UCSC Floor Marshal Program
Office of Emergency Services
Welcome to the UCSC Floor Marshal team!

On behalf of the faculty, staff, students and visitors, THANK YOU for assuming this role!

Lisa Ehret, Director of Emergency Management
UCSC Emergency Programming

- UCSC Emergency Management Program
  - NFPA 1600, FEMA, Cal OSHA, Dept. Higher Ed, Clery Act
- Building Emergency Coordinator Program
- Department Emergency Action Plans
- Floor Marshal Program
- Personal Emergency Preparedness Training
- Access and Functional Needs
- Partnerships with Civic Agencies
# Building Emergency Preparedness Roles

<table>
<thead>
<tr>
<th>Role</th>
<th>Responsibilities</th>
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<tr>
<td><strong>Building Occupants</strong></td>
<td>* Review your department’s Emergency Action Plan (EAP)</td>
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<td>* Know your evacuation routes and assembly locations</td>
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<td><strong>ADA Occupants</strong></td>
<td>* Self identify to Floor Marshal or BEC for pre-planned evacuation or shelter in place assistance.</td>
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<td>* Emergency support animal plan</td>
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<td><strong>Floor Marshal (FM)</strong></td>
<td>* Maintain occupant roster,</td>
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<td></td>
<td>* Assist access &amp; function need requests</td>
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<td>* Bring roster during evacuation</td>
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<td>* Lead group to meeting location, share role call with BEC</td>
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<td><strong>Building Emergency Coordinator (BEC)</strong></td>
<td>* Prepares Building Emergency Coordinator Plan.</td>
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<td>* Leads evacuated occupants to assembly area, receives rosters from FMs.</td>
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<td>* Communication liaison to responding agencies and EOC.</td>
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<td><strong>Business Continuity Coordinator (BCC)</strong></td>
<td>* Prepares UC Ready Plan: Business Continuity Plan (BCP), Emergency Action Plan (EAP)</td>
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<td>* Assist in Risk/Hazard Assessment</td>
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<td>* Test Plan</td>
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Department Emergency Action Plans

• Identify hazards
• Contacts and phone numbers
• Occupants with special duties (e.g. BECs, FMs)
• Critical equipment to shut down
• Alarm systems
• Fire protection equipment
• Emergency Response Procedures
Floor Marshal Role

- Heightened awareness of signage, exit routes, fire extinguishers
- Sweep work zones
- Post elevator signage
- Maintain zone roster
- Relay concerns to BEC
- Observe and report
- Access and functional need requests
- Relay the “All Clear” for occupants to reenter
Building Emergency Coordinator Role

- Prepares the Building Emergency Plan
- Heightened Awareness
- Evacuation Coordination
- Building Roster
- Communication Liaison
- Observe and Report
- Access and Functional Need Requests
- Manage Assembly Area
- Receives Roster Data
- Rapid Assessment
- Relays the “All Clear” from emergency responders
Communication – Rapid Visual Assessment Form (BEC Prepares)

- Communication liaison
- Location
- Urgency
- Number of evacuees
- Injured, trapped, missing
- Building damage
- Resources needed
- Access and functional needs
- Service animals
Personal Accountability

Evacuate, it’s the Law...

- Unless “officially” notified otherwise, evacuation is mandatory when a building alarm is activated.
- Familiarity with department and campus emergency procedures.
- Spatial awareness.
With Building Emergency Coordinator, Identify Zones
Emergency Assembly Areas

Primary Assembly Area

Secondary Assembly Area
Emergency Communication

1. Sweep, evacuate and check in

2. Floor Marshal confirms who is safe or missing

3. Building Emergency Coordinator receives rosters, completes rapid assessment and relays critical information

- Police
- Fire
- Emergency Operations Center
- Office of Emergency Services
- Building Occupants
- Demonstrations Operations Team Leader
Floor Marshal Go Kit

- Floor Marshal Plan
  - Overview of BEC and FM roles
  - Handling access and functional need requests
  - Emergency communication
  - Zones and maps
- Roster for your zone
- Copy of Department Emergency Action Plan
Access and Functional Need Requests

**Evacuation Assistance**
- Requests are voluntary and are self identified
- Requests are CONFIDENTIAL
- Requests can be made to:
  - Business Continuity Coordinator
  - Building Emergency Coordinator
  - Floor Marshal
- Pair with a volunteer who is willing and able to assist
- Identify 2 assistants

**Privacy**
- You may not inquire about a person's disability
- You may ask “what type of assistance is being requested?”
- You may ask “do you have a preferred colleague/friend for an evacuation assistant?”
Training

**Floor Marshal**
- Attend Floor Marshal Training
- Review Floor Marshal Manual

**Additional Training Opportunities**
- American Red Cross Standard First Aid with CPR-Adult (Available through OPERS)
- Community Emergency Response Team (CERT) training (available through the Fire Department or Santa Cruz Emergency Services)
- Fire safety & fire extinguisher training (Achieved within Basic CERT training, or via Environmental Health & Safety)

***Email a copy of your completed certificates to [OES@ucsc.edu](mailto:OES@ucsc.edu)***
Secure in Place

Use Your Survivalist Mindset – Trust your Instincts
• Be Aware – stay attuned to your environment
• Prepare – “What if” questions to prepare yourself mentally
• Rehearse – mentally and physically practice a protocol

Get Out
• If you can get out to a safer place, do so quickly

Hide Out
• If you can’t get out, stay well hidden
• Turn off lights, silence cell phones, lock or barricade door
• Spread out – do not huddle together

Take Out
• Assume shooters intentions are lethal – active shooter vs. hostage situation
• Do whatever it takes to stop the shooter
• Throw things, yell and improvise weapons
Shelter in Place

Shelter-In-Place (Hazardous Incident)
A critical incident where hazardous (including chemical, biological or radiological) materials may have been released into the atmosphere either accidentally or intentionally.

Lead others on recommended procedures:
• Move to rooms with no windows that can open or are open
• Rooms that have little or no ventilation are preferred
• Close any open windows and door if you cannot move
• Only come out when you are told that it is safe by emergency responders
• Seal off vents/door/windows with plastic, tape or fabric
Earthquake

Evacuate?
• Consider the environmental hazards inside and outside of the building
• Consider the building’s damage

Decide whether to evacuate after the earthquake or to stay put

Official assessment team will make official determination of building condition.
Building Demonstrations

• If the Demonstrations Operations Team (DOT) is not already on scene, notify your BEC. The BEC will contact the Office of Emergency Services or UCSC dispatch, depending on the severity of the situation.

• If evacuation ensues, use nearest stairwell. If the elevator is needed, stay in pairs.

• University non-emergency police number:
  (831) 459-2231 ext. 1

• If safety and security is a concern, call 911
In Summary

• At no time should a Floor Marshal jeopardize their own safety.
• FM key duties: roster, sweep, observe and report
• Each department should have their own emergency action plan to address their specific risks and hazards.
• Evacuation is not the best response to all emergencies.
• Drills and training promote a safer environment for everyone.