



Alameda County General Services Agency

# Emergency Action Plan (EAP)



1401 Lakeside Drive  
Oakland, CA

TABLE OF CONTENTS

<b>Section</b> .....	<b>Page</b>
<b>REVISION HISTORY LOG</b> .....	<b>IV</b>
<b>I. PURPOSE</b> .....	<b>1</b>
<b>II. SCOPE</b> .....	<b>1</b>
<b>III. REFERENCES</b> .....	<b>1</b>
<b>IV. DEFINITIONS</b> .....	<b>1</b>
<b>V. ROLES AND RESPONSIBILITIES</b> .....	<b>2</b>
EMERGENCY CONTACTS .....	2
EVACUATION COORDINATOR.....	2
FLOOR CAPTAINS .....	2
MANAGERS AND SUPERVISORS .....	3
EMPLOYEES.....	4
MONITORS FOR LIMITED MOBILITY PERSONNEL.....	4
<b>VI. PROCEDURES</b> .....	<b>5</b>
EVACUATION .....	5
CALLING 9-1-1 .....	6
SHELTER IN PLACE.....	6
EMERGENCY UTILITIES SHUTDOWN .....	6
POWER OUTAGES .....	7
EARTHQUAKES.....	7
FLOODS.....	8
MEDICAL EMERGENCIES .....	8
FIRE OR EXPLOSION.....	9
CHEMICAL RELEASE (SPILL) .....	11
SUSPICIOUS PACKAGES OR LETTERS .....	12
BOMB THREAT.....	12
VIOLENCE OR THREATS OF VIOLENCE .....	14
OTHER EMERGENCIES.....	15
<b>VII. TRAINING</b> .....	<b>15</b>
DRILLS .....	15
EAP TRAINING .....	15
<b>VIII. RECORDKEEPING</b> .....	<b>16</b>

APPENDIX A: Emergency Contacts, Evacuation Coordinators, Floor Captains and Monitors,  
Other Emergency Contact Telephone Numbers

APPENDIX B: Assembly Area Head Count Form

APPENDIX C: Map of Assembly Area

APPENDIX D: Fire Prevention Plan, Fire Preparedness and Prevention Checklist, Emergency  
Preparedness and Inspection Checklist

APPENDIX E: Evacuation Drill Evaluation Form

## REVISION HISTORY LOG

<b>Date</b>	<b>Name</b>	<b>Section</b>	<b>Description</b>
Feb 2012	Du-All Safety	All	1st Draft
May 2012	Du-All Safety	All	2nd Draft
8/1/2012	Carolyn Bloede		
Sept 2012	Kathleen Kennedy	All	
9/19/2012	Caroline Judy	All	Review and approve changes
9/25/2012	Sharon Durec		
10/02/12	Rahman Batin	All	
10/8/12	Denise Stewart	Appendix A	Updated phone numbers
10/9/12	Denise Stewart	6.0 Equipment	Updated location & description of emergency equipment
11/16/12	Sharon Durec	Appendix A; all	Floor captains; reporting agency telephone numbers.
1/4/13	Sharon Durec	All	Final
10/1/17	Safety Committee/Susan Canalin	Appendix A; all	Floor captains; reporting agency telephone numbers.
10/1/17	Safety Committee/Susan Canalin	Section V: Roles and Responsibilities	Added Limited Mobility Monitor
10/1/17	Safety Committee/Susan Canalin	Section VI.: Procedures/Evacuation	Updated to include information about audible alarms
10/1/17	Safety Committee/Susan Canalin	Section VI.: Procedures/Medical Emergencies	Updated responsibilities of AED trained employees
5/18/18	Susan Canalin	Appendix A	Updated list due to recent vacancies
5/18/18	Susan Canalin	Section VI, p. 9	Updated Kaiser location address
4/19/19	Amanda Dalnoki	Appendix A	Updated Floor Captains
7/15/19	Amanda Dalnoki	Appendix A	Updated Building Emergency Contact
7/15/19	Amanda Dalnoki	Appendix A	Updated Evacuation Coordinator

## **I. PURPOSE**

To establish an emergency action plan (EAP) outlining procedures to be taken before, during and after an emergency; to maintain individuals' safety; and to reduce the risk of injury and property damage.

## **II. SCOPE**

The EAP applies to all GSA employees, subcontractors and visitors who work at or visit 1401 Lakeside Drive, Oakland, California.

This EAP is intended to address various hazards that may arise during normal working conditions, such as personal injury or illness, fire, chemical release, earthquake, bomb threat, power outage, flooding and aggressive persons. This plan outlines GSA's general emergency response policies, procedures, and commitments. It describes preparation that can be taken prior to an emergency, how operations will function in an emergency, and specifies the responsibilities of GSA's employees in the prevention, management, response to, and the immediate recovery from emergencies.

## **III. REFERENCES**

- California Code of Regulations, Title 8, Section 3200, Emergency Action Plan.
- National Fire Code 10, Standard for Portable Fire Extinguishers.
- California Fire Code 2007, Chapter 4, Emergency Planning and Preparedness.
- California Fire Code 2007, Chapter 10, Means of Egress.

## **IV. DEFINITIONS**

- **California Occupation Safety and Health Administration (CAL/OSHA):** State agency responsible for regulating workplace safety.
- **Certified Unified Program Agency (CUPA):** Local agency responsible for regulating hazardous material and waste storage.
- **Material Safety Data Sheet (MSDS):** Written or printed material concerning a hazardous substance which is prepared by the manufacturer or importer of a product.

## V. **ROLES AND RESPONSIBILITIES: EMERGENCIES AND EVACUATION**

### **EMERGENCY CONTACTS**

GSA has designated two people to be the primary and secondary emergency contacts for the GSA personnel at 1401 Lakeside Drive. The emergency contacts are individuals who are familiar with the facility and any unique hazardous situations that responders may encounter in the event of an emergency. The emergency contacts are listed in Appendix A.

### **EVACUATION COORDINATOR**

The Evacuation Coordinator is the highest ranked individual onsite when an evacuation occurs. The Evacuation Coordinator has the following responsibilities:

- Evaluate the situation that caused the evacuation and develop a plan of action. If the situation warrants, call or delegate somebody to call 9-1-1.
- Obtain head count status from Floor Captains. Record the following to be communicated to emergency personnel: all accounted for or the number missing, name of missing, location that the missing were last seen and status of any injured person. (Appendix B)
- Ensure that all evacuees remain at the assembly area. Note: The Sheriff's Department will be responsible for watching any entrances so that no personnel may enter the evacuated building.
- Meet with and inform the responding emergency services of the current status.
- Authorize supervisors to direct employees and other personnel back inside the building once it has been cleared for re-entry.
- Explain to the employees and other personnel why an area is safe for re-entry. In addition, fully explain any areas or rooms to avoid upon re-entry into the building. If there are areas or rooms to avoid, they shall be properly identified with 'DANGER: DO NOT ENTER' tape before employee re-entry to the building.

### **FLOOR CAPTAINS**

The 6th, 8th, 9th, 10th and 11th floors at 1401 Lakeside Drive each have a designated Floor Captain and back-up during an evacuation. The Floor Captains are responsible for the following:

- Wear the safety vest identifying them as a Floor Captain and grab the Floor Sign.
- Work with managers and supervisors to ensure that all personnel have heard the alarm and are evacuating the building.
- Go to the assembly area and record the headcounts taken by the managers and supervisors.
- Transfer all headcount status to the Evacuation Coordinator.

- Ensure that personnel stay at the assembly area until directed by the responding Emergency Response Personnel or the Evacuation Coordinator that they are authorized to leave.

## **MANAGERS AND SUPERVISORS**

Supervisors are responsible for the following:

- Ensure that all work is stopped and that all individuals (e.g., employees, contractors, and visitors) evacuate the area or building quickly, in an orderly manner, using the pre-designated evacuation routes.
- If they are the last known person in a room, close the door, if it can be done without delaying their evacuation.
- Complete a head count of his or her employees and other personnel, visitors, and contractors that have reported to the assembly area. Use the form provided in Appendix B.
- Report head count status: all accounted for or number missing, name of missing, location that the missing were last seen to the Floor Captains.
- Ensure that under no circumstance will an employee re-enter the building to search for missing personnel.
- Ensure that no persons leave the assembly area unless authorized to do so by the Evacuation Coordinator.
- By radio or other means of communication, contact all employees who are off site and inform them of the emergency. Under some circumstances, they may be directed to stay away and not return until further notice.
- Allow employees to re-enter the work area once the Evacuation Coordinator and Emergency Response Personnel have cleared the building.

*Prior to an emergency:*

- Ensure that this plan is complete, accurate and up to date. This includes providing written plans for specific needs of their areas and operations as necessary, and performing updates to the head count form. (Appendix B)
- Provide necessary equipment to respond to emergencies.
- Provide their employees with training on this plan, as well as any plans specific to their areas and operations.
- Conduct sufficient drills to ensure employees respond to emergencies appropriately.
- Ensure equipment has been provided and is operational.
- Designate and train employee(s) to perform emergency duties in his or her absence.

*During an emergency:*

- Respond to an emergency that affects their area of operation. Action plans for foreseeable emergencies are included in Section VI.
- Follow procedures in Section VI in the event of an evacuation.
- Complete the post incident reporting requirements in Section VIII, as needed.

## **EMPLOYEES**

Employees are expected to be watchful and alert to any potential hazards or emergencies within GSA facilities, whether in their area or outside of it. The sooner the response to an emergency begins, the less impact the problem will have.

Employees are responsible for the following during an emergency or evacuation:

- Stop work and immediately leave the building through the designated escape route or nearest exit. (Refer to posted evacuation maps, also included in Appendix C.)
- Evacuate via the stairwells (not the elevators).
- Be familiar with at least one alternate route or exit in case the designated route or exit is blocked.
- Report to the primary evacuation assembly. (Appendix C)
- Report to their supervisor for head count within the assembly area.
- Remain at the assembly area unless directed to do otherwise by the Evacuation Coordinator or Emergency Response Personnel, or unless employee safety would be compromised.
- Employees and other personnel are not to re-enter the building, or any evacuated area, unless the area or building has been cleared for entry by the Evacuation Coordinator or Emergency Response Personnel.
- Report to their supervisor if they require assistance in evacuating.
- Report to their supervisor if they have any visitors who may require assistance in evacuating.
- Participate in training, drills, and any other preparedness activities.

## **MONITORS FOR LIMITED MOBILITY PERSONNEL**

- Identify an “area of refuge” for persons with limited mobility, located at the top or at the landing of a stairwell.
- Identify individuals who require assistance in navigating stairs and direct them to the area of refuge; communicate evacuation needs to the Evacuation Coordinator and/or Emergency Response Personnel.

- Persons with limited mobility requiring only minor physical effort to assist in reaching the public way could be assisted by others. Persons with limited mobility requiring major physical effort to assist in reaching the public way would remain in the area of refuge until trained emergency personnel arrived.
- Emergency personnel would manage the evacuation of the persons with mobility disabilities from the area of refuge. In imminent life and death situations only, the Monitor and Evacuation Coordinator should seek help from others to assist persons with mobility issues that require major physical effort to navigate the stairwell, and only if doing so would not endanger the lives of others.

## VI. PROCEDURES

Emergency procedures included in this plan cover natural disasters, industrial accidents, medical emergencies, and other incidents that may occur at 1401 Lakeside Drive. Questions regarding any of the procedures should be directed to one of the emergency contacts or a manager or supervisor.

### EVACUATION

1401 Lakeside Drive is equipped with an emergency alarm system that includes audible alarms (sirens) and strobe lights. The system is activated whenever a pull station is activated. All GSA personnel should be familiar and note where the nearest pull stations are located in relation to their work areas.

In a high-rise building, such as 1401 Lakeside, when the fire monitoring system is activated anywhere in the building (by smoke, pull-station, or sprinkler head), all hallway fire doors on all floors automatically close. However, in accordance with Oakland Fire Department requirements, when an alarm is activated on a particular floor, audible alarms and strobes activate **only on that floor, and on the floor above and below that floor**. When the alarms/strobes sound **on** a floor(s), **occupants on that floor(s)** should evacuate the building.

Evacuations may be initiated by any GSA employee, security personnel stationed in the lobby, or the general public visiting 1401 Lakeside Drive. Typical emergencies that may cause an evacuation are a fire or explosion, chemical odor such as natural gas, bomb threat, or any other situation where remaining inside the building may harm the occupants. The following means are available to alert occupants of an evacuation:

- Activation of fire alarm.
- Voice command (e.g. a person yells “fire” or “evacuate the building”).
- The fire suppression (sprinkler) system turns on.

Evacuation routes are posted on each floor. All persons evacuating the building are to follow the shortest and safest route out of the building and then proceed to the evacuation assembly area, following the specific roles and responsibilities outlined in Section V. Copies of the evacuation map and the assembly area location are included in Appendix C.

The **assembly area** is:

**Scottish Rite Temple**  
**1547 Lakeside Drive**

**CALLING 9-1-1**

As with all California Public Safety Answering Points, using 9-1-1 is the proper way to report an emergency.

Telephones at 1401 Lakeside Drive are equipped so that in order to obtain an outside line, one needs to dial 9 before dialing 9-1-1.

**SHELTER IN PLACE**

"Sheltering in Place" means staying where you are, as opposed to evacuating an area. The initial response to earthquakes is an example of sheltering in place. The response to a riot or violent suspect apprehension outside the building, or a toxic gas cloud release may also be to shelter in place. Generally, the Fire Department or Police Department would inform employees and the public when the need to shelter in place must occur because of a chemical cloud. The following are the initial steps to sheltering in place:

- Remain calm.
- Get away from windows: Earthquakes can shatter windows. Rioters can throw objects through windows. Bullets go through windows. Toxic chemical gas may seep through window seams.
- If there is a risk of injury or illness by being near windows, the designated shelter in place locations for 1401 Lakeside Drive is within the building core along hallways or floor lobby areas.
- If there is the potential for being hit by falling or thrown objects, protect your head with your arms and by moving underneath a desk, if possible.
- If the situation warrants, the GSA Building Maintenance Department staff will turn off the HVAC outside air intake systems.
- Wait for the all clear signal from the responding emergency services before leaving the area.

**EMERGENCY UTILITIES SHUTDOWN**

Certain emergencies may require the shutdown of utilities such as gas, water, electricity, heating and air conditioning system. The following procedures are to be followed:

- Contact the BMD Help Desk at 510-618-3450, who will then contact the appropriate utility provider to ensure that utilities are shut down.
- Contact the appropriate utility company if problems are beyond internal personnel's capabilities.

## **POWER OUTAGES**

Power outages are not inherently emergencies. If the loss of power creates an emergency situation, deal with the actual emergency. Note that the phone systems may take several minutes to reboot after a power outage. 1401 Lakeside Drive is equipped with power failure phones.

## **EARTHQUAKES**

Earthquakes are relatively common in this area. Employees and other personnel need to be informed about the potential damage caused by earthquakes, and how to deal with these situations. The following procedures are to be followed:

### *Before the Earthquake*

- Assume that objects will fall or move in an earthquake.
- Hazardous materials, heavy objects, objects that could impede emergency egress, or anything else that could create a hazard by falling should be stored close to or on the floor/ground.
- Objects that must be stored off the floor should be restrained—chained, bungeed, stored in cabinets, netted, etc.
- Cabinets, bookshelves, appliances, etc. over five feet in height should be bracketed or otherwise secured to a wall to prevent falling.
- If the earthquake will cause loss of mission-critical assets – essential spare parts being dumped onto the floor and ruined, for example, then preventive measures should be taken.

### *During the Earthquake:*

- If indoors, **DO NOT ATTEMPT TO EXIT THE BUILDING!** The greatest danger from falling debris is just outside doorways and close to outer walls while the ground is shaking.
- Duck, Cover and Hold. If you are inside a building, immediately take cover under a table or desk or in a doorway. If the furniture under which you have taken cover moves, stay under it and move with it.
- Move away from large windows, chemical storage, large electrical equipment, etc.
- If outside, stay there. Move away from buildings, walls, flagpoles, power poles, and lampposts. Stay away from downed electrical lines and any pools, puddles or liquid into which the lines may have fallen. Stay away from heavy equipment, glass windows and doors, and chemical storage areas.

### *After the Earthquake:*

- Check for injured personnel. Do not move the seriously injured unless they are in immediate danger.
- If there appears to be any safety issues or structural damage to a building, initiate an evacuation.
- Check for fires, spills, and leaks. If found, respond to them appropriately.

## **FLOODS**

1401 Lakeside Drive is in close proximity to Lake Merritt which could potentially rise to a level that could cause flooding. If flooding occurs due to external factors (rising level of Lake Merritt), employees shall not evacuate the building and instead get to higher levels within the building.

Whether the flooding is internal (e.g. broken pipes) or external, efforts should be focused on the following tasks:

- If there is any risk of shock from electrical equipment, wait for the arrival of the Evacuation Coordinator or Fire Department. Any electrical equipment that is not known to be disconnected should be assumed to be “live” and should be treated as a potential electrocution threat.
- Locate and control the source of the water infiltration. Place a trash can or other container under overhead water leaks. If the source of the water leak cannot be identified or controlled immediately, cleanup operations should still begin as quickly as possible. Damage will be limited by reducing the total quantity of water in the building.
- If possible, move furnishings, equipment, and supplies away from the flooded and surrounding area to prevent them from blocking exits as well as protect them from damage.
- The Evacuation Coordinator and facilities personnel will assess damage and proceed in an appropriate manner to make necessary repairs.

## **MEDICAL EMERGENCIES**

GSA relies on locally provided emergency responders for assistance in the event of medical emergencies. However, under certain circumstances first aid must be administered immediately until first responders arrive. To that end, selected employees have volunteered to be trained in first aid, CPR, and Automated External Defibrillator (AED) use. A list of those employees can be located here <I:\SAFETY\Emergency Action Plans\GSA AED Trained Employees.docx>. The following procedures apply during a medical emergency:

- Conduct a primary survey of the injured employee(s) to discover the main problems (e.g. burned, not breathing, laceration, chest pain, extremely hot, etc.).

- Call 9-1-1 for immediate assistance and instruct another employee to inform a Supervisor or other trained personnel of the situation.
- Trained personnel are to begin to administer first aid, CPR, and/or the AED, as appropriate.
- Do not attempt to move anyone who is unconscious or complaining of neck or spinal pain unless there is a life threatening danger.
- If for any reason a determination has been made that an ambulance cannot transport an injured employee, or any other person, and the patient is stable, the nearest hospitals are:

Highland Hospital  
 1411 East 31st Street  
 Oakland, CA 94602  
 Telephone: (510) 437-4800

Alta Bates Summit Medical Center  
 350 Hawthorne Ave  
 Oakland, CA 94609  
 Telephone: (510) 655-4000

Kaiser Hospital ER  
 3600 Broadway  
 Oakland, CA 94611  
 Telephone: (510) 752-1000

## **FIRE OR EXPLOSION**

The best means of managing a fire/explosion hazard at 1401 Lakeside Drive is to prevent such an event. In that regard, GSA has prepared a Fire Prevention Plan that is included as Appendix D to this EAP.

GSA will rely primarily upon the local fire department for response to a fire or explosion at 1401 Lakeside Drive. GSA personnel are not equipped nor able to respond to anything except the smallest fire. A fire in a trashcan or in a pile of rags could be an example of a small fire. In the event of a fire or explosion, or upon noticing smoke, the following procedures are to be initiated:

- Employees shall alert all building occupants by pulling one of the designated fire alarms located at or near each building exit, or by using verbal shouts.
- All occupants must then evacuate the building. If necessary, utilize the fire extinguisher to aid in the evacuation.
- Call 9-1-1.

For small, incipient-stage fires, employees who are trained in the use of fire extinguishers may attempt to put the fire out. This should only be done after the evacuation has begun, and 9-1-1 has been contacted. Small fires can quickly become larger fires and the delay in evacuating workers to safety and getting professional help can cause a serious increase in risk. The following procedures are to be followed to fight a fire after the above procedures have been completed:

- Ensure the fire is confined to a small area and is not spreading beyond the immediate area.
- The individual using the extinguisher has an unobstructed escape route to which the fire will not spread.
- The individual using the extinguisher is trained in its proper use.

Portable fire extinguishers are not designed to fight large or spreading fires. These extinguishers carry notations that indicate which class of fire they can be used to fight. These notations consist of a series of numbers and letters (ex: 2A, 20BC) and are further explained as follows:

- "A": Effective against wood, paper and rubbish. Many fire extinguishers have a triangle surrounding the A. The triangle is the international symbol for an A type fire. The numbers in front of the A, in our example the number 2, means that the extinguisher has been rated as being capable of putting out an A type fire two square feet in area.
- "B": Effective against flammable and combustible liquids. The square that often surrounds the B is the international symbol for a liquid fire. The number in front of the B, in our example the number 20, is a relative term and means that the extinguisher can handle a B fire 20 times larger than an extinguisher rated 1B.
- "C": Effective against electrical fires. The circle that may be around the letter is the international symbol for an electrical fire. There is no number rating system for the C designation on a fire extinguisher.

**Use of the Portable Fire Extinguisher:** In general, an individual using an extinguisher should stand six to eight feet away from the fire and follow the four-step PASS procedure. If the fire does not go out immediately, the individual should leave the area at once. The PASS procedure is as follows:

1. **Pull Pin:** This unlocks the operating lever on the extinguisher and allows discharge of the extinguisher. Some extinguishers may have other devices that prevent inadvertent operation.
2. **Aim Low:** Point the extinguisher nozzle (or hose) at the **base** of the fire.
3. **Squeeze:** Squeeze the lever below the handle. This discharges the extinguishing agent. Releasing the lever will stop the discharge. Some extinguishers have a button that can be pressed for release of the extinguishing agent.

4. **Sweep From Side to Side:** Moving carefully toward the fire, keep the extinguisher aimed at the base of the fire and sweep back and forth across the fire until the flames appear to be out. Watch the fire area. If the fire reignites, repeat the process.

Each fire extinguisher is to be inspected monthly by facility personnel. The inspection can be documented using the signature card attached to each extinguisher. Each fire extinguisher shall be serviced yearly by a State certified Fire Extinguisher Company. Currently this contract is with ABC Fire Extinguisher.

1401 Lakeside Drive is equipped with an automatic fire sprinkler system. The following maintenance and inspection are conducted to ensure that it is ready when activated:

- The automatic fire sprinkler system is inspected on a quarterly basis.
- Automatic sprinkler heads can be damaged when subject to physical abuse. Protective cages are installed where there is potential for this type of damage.
- To avoid reducing water flow or altering a spray pattern, material or furniture is prohibited near sprinkler heads. A minimum of 18 inches of clearance is to be maintained for each sprinkler head.

#### **CHEMICAL RELEASE (SPILL)**

A small or minor release would be less than one gallon or covering an area less than 6 feet in diameter. A significant spill would be anything larger than that. Any release that has entered a storm drain or has been released off site will be considered as significant release.

##### *Small Release*

- If the spill is an unknown substance, then clear the area and call 9-1-1. If the spill is a known substance and at risk of becoming a significant spill, treat it as such, following the procedures below.
- Don appropriate Personal Protective Equipment (PPE), depending on the material released, such as gloves, goggles, etc.
- Promptly stop the release at the source, if it is safe to do so. Close valves, upright containers, etc.
- Contain and control the spill using absorbent materials (paper towels, absorbent pads, granular absorbent). Keep the spill away from drains, doorways, etc.
- Place the contaminated absorbent into disposal container and immediately label it:
  - As wastewater waste if that's what it is; or
  - As hazardous waste if it is anything other than wastewater.

- Contact the Environmental Program Manager or Environmental Project Manager, for proper disposal.
- The Emergency Response Coordinator is to record the release in a memo to file so that it is available upon agency inspection/request.

### *Large release*

A large chemical release spill at 1401 Lakeside Drive is unlikely as the building is mainly administrative in design and purpose. However, if such a situation does arise, only trained personnel should respond. All other personnel are to clear the area. The Evacuation Coordinator shall be notified of the situation and will contact the appropriate response team.

## **SUSPICIOUS PACKAGES OR LETTERS**

Receiving a package or letter that contains chemical or biological agents is possible. Do not handle any suspicious letter, card, or package and do not allow anyone else to handle it.

Some examples of suspicious letters or packages are:

- Protruding wires
- Ridged or bulky packaging
- Strange odor
- Excessive use of tape or string
- Oil stains, discoloration or crystallized material on packaging
- Leaking contents

Procedures for handling a letter or package that contains powder or a written threat:

- Set down the letter or package or leave it in place.
- Isolate the work area where the letter is located so no one disturbs it.
- Notify your supervisor or tell a coworker about the letter or package. Have them call 9-1-1.
- Wash your hands in soap and warm water for at least one minute. Blow your nose into a tissue. Delay eating or drinking. Wait for further instructions from the Fire or Police Department.
- Remove any contaminated clothing or shoes. Place them in a trashcan or recycling bin for inspection by a HAZMAT team.

## **BOMB THREAT**

Bomb threats are usually received by telephone; staff who routinely take calls from the public are required to understand their responsibility during a bomb threat call. When it comes to responding to threats and acts of sabotage, employee preparation is critical. The following procedures are for handling a bomb threat by phone:

- Assume the threat is real.
- Keep caller on the phone as long as possible.
- Try to get detailed information, i.e. location of bomb, time set to go off, as well as, exact words of caller, gender, accent if any and other details you might interpret.

Questions to ask the caller:

- When will the bomb go off?
- Where is it?
- What does it look like?
- What type of bomb is it?
- What will cause it to explode?
- Did you place the bomb?
- Why?
- What is your address?
- What is your name?
- If possible, write “BOMB THREAT!” on a piece of paper and give it to another employee so that 9-1-1 can be called and people can be evacuated from the building while you are still on the phone.
- Evacuate the building; leave immediately. The time interval between a bomb threat and the actual explosion can be a matter of minutes.
- No one should use radio communication as a radio transmission could detonate the bomb. In addition, no one should use cell phones, pagers, Palm Pilots, etc. capable of radio or wireless transmission because the frequencies that these devices use could also detonate the bomb.
- Employees evacuating the building should try to notice anything suspicious on their way out as long as it does delay their exit.
- Once outside, continue to the designated Emergency Assembly Area staying clear of the building being evacuated.
- Do not re-enter. Wait outside until the building has been cleared by the Evacuation Coordinator.
- Never touch, handle, or move a suspicious object
- Do not drive a car. Parking lots must be kept clear for emergency vehicle access.

If a bomb threat is received by mail:

- Do not handle the letter, card or package; don't allow anyone else to handle it.

- Evacuate the area.
- Call 9-1-1.

## **VIOLENCE OR THREATS OF VIOLENCE**

Note the difference between an upset/irate person and an aggressive person. Never engage in violent activities with anyone.

If a person is upset or irate, they can often be calmed if the employee remains calm. Report to your supervisor, as soon as possible, when an individual is violent or demonstrating disturbing behavior or threatens anyone.

If you encounter a hostile, irate or upset individual(s):

- Stay calm and listen attentively.
- Be courteous, patient, and polite.
- Maintain eye contact.
- Move and speak slowly, quietly, and confidently.
- Be empathetic to the person and acknowledge the person's feelings. Focus your attention on the person to let them know that you're interested in what they have to say.
- Maintain a relaxed yet attentive posture and position yourself at a right angle to the person rather than directly in front of the person.
- Make sure there is at least 3' to 6' of space between you and the person (beyond arm's reach). Arrange yourself so that the person cannot block your access to an exit.
- Use delaying tactics to get them time to calm down. For example, ask them if they would like a drink of water (in a disposable cup).
- Be reassuring and point out choices. Break the big problems into smaller, more manageable problems.
- If the situation gets out of control, exit the area and call 9-1-1.
- Never take sides.
- Never agree with distortions.
- Never reject all their demands from the start.
- Never brush the person off, be cold, or give them the runaround.
- Never pose in challenging stances. For example, do not make sudden movements, place hands on your hips or cross your arms.
- Never challenge, criticize, be impatient, be condescending, threaten, or dare the person.

- Never try to make the situation seem less serious than it is.
- Never make false statements or promises you can't keep.

## **OTHER EMERGENCIES**

This EAP is an attempt to prepare for emergencies; as such, it tries to anticipate what could possibly and credibly go wrong and prepare employees to respond appropriately. There may be unforeseen emergencies, however. Regardless of the nature of the emergency, the general response should always follow these basic guidelines:

- Move as far away from the hazard as necessary to protect yourself. Do not go looking for the hazard, until and unless you are properly equipped and trained, and are sure it is safe to do so.
- Keep others away from the hazard.
- If it is a severe emergency that you feel it is going to require emergency responders, call 9-1-1 immediately.
- Notify a supervisor or the Emergency Coordinators.

## **VII. TRAINING**

### **DRILLS**

Practice and drills are vital to reducing panic and confusion. All employees shall take drills seriously and participate as much as possible. The more automatically employees react to the sound of the alarm, the more they may be responsive in a real emergency. The most important part of any emergency is the people. Not every emergency gives off smoke or fumes. Every employee should be able to react immediately to the scenarios that they are most likely to encounter at work. Drills at the facility may include fire extinguisher use, spill response, and evacuation. Each of these drills is an effective method to learn and reinforce action plan procedures.

The evacuation drill is conducted on an annual basis. The effectiveness of the drill is evaluated by having the evacuees complete the Evacuation Drill Evaluation form. The form is included in this plan as Appendix E.

### **EAP TRAINING**

Emergency Action Plan training is provided to new employees as soon as possible. This training shall include the criteria listed in this program, in addition to the actual evacuation drill. Additional training is also required whenever an employee's responsibilities and/or department reporting changes or whenever a change in this policy effects employee actions. A combination of the written Emergency Action Plan, Power Point presentations, videos, and on the job instruction may be used to facilitate the EAP Training.

## **VII. RECORDKEEPING**

The primary emergency response coordinator is responsible for maintaining the following records associated with this EAP:

- Training shall be properly documented and maintained with the Safety Coordinator, as outlined in *GSA's Injury and Illness Prevention Program*. This document lists all training.
- Records for each emergency drill are to be maintained and include the date of the drill, area(s) evacuated, and a follow up analysis describing the results of the drill.
- A report, memo, or other record is to be prepared any time an action plan in this EAP is initiated.
- This EAP plan will be maintained electronically and in hard copy with the other safety programs at GSA.

## Emergency Contacts (Building)

Name	Primary or Secondary	Phone
<b>Doug Bond</b> Acting Deputy Director, BMD	Primary	office: (510) 208-9533 cell: (925) 858-6762
<b>Rod Alston</b> Supervisor, Building and Plant Maintenance	Secondary	office: (510) 272-6408 cell:

## Evacuation Coordinators

Name	Primary or Secondary	Phone
<b>Aracelia Esparza</b>	Primary	office: (510) 208-9703 cell:
<b>Iona Childers</b>	Secondary	office: (510) 208-9774 cell: (510) 917-4223

**After Hours Emergency Number (BMD): (510) 618-3450**

## Floor Captains and Monitors

NAME	Phone	DEPT	LOCATION	Primary or Back-up
Dorothy Killingsworth	(510) 208-9537	BMD	6 <sup>th</sup> Floor	Primary Floor Captain
Madeline Serafin	(510) 208-9532	BMD	6 <sup>th</sup> Floor	Back-up Floor Captain
Dernetha Hale	(510) 208-9534	BMD	6 <sup>th</sup> Floor	Back-up Floor Captain
Rachel Johnson	(510) 208-9511	BMD	6 <sup>th</sup> Floor	Primary Monitor for limited mobility personnel
Yolanda McCormack	(510) 272-3780	BMD	6 <sup>th</sup> Floor	Back-up Monitor for limited mobility personnel
Jerry Loeper	(510) 208-9825	Capital Programs	8 <sup>th</sup> Floor	Primary Floor Captain
Mike Bishop	(510) 208-9559	Capital Programs	8 <sup>th</sup> Floor	Back-up Floor Captain
Jason Garrison	(510) 208-9520	Capital Programs	8 <sup>th</sup> Floor	Primary Monitor for limited mobility personnel

Michael Cadrecha	(510) 208-9589	Capital Programs	8 <sup>th</sup> Floor	Back-up Monitor for limited mobility personnel
Paul Biondi	(510) 208-9613	Procurement	9 <sup>th</sup> Floor	Primary Floor Captain
John Glann	(510) 208-9627	Procurement	9 <sup>th</sup> Floor	Back-up Floor Captain
Doug O'Bryant	(510) 208-9611	Procurement	9 <sup>th</sup> Floor	Primary Monitor for limited mobility personnel
Seema Choudhary	(510) 891-5670	Procurement	9 <sup>th</sup> Floor	Back-up Monitor for limited mobility personnel
Cindy Wong	(510) 208-9701	Administration	10 <sup>th</sup> Floor	Primary Floor Captain
Teresa Del Rosario	(510) 208-9707	GSA-HR	10 <sup>th</sup> Floor	Back-up Floor Captain
Susan Canalin	(510) 208-9760	GSA-HR	10 <sup>th</sup> Floor	Primary Monitor for limited mobility personnel
Tina Tieu	(510) 891-5747	GSA-HR	10 <sup>th</sup> Floor	Back-up Monitor for limited mobility personnel
Ellen Dektar	(510) 208-9578	Early Care and Education	11 <sup>th</sup> Floor	Primary Floor Captain
Robert Tolentino	(510) 208-9566	IS	11 <sup>th</sup> Floor	Back-up Floor Captain
TBD			11 <sup>th</sup> Floor	Primary Monitor for limited mobility personnel
TBD			11 <sup>th</sup> Floor	Back-up Monitor for limited mobility personnel

## Other Emergency Telephone Numbers

<b>AFTER HOURS EMERGENCY (GSA)</b> .....	<b>(510) 618-3450</b>
<b>Life-Threatening or Police/Fire Emergency</b> .....	<b>9-1-1 or (510) 777-3333</b>
Police (non-emergency) .....	(510) 777-3333
Fire (non-emergency) .....	(510) 238-3856
Air Quality Management District (BAAQMD) .....	(415) 771-6000
Cal-EPA Department of Toxic Substance Control .....	(510) 540-3739
Cal OSHA .....	(510) 622-2916
Local Hospital - Alameda County Medical Center .....	(415) 534-8055
Local Water Company (EBMUD) .....	(866) 403-2683
Local Sewage Treatment Facility (City of Oakland) .....	(510) 615-5566
Poison Control Center .....	(800) 876-4766
Regional Water Quality Control Board .....	(510) 622-2300
Certified Unified Program Agency (CUPA) .....	(510) 238-3851
Sheriff's Office of Emergency Services .....	(925) 803-7800

State Office of Emergency Services.....(800) 852-7550  
PG&E.....(800) 743-5002

# Assembly Area Head Count Form

**Missing Employees Name(s)**

**Area Last Seen**

- 1. \_\_\_\_\_.
- 2. \_\_\_\_\_.
- 3. \_\_\_\_\_.
- 4. \_\_\_\_\_.
- 5. \_\_\_\_\_.
- 6. \_\_\_\_\_.

- \_\_\_\_\_.
- \_\_\_\_\_.
- \_\_\_\_\_.
- \_\_\_\_\_.
- \_\_\_\_\_.
- \_\_\_\_\_.

**Injured Employees Name(s)**

**Type of Injury**

- 1. \_\_\_\_\_.
- 2. \_\_\_\_\_.
- 3. \_\_\_\_\_.
- 4. \_\_\_\_\_.
- 5. \_\_\_\_\_.
- 6. \_\_\_\_\_.
- 7. \_\_\_\_\_.

- \_\_\_\_\_.
- \_\_\_\_\_.
- \_\_\_\_\_.
- \_\_\_\_\_.
- \_\_\_\_\_.
- \_\_\_\_\_.
- \_\_\_\_\_.

**Additional Employees / Guest Name(s)**

**Problem(s)**

- 1. \_\_\_\_\_.
- 2. \_\_\_\_\_.
- 3. \_\_\_\_\_.
- 4. \_\_\_\_\_.
- 5. \_\_\_\_\_.
- 6. \_\_\_\_\_.
- 7. \_\_\_\_\_.
- 8. \_\_\_\_\_.

- \_\_\_\_\_.
- \_\_\_\_\_.
- \_\_\_\_\_.
- \_\_\_\_\_.
- \_\_\_\_\_.
- \_\_\_\_\_.
- \_\_\_\_\_.
- \_\_\_\_\_.

*Primary Assembly Area*

Oakland Scottish Rite Center  
1547 Lakeside Drive  
Oakland CA



## Fire Prevention Plan

1. **Potential Fire Hazards:** GSA may store a small quantity of products that are potential fire hazards. These products generally fall into one of the following categories:
  - Flammable liquids such as gasoline and some paint related products.
  - Flammable gases. Natural Gas and Propane are good examples.
  - Combustible liquids such as diesel fuel, lubricating oils and some solvents.
  - Overloaded electrical outlets
  
2. **Proper Handling and Storage Procedures:** Flammable materials are to be used only in well-ventilated areas. This will prevent a buildup of vapors to a level that could pose a health or fire/explosion hazard. Containers of flammable and combustible materials should be closed when not in use. They should also not be stored near a heat or ignition source. Smoking is not permitted when working with flammable liquids. Compressed gases are to be securely stowed at all times and when not in use, valves are to be closed.
  
3. **Responsibilities:**
  - Supervisors are responsible for the overall safety of the work areas under their respective control.
  - Individual employees are responsible for keeping their work areas free of excessive debris and unwarranted accumulations of flammable and combustible materials.
  - Management is responsible for ensuring available on-site firefighting and fire suppression equipment is properly maintained and available for immediate use.
  - Supervisors are responsible for ensuring that significant spills of flammable and combustible liquids are contained and cleaned up according to the City's guidelines.
  
4. **Training:** Supervisors shall ensure that subordinate employees receive appropriate training on this Plan and on how to respond in the event of a fire emergency. In particular, this training shall include:
  - Fire/Explosion Response
  - Facility Evacuation Procedures
  
5. **Fire Extinguisher**-servicing and maintenance is conducted in accordance with Section V. Procedures/Fire or Explosion of the Emergency Action Plan.
  
6. **Automatic Fire Sprinkler System** servicing and maintenance is conducted in accordance with Section V. Procedures/Fire or Explosion of the Emergency Action Plan.
  
7. **Periodic Inspections** will be conducted in compliance with *GSA's Injury and Illness Prevention Program*. As part of these inspections, the contents of the fire and emergency preparedness and prevention checklists included as part of this plan are considered.

# Fire Preparedness and Prevention Checklist

Area Inspected: \_\_\_\_\_ Date: \_\_\_\_\_ Conducted By: \_\_\_\_\_

	Yes	No
1. Have all emergency systems and equipment been properly tested and inspected?		
2. Exit Signs, Monthly?		
3. Fire Extinguishers, Monthly?		
4. Extinguisher correct for hazard?		
5. Pin is in place?		
6. Plastic tab (seal) in place and secured to pin?		
7. Fully charged (Gauge is in green zone)?		
8. Sprinkler, inspected Quarterly		
9. Fire Alarm, Annual Drill and Semi-Annual Contractor Inspection?		
10. Are exits arranged and maintained to provide free and unobstructed egress from all parts of the building, at all times, when occupied? No lock or fastener shall be installed to prevent free escape from the inside of any building.		
11. Does the emergency lighting in the building allow safe access and light the path of travel to the exits when the main power has failed?		
12. Are door openings or means of egress 32 inches or greater in clear width?		
13. Do all exit doors swing in the direction of exit travel?		
14. Does the changeover of illumination energy sources, in an emergency, take less than 10 seconds?		
15. Do the battery-operated lights only use reliable types of rechargeable batteries, with suitable facilities for maintaining them in properly changed out condition?		
16. Is each exit route, in its entirety, arranged or marked so that the way to a place of safety is indicated in a clear manner? Any door or passageway that is not an exit or way to reach an exit, but is capable of being confused with an exit, shall be arranged or made to prevent occupant confusion with acceptable exits.		
17. Are the access routes to exits marked by readily visible signs, in all cases where the exit is not immediately visible to an employee or visitor? Is sign placement such that no point in the exit access is more than 100 feet from the nearest visible sign?		
18. Are all doors, passageways or stairways that are neither exits nor a way to an exit, and so located or arranged as to be easily mistaken for an exit, identified by a sign reading "Not An Exit"?		
19. Is the distance of travel to a fire extinguisher for Class A (Wood, Paper) fires within 75 feet?		

# Emergency Preparedness and Prevention Checklist

Area Inspected: \_\_\_\_\_ Date: \_\_\_\_\_ Conducted By: \_\_\_\_\_

	Yes	No
1. Have you been trained in the use of fire extinguishers?		
If yes, do you know the location of the closest fire extinguisher?		
2. Are all exit doors, hallways and aisle ways in your work area clear (32" minimum) and unobstructed for emergency exiting?		
3. Are all windows closed securely each night?		
4. Are files and storage areas purged and cleared regularly to eliminate unnecessary paper storage?		
5. Are chemicals, paints, and fluid storage areas checked regularly to eliminate storage of old and unnecessary products?		
6. Are enough electrical plugs provided to eliminate the use of extension cords for daily operations?		
7. Do you know the best route to your assigned Assembly Area in the event of an evacuation?		
8. Do you know who to report to following an evacuation?		
9. Have you been trained in first aid and/or CPR?		
10. If provided, do you know where the closest First Aid Kit is located in your work area?		
11. Are all bookcases and other tall furniture secured to avoid tipping in the event of an earthquake?		
12. Are GSA <sup>2</sup> —Telephone Numbers (Appendix A to the EAP) posted in a prominent location?		
13. Do you know where your company's Emergency Action Plan is located?		

## Evacuation Drill Evaluation Form

**Employee Name (optional):** \_\_\_\_\_

**Assembly Area:** \_\_\_\_\_

**Person in Charge:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Please take a moment to fill out this evaluation form to allow us to correct any deficiencies that may exist in our evacuation program.**

	<b>True</b>	<b>False</b>
1. I could hear the evacuation alarm.	<input type="checkbox"/>	<input type="checkbox"/>
2. I had been trained on the evacuation procedure.	<input type="checkbox"/>	<input type="checkbox"/>
3. I knew the evacuation route out of my work area.	<input type="checkbox"/>	<input type="checkbox"/>
4. I knew where my Assembly Area was located.	<input type="checkbox"/>	<input type="checkbox"/>
5. The Assembly Area was easy to find.	<input type="checkbox"/>	<input type="checkbox"/>
6. I did not stop for my personal belongings.	<input type="checkbox"/>	<input type="checkbox"/>
7. My superior knew what to do.	<input type="checkbox"/>	<input type="checkbox"/>
8. A head count was taken at the Assembly Area	<input type="checkbox"/>	<input type="checkbox"/>
9. I did not run during the evacuation drill.	<input type="checkbox"/>	<input type="checkbox"/>
10. I remembered what I was supposed to do.	<input type="checkbox"/>	<input type="checkbox"/>

**General Comments:**