



University HealthCare Alliance

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Emergency Action Plan, EHS-08

I. PURPOSE

The purpose of the University HealthCare Alliance (UHA) Emergency Action Plan is to ensure all employees, UHA-affiliated providers, temporary and contracted employees (i.e., temporary agency personnel, independent contractors, etc.) are prepared to rapidly and appropriately respond to any emergency situations that may occur to protect employees, patients, visitors, the environment, assets and the business.

This plan was developed in accordance to the requirements set forth in the General Industry Safety Orders, Section 3220 Emergency Action Plan along with applicable federal, state and local laws.

II. DEFINITIONS

Alternates: Individuals assigned as back-ups to staff assigned to emergency response positions.

Emergency Assembly Area: Pre-designated areas where building occupants assemble following an evacuation to await instructions and "all clear" notifications. Alternate locations should also be designated should hazardous conditions prevent access to the 1st choice.

Emergency Supplies: Supplies available during an emergency event; e.g. first aid kits, flashlights/batteries, battery operated AM/FM radio, water, emergency food, etc. Supplies should be inventoried and rotated annually. Suggestions for appropriate supplies to have on hand: <http://www.nexisprep.com/stanfordoem>

III. POLICY STATEMENT

The Emergency Action Plan addresses preparedness measures, emergency response and evacuation planning. This plan is a way for UHA facilities to prepare and plan for a variety of emergency situations, including but not limited to medical emergencies, city and/or county-wide disasters, power outages, hazardous materials spills, fires, bomb threats, civil disturbances and earthquakes.

Each UHA facility is responsible for completing the required documents in the appendices in order to ensure compliance with this Plan.

IV. SCOPE

This plan applies to all employees, UHA-affiliated providers, temporary and contracted employees (i.e., temporary agency personnel, independent contractors).

V. PROCEDURES

A. Responsibilities

1. The UHA Safety Officer is responsible for:
 - a. Preparing, implementing and maintaining the Emergency Action Plan, including annual review. Responsibility also includes quarterly review of plan and obtaining appropriate approvals for any edits/adjustments.
2. Site Safety Ambassadors are responsible for:
 - a. Developing and implementing the Site Specific Emergency Details and reviewing it annually.
 - b. Conducting evacuation drills at least once per year and maintaining records.
 - c. Making all necessary decisions regarding evacuations and coordinating with the appropriate emergency agencies (e.g., Fire Department, Police Department) during emergency events.
 - d. Activating internal facility alarms or communication systems, if necessary.
 - e. Ensuring that contractors, guests and personnel have applicable information on evacuation procedures during emergencies.
 - f. Knowing appropriate actions to take when the evacuation alarm/notice sounds.
 - g. Ensuring attendance is taken during an evacuation.
 - h. Knowing the location of escape routes, emergency doors and the Emergency Assembly Area.
 - i. Ensuring evacuation maps are accurate and posted through the facility.
 - j. Ensuring employees are trained on this Plan including site specific emergency details.
 - k. Ensuring fire control systems are properly maintained including fire sprinkler systems, smoke detectors and fire extinguishers.
 - l. Ensuring Evacuation Coordinators (Floor Wardens) and alternates are appropriately trained in their responsibilities.
 - m. Reporting all emergency or potential emergency situations to the UHA Safety Officer.
3. Evacuation Coordinators (Floor Wardens) are responsible for:
 - a. Participating in evacuation drills.
 - b. Knowing appropriate actions to take when the evacuation alarm/notice sounds.
 - c. Directing employees during evacuations.
 - d. Knowing the location of escape routes, emergency doors and Emergency Assembly Area.
 - e. Being aware of any disabled employees and assisting any disabled or injured employees or patients if it is safe to do so.
 - f. Noting locations of problem areas and reporting such information to the Site Safety Ambassador.
 - g. Sweeping assigned area(s) while evacuating to check for any persons who require assistance during the evacuation.
 - h. Reporting to the Emergency Assembly Area in the event of an emergency.
 - i. Maintaining emergency supplies and ensuring items are not expired.

4. UHA Employees and Affiliated Providers are responsible for:
 - a. Being familiar with the Emergency Action Plan.
 - b. Knowing where to assemble should an evacuation occur and reporting to that area in event of an emergency.
 - c. Knowing how to safely evacuate the building.
 - d. Following the instructions provided by the Site Safety Ambassador and Evacuation Coordinators during an emergency event.
 - e. During an evacuation, assisting any disabled or injured employees or patients if it is safe to do so.
 - f. Completing required safety training.
 - g. Knowing the location of emergency equipment, and its proper use.
 - h. Contacting the Site Safety Ambassador or Evacuation Coordinator if they have any questions regarding emergency procedures.

B. Notification of Emergencies

1. In an emergency such as a fire, earthquake or major injury, follow these guidelines, as appropriate to the situation:
 - a. Loudly announce to other persons in the immediate area to evacuate or seek shelter/cover.
 - b. Employees may be notified of the need to evacuate through an audible alarm system, verbally, through the PA system or through the use of air horns (site dependent).
 - c. Ensure the Site Safety Ambassador is notified. The Site Safety Ambassador is responsible for notifying the UHA Safety Officer of all emergency and potential emergency events.
 - d. For a fire, major illness/injury or any event posing immediate danger to life or health, call 911 (or 9-911) from a safe location and explain the situation.
 - i. Stay calm and provide the following information to the 911 operator.
 - Company name and address (if calling from a cell phone, the operator will not know your location)
 - Your name
 - Nature of the emergency
 - Do not hang up until the operator states that it is ok to hang up.
 - ii. Immediately leave the building if you have not already done so.

C. Evacuation Procedures

1. Stop all work and immediately leave the area or building through designated evacuation routes or nearest, safest exit.
2. Ensure the door is closed when leaving the area.
3. On your way out, if it is safe to do so, help evacuate any nearby people who may need assistance and check exam rooms, conference rooms and restrooms for those who may not have heard the notification to evacuate.
4. Ensure all patients and visitors safely exit the building and report to the Emergency Assembly Area.

5. **DO NOT** stop to pick up personal belongings or use the restroom.
6. Walk calmly and quickly, do not run. **DO NOT USE THE ELEVATOR.** Take the stairs.
7. If there is a fire alarm and it has not been activated, call 911 (or 9-911).
8. Head directly to the Emergency Assembly Area keeping the fire lanes free.
9. Ensure the Site Safety Ambassador has been notified.
10. The Site Safety Ambassador or designee will take attendance in the Emergency Assembly Area to account for everyone. Visitors, patients and any people not identified on the roster should be added.
11. **DO NOT** smoke in the Emergency Assembly Area.
12. **DO NOT leave** the Emergency Assembly Area until directed unless staying at the Emergency Assembly Area will endanger your safety.

D. Evacuation Coordinators Assistance

1. Evacuation Coordinators are responsible for retrieving the emergency supplies during any emergency event.
2. If it is safe to do so, Evacuation Coordinators will conduct a walk-through or "sweep" of their assigned areas while exiting to check for any persons who require assistance in exiting or may not know the facility is being evacuated.
3. If it is safe to do so, Evacuation Coordinators must sweep areas with a partner at all times.
4. Note locations of any problem areas or injured employees or patients to report to the Site Safety Ambassador upon arrival in the Emergency Assembly Area.
5. Mark all "cleared areas" to assist emergency personnel.
6. Immediately report to the Emergency Assembly Area following area sweeps.

E. Emergency Assembly Area

1. Evacuation maps are posted throughout the building which identifies the Emergency Assembly Area (see Appendix A).
2. Fire lanes around the Emergency Assembly Area, including the driveway must remain clear at all times.
3. The Emergency Assembly Area may be relocated if the location is deemed unsafe by the Site Safety Ambassador or the Fire Department.

F. Post-Evacuation

1. The Site Safety Ambassador will notify appropriate outside agencies as required.
2. Upon arrival, the Fire Department will establish an Incident Command center onsite and serve as the Incident Commander.
3. The Site Safety Ambassador will report any missing people to the Incident Commander.
4. Re-entry to the building will be prohibited until the all-clear is provided by the Incident Commander or the Site Safety Ambassador.
5. Patients will be allowed to leave once they have been accounted for and deemed safe to do by the Incident Commander.

G. Specific Emergency Procedures

1. Shelter-in-Place

- a. In case of an area-wide emergency, local agencies may request businesses in the affected area to shelter-in-place. This might occur if rapid-moving air contamination (i.e., toxic gas plume) reduces the time available to evacuate the area safely. UHA will cooperate with local agencies and require employees to remain inside, shut doors and windows and shut down outside ventilation until a local agency clears the emergency.

2. Injury

- a. In the event of a life-threatening injury or illness, dial 911 (or 9-911).
- b. For non-life threatening emergencies, the employee is to notify their immediate Supervisor immediately. Medical attention can be sought at UHA's designated Occupational Health Clinics.

3. Fire

- a. Verbally warn employees, UHA-affiliated providers and patients in the immediate area and evacuate the area upon discovery of smoke or fire. All employees are required to evacuate the building following the evacuation procedures.
- b. For incipient fires, attempt to extinguish the fire if you have been trained in the proper use of a fire extinguisher and if back-up support is present. Employees and providers are never required to try and extinguish a fire. Only one fire extinguisher may be used to attempt to extinguish the fire. If the fire is not out, then another fire extinguisher may not be used to attempt to extinguish the fire.
- c. Immediately notify the Site Safety Ambassador and the Fire Department if you suspect someone may be trapped inside the building.

4. Earthquake

a. During an earthquake

- i. Do not panic, remain where you are.
- ii. If you are indoors, then stay indoors.
 1. Duck under a desk, workbench or sturdy table. If this is not possible, brace yourself in a doorway or get under your desk. Under desk workspace shall be kept clear of clutter to allow for immediate access.
 2. Move away from chemicals, biological materials and/or heavy equipment.
 3. Stay away from windows, other glass areas and outside doors.
 4. Shield your face with your hands.
- iii. If you are outdoors, then stay outdoors.
 1. Stay away from overhead wires, poles or any structures that may fall.

b. After an earthquake

- i. Follow all instructions provided by the Site Safety Ambassador. An evacuation may be initiated if required.
- ii. If feasible, shut down gas and electrical systems until it can be verified there is no gas leak.
- iii. Remain calm. Check for injuries to yourself, other employees and patients.
- iv. Be prepared for aftershocks.

- v. Do not use the desk telephone for outside calls. Ensure telephones are correctly on the hook so the telephone system can function properly.
- vi. Do not light a match or lighter.
- vii. Do not leave the building until the Site Safety Ambassador provides an update on conditions.
- viii. Keep out of areas where damage has occurred.

5. Flood

- a. Move equipment, supplies and documentation to a higher location.
- b. Power down equipment to reduce the likelihood of electrical shock.
- c. Shut down all gas and electrical utilities.
- d. Send non-essential personnel home.
- e. The Site Safety Ambassador will provide update as they become available.

6. Bomb Threat

- a. If a bomb threat notice is received:
 - i. Do not search for the device.
 - ii. Do not touch any unusual or suspicious objects.
 - iii. Immediately notify the Site Safety Ambassador who will notify the local Police Department.
- b. If you receive a bomb threat phone call:
 - i. Try to get as much information from the caller as possible. Record the time of the call, take detailed notes and ask the following questions:
 - 1. When will the bomb go off?
 - 2. Where is it?
 - 3. What does it look like?
 - 4. Why was it placed in the building?
 - 5. Who is calling?
 - ii. Try to determine the following regarding the caller:
 - 1. Gender
 - 2. Approximate age
 - 3. Does the voice sound familiar?
 - 4. Any accent or unique speech attribute?
 - 5. Background noises
 - iii. Immediately notify the Site Safety Ambassador, who will notify the local Police Department.
- c. If the bomb threat was hand-delivered, try to remember the description of the messenger. Immediately notify the Site Safety Ambassador who will notify the Police Department.
- d. The building will be evacuated immediately for all bomb threats until deemed safe by the Police Department.

7. Active Shooter - An active shooter is defined as a person or persons who appear to be actively engaged in killing or attempting to kill people in the office or clinic area. In most cases active shooters use a firearm(s) and display no pattern or method for selection of their victims.
 - a. The first employee to identify an active shooter situation:
 - i. Should immediately call 911 from a land line phone and identify self.
 - ii. Say to the dispatcher "I'm calling to report an active shooter, provide the location and description of the person with the weapon and type of weapon, if known.
 - iii. If an active shooter comes into the area where you are and enters your office or meeting room, you should:
 1. Try to remain calm.
 2. Try not to do anything that will provoke the active shooter.
 3. If there is no possibility of escaping or hiding, only as a last resort when your life is in imminent danger should you make a personal choice to attempt to negotiate with or overpower the shooter.
 4. If the active shooter(s) leaves the area, barricade the room or to to a safer location:
 - a. Warn other staff to take immediate shelter
 - b. Lock and barricade doors or windows
 - c. Turn off lights
 - d. Close blinds
 - e. Block windows
 - f. Turn off radios or other devices that emit sound
 - g. Silence cell phones
 - h. Keep yourself out of sight and take adequate cover/protection(e.g., thick desks, filing cabinets, concrete walls)
 - i. If you are outside and encounter an active shooter, your should, move aways from active shooter and look for appropriate cover/protections, (brick walls, parked vehicles, etc); Call 911
 - j. When officer arrives, follow their instructions
8. Power Outage
 - a. Power outages may occur at any time. Upon a power outage in a work area, determine if it is necessary to evacuate the area. If evacuation is necessary, notify the Site Safety Ambassador to call for an evacuation.
 - b. After a power outage, be careful when working around powered equipment which may start up when power is restored.
9. Foreign Substances
 - a. In case of foreign substance found in the mail, immediately put the item down and wash hands with soap and water.
 - b. Notify the Supervisor and/or the UHA Safety Officer.

- c. If it got on your clothing, remove clothing and shower.
- d. Put on gloves and a face mask, then place the item in a sealed envelope.
- e. Notify the Police Department immediately.

10. Civil Disturbance

- a. In the case of a civil disturbance, such as an angry employee, patient, vendor, group of people, etc., try to calm the person(s) down as quickly as possible.
- b. Do not treat the person(s) causing the problem in a hostile manner in any way.
- c. Never approach a person with a weapon.
- d. If the person(s) cannot be calmed, call the Police Department.

H. Training

- 1. All UHA employees and affiliated providers will be trained on the requirements of this Plan including site specific requirements. Training will be provided when:
 - a. Program is first established;
 - b. To all new employees and affiliated providers; and
 - c. The Plan is significantly modified.
- 2. Site Safety Ambassadors and Evacuation Coordinators will be trained regarding their responsibilities during an emergency event initially and refresher training will be provided at least biannually.

Record keeping

- 1. The Site Safety Ambassador is responsible for maintaining evacuation drill records and records from all evacuations.
- 2. The Site Safety Ambassador is responsible for keeping a current copy of the Site Specific Emergency Details.
- 3. Training records will be maintained by the Site Safety Ambassador for a minimum of three (3) years.

VI. APPENDICES

- 1. Appendix A: Emergency Evacuation Map
- 2. Appendix B: Site Specific Emergency Details

This is an internal policy maintained by University HealthCare Alliance dba Stanford Medicine Partners and may be updated from time to time in keeping with the then current laws, regulations, guidance's, policies, and procedures, as applicable. If you are viewing a copy of this policy offline or in paper form, please check to make sure that you are reviewing the latest version of this policy, which can be accessed at <https://stanfordmedicinepartners.policystat.com>. Except as otherwise specified herein, all URL links to external sites referenced in this policy are provided for informational purposes only.

Attachments

No Attachments