responders on the way should be your first action in the event of an emergency. Described below is how to call for help, what emergency personnel need to know, and next steps to take before help arrives for the following types of emergencies:

- Calling 911
- Bomb Threat
- Earthquake
- Evacuation
- Fire
- HazMat Spill or Release
- Medical
- Radiological Incident
- Shelter-in-place
- Suspicious Packages
- Workplace Violence
- Terrorism

¹ *SLAC Environment, Safety, and Health Manual* (SLAC-I-720-0A29Z-001), Chapter 37, “Emergency Management”, <http://www-group.slac.stanford.edu/esh/emergency/chapter/policies.htm>

Calling 911

- From a SLAC phone: dial 9-911
- From a non-SLAC phone: dial 911

Dialing 9-911 or 911 connects you to a Palo Alto Dispatch Center operator. Dialing 911 on a cell phone within 100 yards of Interstate 280 may connect you to the California Highway Patrol (CHP) dispatch center in Vallejo rather than the local Palo Alto Dispatch Center. If this happens, they should be able to re-direct your call.

Note Placing an emergency call from a SLAC phone (9-911) alerts SLAC Site Security and the on-site fire station, but SLAC Site Security will not know what the call is about – notify them separately.

The 911 operator will need answers to these five questions

1. What is the emergency?
2. Where is the emergency?

Note SLAC is located at 2575 Sand Hill Road, Menlo Park. In addition, provide the building and room name or number as well as directions to the specific location on the SLAC site.

3. Who is injured?
4. Are there any hazards in the area?
5. What is your name and what is the phone number you are calling from?

Do not hang up until the 911 operator tells you to.

Next steps

- Call SLAC Site Security to report details
 - SLAC phones: ext. 2551
 - Non-SLAC phones: 650-926-2551
- Take any additional steps described in the emergency-specific guides below
- Meet or have someone meet responders and direct them to the exact location
- If you do not have information or skills emergency responders need, stay clear of the area.

Bomb Threat

If you receive a bomb threat by phone

1. Stay calm and listen carefully to gather information:
 - About the caller
 - Age and gender
 - Unique speech attributes
 - Background noises that might indicate the caller's location
 - About the device
 - Where it is
 - When it is set to go off
 - What it looks like
 - Why it was placed
2. Call for help
 - From a SLAC phone: dial 9-911
 - From a non-SLAC phone: dial 911
3. Call SLAC Site Security to report details
 - SLAC phones: ext. 2551
 - Non-SLAC phones: 650-926-2551
4. Stay clear of the area in which the bomb may be located

Earthquake

Earthquakes are the number one hazard at SLAC. Being prepared and knowing what to do in the event is essential. The following guidelines are adapted from the Federal Emergency Management Agency (FEMA) web site.²

Be prepared

- Place a maintenance request with Conventional and Experimental Facilities (CEF) to brace and secure furniture in your office or work area³
- Fasten shelves, mirrors, and large picture frames to walls
- Brace high and top-heavy objects
- Place large or heavy objects on lower shelves
- Store any breakable items on low shelves or in cabinets that fasten shut
- Identify “safe spots” in each room, such as under a sturdy table or against an inside wall
- Participate in regular earthquake drills in your building and know evacuation routes
- If you have any questions, ask your building manager⁴

During an earthquake

- Duck, cover, and hold until the shaking stops
- Minimize your movements during an earthquake to a few steps to a nearby “safe spot”
- Stay indoors until the shaking has stopped and you are sure exiting is safe

If you are indoors

- Take cover under a sturdy desk, table, or bench or against an inside wall, and hold on. If there isn't a table or desk near you, cover your face and head with your arms and crouch in an inside corner of the building.
- Stay away from glass, windows, outside doors and walls, and anything that could fall, such as lighting fixtures or furniture.
- Stay inside until shaking stops and it is safe to go outside. Most injuries during earthquakes occur when people are hit by falling objects when entering into or exiting from buildings.
- Be aware that the electricity may go out or the sprinkler systems or fire alarms may turn on.

If you are outdoors

- Stay outdoors
- Move away from buildings, streetlights, and utility wires
- At SLAC, go to the nearest emergency assembly point

2 Federal Emergency Management Agency, “FEMA, Are You Ready?”, <http://www.fema.gov/areyouready/earthquakes.shtml>

3 “CEF Service Request System”, <https://www-internal.slac.stanford.edu/cef/NonSafety/Default.htm>

4 “Building Managers”, <http://www.slac.stanford.edu/cgi-wrap/pep2qry?cmd=bldgmgrs>

Emergency Management: Situational Guidelines

If you are in a moving vehicle

- Stop as quickly as safety permits and stay in the vehicle. Avoid stopping near or under buildings, trees, overpasses, and utility wires.
- Proceed cautiously once the earthquake has stopped, watching for road and bridge damage.

After an earthquake

- Expect aftershocks. These are usually less violent than the main quake but can be strong enough to do additional damage to weakened structures.
- Stay away from damaged areas unless your assistance has been specifically requested by police, fire, or relief organizations.
- As soon as it is safe, assemble at your building's designated emergency assembly point
- Only call for emergency responders (9-911 or 911) to report life threatening emergencies, and keep any other calls as brief as possible.
- For more information on earthquake safety contact the SLAC fire marshal or the assistant fire marshal

Evacuation

Evacuation may be ordered under certain emergency conditions or for required drills.

Note You are required by law to evacuate the building when the fire alarm sounds.

When evacuating your building or work area

- Stay calm and evaluate the situation
- Stop work. If applicable, follow a shut down procedure to ensure safety
- Gather personal belongings only if this can be done safely
- Close doors and windows as you leave. This can help slow down a fire, for instance
- Evaluate your exit options because your normal exit may be blocked
- Do not use an elevator
- Before opening any door, touch it. If it is hot, do not open it!
- As you exit, inform others who may not be aware of the emergency or situation
- Proceed to the building's designated emergency assembly point

At the designated emergency assembly point

- Report to the emergency assembly point leader or monitor to provide information that will help account for everyone
- Be prepared to explain to emergency responders the exact nature of the emergency
- Stay upwind of the building or area if hazardous materials are involved
- Wait for instructions from emergency responders
- Do not re-enter the building or work area until emergency responders declare re-entry to be safe

Fire

Palo Alto Fire Department Station 7 is located on the SLAC site.

In case of fire

- Sound the alarm: This can be done as you evacuate the building (pull stations are generally located near exits). Alert others as you exit.
- Call for help from the nearest phone in a safe location
 - SLAC phones: dial 9-911
 - Non-SLAC phones: dial 911

Next steps

- Use a fire extinguisher **ONLY** if you are trained to use it and it is safe under the circumstances
- Call SLAC Site Security to report details
 - SLAC phones: ext. 2551
 - Non-SLAC phones: 650-926-2551
- If the fire is in a radiological control area, call Radiation Protection Field Operations so they can monitor the area
 - SLAC phones: ext. 4299
 - Non-SLAC phones: 650-926-4299

When the fire department arrives

- Provide precise information about the fire location
- Report if anyone is still inside the building
- Point out that facility emergency plans (FEPs) are located in the yellow life safety boxes located near main entrances
- If you do not have information or skills emergency responders need, stay clear of the area.

HazMat Spill or Release

Life threatening or environmentally damaging spills

Call for help from the nearest phone in a safe location:

- SLAC phones: dial 9-911
- Non-SLAC phones: dial 911

Spill handling procedures

See the *SLAC Environment, Safety, and Health Manual*, Chapter 16, “Spills”, for instructions and procedures.⁵

- Spills: Spill Response Flow Chart⁶
- Spills: Initial Spill Response Procedure⁷

5 *SLAC Environment, Safety, and Health Manual* (SLAC-I-720-0A29Z-001), Chapter 16, “Spills”, <http://www-group.slac.stanford.edu/esh/environment/spills/policies.htm>

6 Spills: Spill Response Flow Chart (SLAC-I-750-0A16S-004), <http://www-group.slac.stanford.edu/esh/eshmanual/references/spillsFlowResponse.pdf>

7 Spills: Initial Spill Response Procedure (SLAC-I-750-0A16C-001), <http://www-group.slac.stanford.edu/esh/eshmanual/references/spillsProcedInitial.pdf>

Medical

Call for help

- From a SLAC phone: dial 9-911
- From a non-SLAC phone: dial 911

Call SLAC Site Security to report details

- SLAC phones: ext. 2551
- Non-SLAC phones: 650-926-2551

While waiting for emergency responders

- Stay calm and reassure the person that help is on the way
- Use precautions to prevent exposure to bodily fluids (for example, wear impermeable gloves)
- Provide first aid to the best of your ability and training
 - For bleeding wounds, apply direct pressure with a bandage or clean cloth
 - If you determine that the patient has no pulse and is not breathing, begin cardiopulmonary resuscitation (CPR)
- Do not move the person unless safety considerations make it absolutely necessary
- Make the person as comfortable as possible
- If the person is on any medication(s), be sure to bring this to the attention of the emergency responder. Provide medications if they are available.
- Make note of the time of such important details as
 - The last time you talked to the patient
 - Changes in the condition of the patient: for instance, if the person loses consciousness
 - How long the medical condition has existed

Once emergency responders arrive

- Direct/lead responders to the person
- Inform the person's supervisor
- Inform the SLAC Medical Department⁸
 - SLAC phones: ext. 2281
 - Non-SLAC phones: 650-926-2281

8 "SLAC Medical Emergency Information", <http://www-group.slac.stanford.edu/esh/medical/emer.html>

Radiological Incident

Radiological contamination of individuals by on-site sources of radiation is extremely unlikely. If, however, a person suspects that they have been contaminated:

1. Call for emergency assistance
 - From a SLAC phone: dial 9-911
 - From a non-SLAC phone: dial 911
2. Notify RP Field Operations
 - From a SLAC phone: ext. 4299
 - From a non-SLAC phone: 650-926-4299
 - After hours: SLAC Site Security (ext. 2551) or MCC (ext. 2150) can notify the on-call Radiation Protection Field Operations technician⁹
3. Notify the SLAC Medical Department
 - From a SLAC phone: ext. 2281
 - From a non-SLAC phone: 650-926-2281
4. Isolate yourself or anyone who may be contaminated
5. Inform emergency responders of possible radiological contamination

9 “Radiological Call-In List”, <https://www-internal.slac.stanford.edu/esh/rp/radcallin.htm>

Shelter-in-place

Certain types of emergencies may release chemicals or other harmful agents that make going outdoors dangerous. If such an emergency occurs, the best option is to shelter in place. That is, it becomes necessary to make the building you are in as safe as possible to protect yourself and others until the danger passes.

Note Do not try to shelter in a vehicle unless there is no other option; vehicles are not airtight enough to protect adequately from chemical fumes or other harmful agents.

At SLAC, the best means by which to issue a shelter-in-place advisory is an all-hands e-mail from the director's office.

If a shelter-in-place advisory has been issued

1. Call for emergency responders ONLY if you need immediate assistance with a life-threatening emergency.
 - From a SLAC phone: dial 9-911
 - From a non-SLAC phone: dial 911

Note Limit all non-essential calls. It is crucial that telephone and cell phone capacity be maintained for emergency calls.

2. Spread the word and advise everyone to stay inside until the advisory is lifted by police or fire department personnel.

Note People who insist on leaving the building should be allowed to leave, but they should be advised that they are proceeding at their own risk.

3. Determine who the building manager or other knowledgeable person-in-charge (PIC) is and follow their instructions. Instructions will be in accordance with the facility emergency plan (FEP) and will include the remaining recommended steps outlined below.
4. Seal the building.
 - Close and lock windows
 - Turn off all air conditioning or heating systems
 - Close off all other sources of outside air. Use masking tape and plastic sheeting to seal any openings
 - Close all doors and control access to the building (locking doors will provide a tighter seal)
5. Post Shelter-in-Place in Effect – Controlled Access signs in windows. Allow people to enter, but minimize the time the door is open. When persons enter (or exit), others should be far from the door.
6. Stay in the designated shelter-in-place area, which is usually a large interior room.

Emergency Management: Situational Guidelines

7. Monitor local radio stations and listen for updates and information on when it is safe to go outside. Local stations include
 - KZSU 90.7 FM Stanford University
 - KGO 810 AM ABC
 - KCBS 740 AM CBS
8. Call SLAC Site Security: from a SLAC phone, dial ext. 2551, from a non-SLAC phone dial 650-926-2551.
 - Report that you are sheltering in place and your exact location
 - Provide names of all present

Suspicious Packages

Suspicious packages may arrive in the mail or they may be packages or objects that look suspicious and cannot be accounted for.

The US Postal Service includes these indicators as signs of ‘suspicious’ mail:

- Address or return address looks unusual or is written in an unusual fashion or style
- Letter is bulky, sealed, or taped in an unusual way
- Letter or package is stained or leaking material
- Excessive postage or foreign origin
- Suspected foreign substance

In all instances described below, notify your supervisor. If the supervisor cannot be located immediately, call SLAC Site Security

- From a SLAC phone, dial ext. 2551
- From a non-SLAC phone dial 650-926-2551

If you receive or locate a suspicious package or object

1. Do not touch the package or object, especially if it is emitting or leaking a foreign substance
2. Leave the area along with others, and close the door if possible
3. Keep others from entering the area while waiting for help to arrive

If you opened a suspicious package and believe you have been contaminated

1. Immediately put the suspicious item down and cover it, preferably with a container, such as a trash can. At minimum, cover the item with a piece of paper.
2. Limit your exposure by avoiding inhaling or touching your face
3. Exit the work area, closing the door on the way out
4. Begin preliminary decontamination:
 - The potentially contaminated person must immediately inform a coworker and then go to the restroom or janitor’s closet area to wash their hands with soap and water.
 - They should then exit the building and stand apart from others but identify themselves to the building manager (for example, signal) so that the building manager can identify the person to the HazMat team for decontamination.
5. The co-worker should:
 - Call 9-911 to advise of a suspicious package with possible contamination
 - Place an Off Limits sign on the door(s) of the affected work area and on the door of the restroom in which the potentially contaminated person is washing
 - Pull the fire alarm while exiting, so that others evacuate the building

Suspicious package or object without foreign substance

If the letter or envelope or package looks suspicious but there is no sign of a foreign substance:

1. Leave the area along with any others and close the door if possible
2. Keep others from entering the area while waiting outside the work area for the supervisor or SLAC Site Security

Additional Information

- Download and display this USPS poster in your mailroom or other common areas.¹⁰

¹⁰ United States Postal Service, “Suspicious Mail or Packages”, Poster 84 (PSN 7690-07-000-7097), http://www-group.slac.stanford.edu/esh/emergency/whattodo/package_poster.pdf

Workplace Violence

All urgent and/or potentially dangerous threats or acts of violence must be reported immediately to:

- Emergency responders (call 9-911 from a SLAC phone or 911 from a non-SLAC phone)
- SLAC Site Security (call ext. 2551 from a SLAC phone or 650-926-2551 from a non-SLAC phone)
- Your supervisor
- Employee/Labor Relations (call ext. 2355 or 2358 from a SLAC phone)

Do

- Project calmness: move and speak slowly, quietly and confidently
- Maintain a relaxed yet attentive posture and position yourself at a right angle rather than directly in front of the other person
- Respectfully ask the agitated person what the matter is and that you are interested in what they have to say
- Acknowledge the person's feelings; indicate that you can see he or she is upset
- Accept criticism. When a complaint might be true, use statements such as "you are probably right" or "it was my fault". If the criticism seems unwarranted, ask clarifying questions
- As soon as help arrives, let trained professionals handle the situation

Don't

- Make sudden movements that can be seen as threatening. Moderate the tone, volume and rate of your own speech
- Use styles of communication that generate hostility such as apathy, brush off, coldness, going strictly by the rules, or giving someone the run-around
- Reject the person's demands from the outset
- Challenge, threaten, or dare an agitated person
- Belittle a person or cause him or her to appear foolish
- Try to make the situation seem less serious than it is
- Invade the person's personal space; make sure there are at least 3 to 6 feet between you

Terrorism

If you become aware that a terrorist action has occurred in your vicinity, attempt to distance yourself from the pathway of any chemical, biological, or radiological agent, or nuclear fallout. Then call for emergency assistance:

- From a SLAC phone: dial 9-911
- From a non-SLAC phone: dial 911

Chemical Attack

Chemical attacks entail the intentional dispersal of chemical vapors, liquids, or solids. Chemical agents affect victims through inhalation and/or skin and eye exposure. Since chemicals can react on contact, it is essential to minimize exposure.

- If the chemical attack occurs outdoors, follow the guidelines in the *shelter in place* section
- If chemical attack occurs indoors: evacuate the building immediately using an uncontaminated route
- Avoid puddles of liquid or vapor clouds
- Remain upwind of the building or chemical cloud
- Await instructions from fire department or law enforcement

If you were directly exposed to chemicals:

- Immediately remove your clothing and isolate them, in a plastic bag if possible
- Avoid touching your eyes, nose, and mouth
- Decontaminate any exposed clothing or skin by flushing with water thoroughly
- Seek fresh air; stay upwind
- Avoid contaminating others by staying isolated (and advise other contaminated persons to remain isolated)
- Seek medical attention but do not enter a medical facility without first being decontaminated by first responders

Biological Attack

Biological attacks may involve contagious or non-contagious agents, and biological agents may exhibit an incubation period up to two weeks after the initial attack. Attacks of this sort may take days or weeks to recognize. The main goal is to get medical aid and minimize further exposure.

- For contagious diseases, expect medical evaluation, surveillance, vaccination, and/or quarantine. Minimize contact with others.
- For non-contagious diseases, expect to receive medical evaluation
- If informed of potential exposure by public officials, follow their guidance
- Monitor for symptoms. If symptomatic, go to a medical provider for treatment.
- Smallpox: if exposed, get vaccinated

Emergency Management: Situational Guidelines

- Anthrax-affected areas: only leave once antibiotics are taken and if advised to do so by public health officials

Radiological Attack

The main goal is to avoid inhaling dust that could be radioactive.

- If the attack is outdoors, follow the guidelines in the *shelter in place* section
- If attack in indoors, evacuate the building immediately using an uncontaminated route
- Avoid vapor clouds
- Remain upwind of the building or cloud
- Await instructions from the fire department or law enforcement

If you were directly exposed:

- Immediately remove your clothing and isolate them, in a plastic bag if possible
- Avoid touching your eyes, nose, and mouth
- Decontaminate any exposed clothing or skin by flushing with water thoroughly
- Avoid contaminating others by staying isolated (and advise other contaminated persons to remain isolated)
- Seek medical attention but do not enter a medical facility without first being decontaminated

Nuclear Attack

The main goal is to avoid radioactive fallout.

- Immediately move out of path of the fallout
- If it is not possible to move out of the path of the fallout cloud, take shelter as far underground as possible
- Cover skin, nose and mouth
- Decontaminate as soon as you are protected from the fallout
- If you are outside the radioactive fallout area, follow the guidelines in the *shelter-in-place* section