



**Department Emergency Action Plan
Office of Emergency Services
University of California, Santa Cruz**

Building or Location Name	
Department Name	
Procedure Last Updated	
For Questions Contact	

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How to Report Emergencies

To Report...	Notify...	Contact Method
Emergencies	Police / Fire	911
Non-emergency life and safety concerns	UCSC Police	(831) 459-2231
Chemical hazards / spills	Police / Fire	911
Facility concerns	Physical Plant	wodesk@ucsc.edu or (831) 459-4444 (M-F 7am-5pm) After hours, call none emergency police (831)459-2231

Employee or Resident Responsibilities

Employees and campus residents have a personal responsibility to familiarize themselves with campus emergency procedures and to follow instructions provided by emergency first responders.

If you have a specific emergency role within your department or residential location, and that role has changed, contact your supervisor or point of contact to review your new or revised responsibility.

Emergency procedures are recommended courses of action. When experiencing a critical incident, each individual must observe, assess, plan, and act based on their own confrontation of the events as they unfold.

Campus Visitors

Visitors may opt-in to the UCSC alert notification system by texting “Readyslug” to 888-777. Visit OES.UCSC.EDU for instructions to opt-in and to view all campus emergency procedures. If you are visiting with a group, when possible, evacuate with your group, account for all members of your party, and check-in with your campus liaison to provide an update about your status.

UCSC Emergency Preparedness Resources

Topic	Source
Emergency Procedures Department Resiliency Planning Emergency Preparedness Videos University Emergency Operations Plan	Office of Emergency Services https://oes.ucsc.edu/
Emergency Training Opportunities	UCSC Police Department at https://police.ucsc.edu/
Fire Extinguisher Training	Environmental Health and Safety

Emergency Notification Systems	Access Here	Purpose
CruzAlert	https://oes.ucsc.edu/cruzalert/	UCSC's alert notification system
Code Red (Reverse 911)	http://www.scr911.org/	A national alert notification system based on your geographic location
Nixle	https://local.nixle.com/city/ca/santa-cruz/	Local alert notifications, sent by community police or fire

Public Emergency Information Sources

- The UCSC webpage (<https://www.ucsc.edu>)
- The UCSC information line, (831) 459-INFO [4636]
- CruzAlert Campus Notices
- AM 1080 Radio
- Local News

Building Alarms

Occupied campus buildings are equipped with fire alarms and pull trigger stations. When an alarm sounds, employees must evacuate immediately. This building has (check all that apply):

- Audible Fire Alarms
- Visual Strobe Fire Alarms
- Residential Smoke Alarms
- Not applicable

Emergency Evacuation Procedures

When fire alarms sound, occupants shall immediately evacuate and assemble at the designated emergency assembly areas. Once there, occupants should 'check-in' with the **designated point of contact** (i.e. a Building Emergency Coordinator, Floor Marshal, supervisor, Resident Assistant, or other designated individual).

For administrative units, an employee roster shall be used to account for employees who have evacuated.

If it is not safe to assemble in the emergency assembly area, employees should seek another location. Once there, employees shall 'check in,' as described above.

Designated Points of Contact

Designated Point of Contact Title	Identified By (e.g. orange vest, hat, sign)

List of Emergency Assembly Areas

Emergency Assembly Areas	Description / Landmarks

Additional Instructions

Emergency Procedures

BOMB THREAT

- If you receive a bomb threat via the telephone:
- Stay calm and keep your voice calm.
- Pay close attention to details. Talk to the caller to obtain as much information as possible.
 - Write down the date and time of the call.
 - Take notes. Pay attention to details. Ask as many questions as possible:
 - When will it explode?
 - Where is it right now?
 - What does it look like?
 - What kind of bomb is it?
 - Where did you leave it?
 - Did you place the bomb?
 - Who is the target?
 - Why did you plant it?
 - What is your address?
 - What is your name?
- Listen to the caller's voice. See if you can identify speech patterns (accent, tone).
- Emotional state (angry, agitated, calm, etc.)?
- Background noise (traffic, people talking and accents, music and type, etc.)?
- Age and gender?
- For all types of bomb threats:
- Write down:
 - The date and time the threat was received
 - How the threat was received (letter, note, telephone)
- Call the police and relay the information from the bomb threat. Follow their instructions.
- Check your work area for unfamiliar items. Do not touch suspicious items, report them to the police.

If conditions are unsafe, or you are instructed by emergency responders to evacuate the building, immediately evacuate.

CRIMINAL OR VIOLENT INTRUDER / ACTIVE SHOOTER / SUSPICIOUS PERSON

Report suspicious situations or persons to campus police.

- Familiarize yourself with your building.
 - Which rooms provide the most security? Seek rooms that can be locked, have no windows and have cell phone reception.
 - If possible, select rooms with a landline phone (note: cell towers may be overwhelmed or damaged during emergencies).
- When in danger, prepare to Run, Hide, or Fight. **RUN** if you can. If you cannot **RUN**, then **HIDE**. If you cannot **HIDE**, then **FIGHT**.
- **RUN**: Escape as soon as a threat is apparent.
- **HIDE**: Locate a secure room:
 - Lock all doors.
 - Barricade doors with furniture.
 - Silence cell phones.
 - Do not congregate in one portion of the room.
 - Avoid areas that can be seen from outside the room.

- Familiarize yourself with the buildings you frequent:
 - Which rooms provide the most security? Seek rooms that can be locked, have no windows and have cell phone reception.
- **FIGHT:** Use any object that will serve to stop the attacker. If the doorway cannot be secured, quickly plan with others to stage an ambush near the entry. Tackle and pin the attacker when they pass through. Grab the weapon and push it to the ground. Protect yourselves!
- Before opening a door for first responders, verify who they are. You might ask that they slip an ID under the door or make a radio call that you can hear. Once verified, follow their instructions and keep your hands visible.
- If you are the victim of, are involved in, or are a witness to any violation of the law such as assault, robbery, theft, overt sexual behavior, etc. call the police as soon as possible. If it is safe, wait for police in order to provide them with more information.

Report suspicious situations or persons to campus police.

DEMONSTRATION, PROTESTS AND CIVIL DISOBEDIENCE

USCS is committed to assuring that all persons may exercise their constitutionally protected rights of free expression, speech and assembly. Protests shall not infringe upon public safety or cause a disruption to university operations. If a protest is disruptive -

- In the event of a building occupation, for safety purposes, employees are expected to leave the building and, to the degree possible, secure office areas behind them. Do not wait for instructions to evacuate. If it is not safe to exit, secure in place and call 911.
- When it is safe to do so, employees should meet at the building's designated Emergency Assembly Areas.
- Check in with your Floor Marshal, Building Emergency Coordinator and/or supervisor for further instructions.
- If the assembly area is not safe, seek shelter and safety at an alternative location, then check in via phone or email with your Floor Marshal, Building Emergency Coordinator and/or supervisor.
- While exiting, if it is safe to do so, employees should:
 - Secure confidential and sensitive information
 - Lock and close all doors
 - Take your laptop
 - Take other personal items that you will need
- If imminent danger exists, call 911.

EARTHQUAKE

While You Are Inside the Building:

- Duck under the nearest sturdy object and hold onto it until the shaking stops. If you are not near a sturdy object, make yourself as small as possible and cover your head and neck.
- If you stand in a doorway, brace yourself against the frame and watch out for a swinging door or other obstruction.
- Avoid windows, filing cabinets, bookcases, and other heavy objects that could fall or shatter.
- Stay under cover until the shaking stops, then leave the building and go to the emergency assembly area or another designated location. Check in with a Floor Marshal, Building Emergency Coordinator and/or your supervisor.

- If it is safe before evacuating, stabilize any laboratory procedures or equipment that could create further hazards (e.g., turn off Bunsen burners and electrical equipment).

While You Are Outside the Building:

- Move away from trees, signs, buildings, electrical poles, wires, fires, and smoke.
- Protect your head with your arms from falling debris.
- Proceed to the emergency assembly area or a pre-designated alternate assembly area. Report to your roll taker.
- Stay alert for further instructions.

ELEVATOR FAILURE

If you are trapped in an elevator, use the emergency telephone inside the elevator to call for assistance or press the elevator alarm inside the elevator to summon help.

EVACUATION FOR CAMPUSWIDE WILDLAND FIRE INCIDENT

ALERT NOTIFICATION:

The alert notification may direct you to - Evacuate, shelter in place, or relocate.

Upon conclusion of the incident, an alert notification will indicate when the situation is “all-clear” and when access to the campus is restored.

MESSAGING: Emergency notifications may indicate:

- Identification or location of the hazard or threat
- The timeliness requested of your response so that you may achieve safety
- Recommended courses of action (e.g. evacuate, shelter in place, re-locate)
- Where to access emergency shuttle, disability transit pickup sites, or road closures
- Emergency assembly or shelter locations

WHEN TO ACT:

If you are not safe, DO NOT WAIT for an official evacuation order, flee from the fire or smoke threat immediately. When an evacuation order is given, respond immediately. Do not return to your residence or office to pick up personal items. Stay tuned to the alert notification systems listed above. University officials, police, or fire will provide evacuation orders.

METHODS FOR ACHIEVING SAFETY:

Emergency responders may direct you to evacuate, to shelter in place, or to move to another location of the campus. Your cooperation with these procedures will contribute to everyone’s safety. Assembly locations will be provided within the alert notification.

- Evacuate: When directed to evacuate, use any means possible to seek safety: flee by car, foot, bike, mass transit. Continue moving away from the threat until you are safe. Evacuate by personal vehicles when traffic is moving quickly enough to egress. Provide emergency carpooling to colleagues and friends.
- If you cannot access your car or if traffic is moving too slowly, abandoned your car and evacuate by foot.

Shuttles and buses will only operate when conditions are safe to operate. Do not wait at bus stops during an evacuation; continue moving away from the fire.



If you need mobility assistance, call Disability Van Services for pickup (831) 459-2829. Van drivers are not emergency rescue personnel. If *emergency rescue* is needed, call 911. When possible, move near the road so drivers or rescuers can quickly locate you.

- **Shelter in Place:** If ordered to shelter in place, stay where you are. Remain calm. The building or open space that you are sent to will be chosen by first responders. If the direction of the hazard changes, respond as needed to seek safety.
- **Relocate and Shelter in Place:** First responders or notifications may direct you to move, proceed quickly to the new location.
- **Short Term Shelter:** If you are directed to or transported to an off-campus shelter, register at the site to report that you are safe. If the campus must close due to fire, begin arrangements to return home or see shelter staff to request extended shelter assistance.
- **Long Term Shelter:** If directed or transported to a long-term shelter, check in and follow directions provided at the shelter. If the campus closes, begin arrangements return home or see shelter staff to request extended shelter assistance.

Once you are safe, notify family and your campus contacts (Parents, Residential Assistants, Supervisor, Manager).

EXPLOSION

If there is an explosion:

- Take cover under sturdy furniture, or leave the building if it is safe to do so. Follow directions provided by emergency responders.
- Stay away from windows.
- Do not light matches.
- Move away from the hazard site to a safe location.

If instructed to evacuate, use the stairs only; do not use the elevators.

FIRE EVACUATION (BUILDING)

Building occupants are required by law to evacuate a building when a fire alarm sounds.

- Evacuate using your closest and safest emergency exit (follow evacuation signage).
- If you see a fire and the alarm is not sounding, immediately notify the fire department by pulling the hand pull at the alarm station upon evacuating. Call 911 from a safe location to provide details of the situation.
- If you are trained and able and it is safe to do so (with a sure and safe exit), use a portable fire extinguisher to extinguish the fire. Attempt no more than 5 seconds of extinguisher use to put out the fire. If the fire continues to burn, evacuate immediately.
- On your way out, warn others, and close doors behind you.
- Use stairs only; do not use elevators.
- Move away from fire and smoke. Close doors and windows if time permits.
- Touch closed doors with the back of your hand to check for heat. If cool, open slowly. Do not open doors if they are hot; seek an alternative exit.
- Re-enter the building only when instructed to do so by emergency responders.



If you have a disability which prohibits you from egressing down stairs, move to the safest location near an exit and call 911. This may be the doorway near a stairwell, a classroom or an office near the exit.

FLOOD OR PLUMBING FAILURE

- Cease using electrical equipment.
- Evacuate the building if necessary.
- Call Physical Plant (see contact list at the beginning of the plan).

GAS SMELL

If you smell natural gas:

- Cease all operations immediately.
- Do not operate light switches.
- Evacuate as soon as possible.
- Call 911.

If the space is leased, call the building manager / owner.

HAZARDOUS MATERIAL RELEASE

For Non-Users of the Hazardous Material:

- If a hazardous material is released or spilled near you and you are not a user or knowledgeable about hazardous materials, call 911 immediately and move away from the release area.

For Users of the Hazardous Material:

If you are a hazardous material user and you caused the release of a hazardous material, follow the department's hazardous materials spill emergency procedures for cleaning up the spill. All hazardous materials users should be trained on proper use and storage of hazardous materials, including proper procedures for preventing spills and emergency procedures when a spill occurs. If you have not been trained and do not know what to do, leave the area and warn others. When you are at a safe location, call 911 immediately.

MEDICAL EMERGENCIES

- If you are injured or have a medical emergency in the workplace, call 911. If you are unable to use the phone, verbally call for help.
- If you witness an injury where emergency assistance is needed, call 911 as soon as possible from a safe location.
- Providing Emergency Assistance: Individuals certified in first aid, CPR and AED use may provide emergency assistance within the scope of their training.
 - First, ensure the scene is safe.
 - If the person is alert, obtain consent.
 - If the person is a child, obtain parental consent.
 - If the person is unconscious, consent is implied, render aid.
 - If the child is unconscious, and the parent is not present, consent is implied, render aid.
 - Stay within the scope of your training.

STEAM LINE FAILURE

- Avoid live steam; serious burns can result.
- Call Physical Plant (see contacts on page 1). If the space is leased, contact the building owner/manager immediately.

SUSPICIOUS PACKAGE

A suspicious-looking box, package, object, or container in or near your work area may be a bomb or explosive material. Do not handle or touch the object. Move to a safe area and call the police immediately. Use a telephone in a safe area. Do not operate any power switches, and do not activate the fire alarm.

UTILITY LOSS (SHORT TERM)

Weather and other influences cause utility loss at UCSC. When the campus receives details that an outage may be several hours, a CruzAlert may provide a campus advisory. The timeliness of outage notifications will vary depending on how quickly the cause, effect and repair times are investigated.

- If your building fire alarm sounds, and/or upon notification by police or CruzAlert, evacuate your building.
- Use a cell phone or flashlight to guide your way. Use only battery operated candles. Open flames and burning is prohibited on UCSC property.
- In laboratory buildings, fume hoods do not operate during a power outage. Many laboratories should not be used until ventilation is properly restored.
- If your work location is leased, contact the owner or property manager for utility updates.

UTILITY LOSS FOR PUBLIC SAFETY POWER SHUT DOWN (LONG TERM – MORE THAN 24 HOURS)

Public Safety Power Shutdowns are forced electric utility shutdowns, which are enacted to mitigate wildland fire risks.

- If your building fire alarm sounds, and/or upon notification by police or CruzAlert, evacuate your building.
- Use a cell phone or flashlight to guide your way. Use only battery operated candles. Open flames and burning is prohibited on UCSC property.
- In laboratory buildings, fume hoods do not operate during a power outage. Many laboratories should not be used until ventilation is properly restored.
- If your work location is leased, contact the owner or property manager for utility updates.

Plan and Prepare

- Put electronics in power saving mode
- Stock enough non-perishable and non-cook items for the anticipated duration of the outage
- Purchase or order your emergency resources before the power shutdown occurs
- Unplug electronic devices to avoid power surge damage when the power is restored
- Have emergency lighting (flashlight, headlamp)
- Build an emergency preparedness kit
- Fuel your car
- Have 3 gallons of backup water (covers 1 person for 3 days)
- Make ice to chill medicine or foods

Safety

- During high wind weather events, stay inside when possible. Large falling branches can cause serious injury and driving hazards.
- Prevent spoiled foods by keeping refrigerators closed, check food for bad odor/color and throw out as needed.

- Areas of the UCSC campus may be extremely dark. Be cautious of motor traffic, drivers may have a difficult time seeing you.

Medical

- In advance, purchase redundant power systems for medical devices (battery backup).
- Establish a phone check-in system with a friend or family member.

VENTILATION PROBLEM

If you smell odors coming from the ventilation system:

- Immediately notify Physical Plant. If the space is leased, notify the building owner or contact person.
- If an odor is causing headaches, lightheadedness or upset stomach, cease all operations and evacuate immediately to the Emergency Assembly Area.
- If smoke or cloudy air is present, pull the fire alarm, then call police from a safe location.

Procedures for Critical Plant Equipment Shutdown Prior Evacuation

(May not applicable to all Emergency Action Plans)

Procedure	Person(s)/Position(s) Responsible	Emergency Phone Number

Reporting or Assisting with a Medical Emergency

1. If you witness a medical emergency or someone needing rescue, call 911.
2. Do not place yourself in danger to rescue or assist others.
3. Only provide lift or carry assistance if you have had proper training and are physically able to do so.
4. You may receive First Aid/CPR/AED training at UCSC. Individuals trained to respond should do so, but only within the scope of their training. To receive training, visit the Office of Emergency Services training at <https://oes.ucsc.edu/public-education/cpr-training.html> (fees do apply).

Automated External Defibrillators (AED)

An AED is used to treat victims who experience sudden cardiac arrest. An AED is only to be applied to victims who are unconscious, not breathing normally, and showing no signs of circulation such as normal breathing, coughing or movement. An AED will analyze the heart rhythm and advise the operator if a shockable rhythm is detected. If a shockable rhythm is detected, the AED will charge to the appropriate energy level and deliver a shock. Location with AEDs are marked with a decal at the entrance door. Individuals trained in AED use and CPR may perform rescue aid within the scope of their training. UCSC AEDs are listed on the phone App, Pulse Point.

Emergency Planning – Information for Individuals with a Disability

Individuals may elect to request assistance in emergency planning. If assistance is desired, contact these resources to learn more about accessible Emergency Assembly Areas, an Evacuation Volunteer Assistant, registering in the local utility's medical baseline, registering.

- Building Emergency Coordinator
- Floor Marshal
- Supervisor
- Resident Assistant
- Disability Van Services (831) 459-2829, <https://taps.ucsc.edu/buses-shuttles/d-v-s.html>

Visit the Office of Emergency Services to view resources for [disability planning resources](https://oes.ucsc.edu/emergency-preparedness/procedures/ada-evacuation.html).
<https://oes.ucsc.edu/emergency-preparedness/procedures/ada-evacuation.html>.

Additional Information for Members Covered by this Plan

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