

## Introduction

Introduction	
Resources and Local Information	In a major emergency, the 911 lines may be overwhelmed. If you need immediate emergency assistance persist in your efforts to reach a 911 operator.
Personal Preparedness	In the event of a major emergency affecting the entire university, the University Emergency Operations Center (EOC) will be activated. The EOC will work closely with each of the local Satellite Operations Centers (SOC) in responding to and recovering from a major emergency. The local SOCs will then communicate with the departments under their control.
Communications	Now is the time to become familiar with the designated Emergency Assembly Point (EAP) for your local area, in the event that a building evacuation becomes necessary. The resource section of this guide contains a link to all university EAP sites as well as links to other valuable information.
Active Threat	In the event of an emergency closure please call your local contact or hotline for information on the operating status of your local business unit. If you do not know your local contact or hotline number, ask your supervisor for the information and write it on the resource page.
Civil Disturbance or Demonstration	For campus emergency information:
Hostage Situation	<ul style="list-style-type: none"> <li>• Register your personal contact information in StanfordYou for use by the AlertSU system</li> <li>• Go to the Stanford University Emergency Information website at <a href="http://emergency.stanford.edu">http://emergency.stanford.edu</a></li> <li>• Call (650) 725-5555, the Stanford Emergency Information Hotline</li> <li>• Listen to KZSU 90.1 FM</li> </ul>
Earthquake	For area emergency information, follow reports on “Emergency Alert System” radio (e.g., KCBS 740 AM) and television news broadcasts.
Explosion	The Stanford University Emergency and Safety Procedures Handbook for Faculty and Staff has been coordinated with all applicable departments and approved by the Environmental Health and Safety Department. Feedback may be sent to <a href="mailto:preparedness@lists.stanford.edu">preparedness@lists.stanford.edu</a> .
Fire	
Hazardous Material Incident / Suspicious Odor	
Evacuation Procedure	
Shelter in Place	
Elevator Entrapment / Malfunction	
Flooding and Water Damage	
Power Outage	
Medical Emergency / Illness or Injury	
Seasonal Flu and Pandemic Influenza	
Phone Threat	
Phone Threat Report	
Suspicious Behavior & Personal Safety	
Suspicious Package / Mail / Email	

## Resources and Local Information

Introduction
<b>Resources and Local Information</b>
Personal Preparedness
Communications
Active Threat
Civil Disturbance or Demonstration
Hostage Situation
Earthquake
Explosion
Fire
Hazardous Material Incident / Suspicious Odor
Evacuation Procedure
Shelter in Place
Elevator Entrapment / Malfunction
Flooding and Water Damage
Power Outage
Medical Emergency / Illness or Injury
Seasonal Flu and Pandemic Influenza
Phone Threat
Phone Threat Report
Suspicious Behavior & Personal Safety
Suspicious Package / Mail / Email

The following section is to record emergency information for your specific area. Please print this page, fill out the locations and phone numbers for your local area, and store the page where you will see it regularly.

Local Department Hotline: \_\_\_\_\_

Department Response Team members: \_\_\_\_\_

Location of nearest First Aid or disaster kit: \_\_\_\_\_

Location of nearest fire extinguisher: \_\_\_\_\_

Location of nearest Automatic External Defibrillator (AED): \_\_\_\_\_

Location of department Emergency Assembly Point: \_\_\_\_\_

For a map of University EAPs go to <http://ehs.stanford.edu/general/erprep/eap/Public-EAP.pdf>

Sources of Information:

- Stanford University Emergency Information Website: <http://emergency.stanford.edu>
- Radio stations: KZSU 90.1 FM, KCBS 740 AM

Emergency University Hotlines:

Local	(650) 725-5555
Toll Free	1(800) 897-4253
International	01(602) 241-6769
Parent Hotline	(650) 725-0649
Student Emergency Information	(650) 497-9000
SLAC Emergency Hotline	(877) 447-SLAC (7522)
Hospital Information	(650) 498-8888

Department Hotline: \_\_\_\_\_

## Resources and Local Information (cont.)

Introduction	Links:
<b>Resources and Local Information</b>	Environmental Health and Safety <a href="http://ehs.stanford.edu">http://ehs.stanford.edu</a>
Personal Preparedness	EH&S Emergency Preparedness <a href="http://www.stanford.edu/dept/EHS/prod/general/erprep/index.html">http://www.stanford.edu/dept/EHS/prod/general/erprep/index.html</a>
Communications	Department of Public Safety <a href="http://police.stanford.edu">http://police.stanford.edu</a>
Active Threat	Vaden Student Health <a href="http://vaden.stanford.edu">http://vaden.stanford.edu</a>
Civil Disturbance or Demonstration	American Red Cross <a href="http://www.redcross.org/">http://www.redcross.org/</a>
Hostage Situation	Ready America <a href="http://www.ready.gov/america/index.html">http://www.ready.gov/america/index.html</a>
Earthquake	San Francisco Emergency Preparedness <a href="http://72hours.org/">http://72hours.org/</a>
Explosion	USGS publication <i>Putting Down Roots in Earthquake Country, Your Handbook for the San Francisco Bay Region:</i> <a href="http://pubs.usgs.gov/gip/2005/15/gip-15.pdf">http://pubs.usgs.gov/gip/2005/15/gip-15.pdf</a>
Fire	City of Mountain View <i>Emergency Preparedness Guide:</i> <a href="http://www.ci.mtnview.ca.us/civica/inc/displayblobpdf2.asp?BlobID=3970">http://www.ci.mtnview.ca.us/civica/inc/displayblobpdf2.asp?BlobID=3970</a>
Hazardous Material Incident / Suspicious Odor	City of Menlo Park <i>It's up to you for 72 – Disaster Preparedness Manual:</i> <a href="http://www.menlopark.org/departments/pwk/disprepman.pdf">http://www.menlopark.org/departments/pwk/disprepman.pdf</a>
Evacuation Procedure	Mental Health Resources: Please refer to the Vaden website <a href="http://vaden.stanford.edu">http://vaden.stanford.edu</a>
Shelter in Place	or the Benefits Department website for information on mental health resources for Stanford University <a href="http://benefits.stanford.edu">http://benefits.stanford.edu</a>
Elevator Entrapment / Malfunction	
Flooding and Water Damage	
Power Outage	
Medical Emergency / Illness or Injury	
Seasonal Flu and Pandemic Influenza	
Phone Threat	
Phone Threat Report	
Suspicious Behavior & Personal Safety	
Suspicious Package / Mail / Email	

## Personal Preparedness

Introduction	<p>There are some simple steps you can take as an individual to help prepare to meet any emergency, whether a natural disaster or civil disturbance.</p> <ul style="list-style-type: none"> <li>• Be sure that your department head and Stanford directory have your correct current address, home phone number, and emergency notification information. If you expect to stay somewhere other than your home in an emergency, be sure your supervisor knows how to reach you. Update your emergency contact information in StanfordYou for use by the AlertSU system.</li> <li>• Develop a personal emergency plan with your family/roommates. Be sure to include pets and those with special needs and pets.</li> <li>• Establish an out-of-state telephone contact for all members of your family and close friends. This will serve as a clearing house for information if family members become separated. In an earthquake, out-of-state long distance lines often continue to function when local phones do not.</li> <li>• If you have children, talk with your schools or day care providers about their emergency procedures</li> <li>• Make sure you have adequate supplies at home and in your car for emergencies:             <ul style="list-style-type: none"> <li>○ Keep your car's gas tank at least half full at all times</li> <li>○ Be sure you have plenty of gas to get to your destination, even with major traffic delays</li> <li>○ Have enough cash on hand for several days' needs</li> <li>○ Keep adequate prescription medications on hand</li> <li>○ In your home emergency kit, always keep at least a 72 hour supply of food (pre-cooked canned goods, granola bars, etc.) and emergency water (minimum 1 gallon per person per day)</li> <li>○ If applicable, remember pet food, diapers, a spare pair of prescription glasses</li> <li>○ Regularly check the batteries in your portable radios, smoke detectors, cell phones and flashlights and keep extra batteries on hand, or purchase a crank-type radio and flashlights</li> <li>○ Be sure the fire extinguishers in your home and car are properly charged</li> <li>○ Keep a change of clothes in your car and at work</li> <li>○ Regularly conduct drills to practice your plan</li> </ul> </li> <li>• Know how to shut off utilities (gas, water, electricity) if necessary</li> <li>• Inventory your possessions using a video or still camera and store in a fireproof safe or safety deposit box</li> <li>• Collect important documents (insurance policies, home title, wills) and store them in a fireproof safe or safety deposit box</li> <li>• Have identification and important phone numbers accessible</li> <li>• Program emergency contact numbers in your cell phone using ICE, ICE2, ICE3 (In Case of Emergency)</li> <li>• If you normally use public transportation, consider making arrangements to ride with someone else as a contingency plan if public transportation is unavailable</li> <li>• If a decision is made to close the university, go directly to your planned destination via a familiar, well-traveled route. Do not make stops or side trips. When you get there, notify a relative or friend that you have arrived safely.</li> <li>• If you are in doubt about whether to report to work, call your local hotline for information about your organization or the Stanford Emergency Information Hotline at 650-725-5555 for general information about the university.</li> </ul>
Resources and Local Information	
<b>Personal Preparedness</b>	
Communications	
Active Threat	
Civil Disturbance or Demonstration	
Hostage Situation	
Earthquake	
Explosion	
Fire	
Hazardous Material Incident / Suspicious Odor	
Evacuation Procedure	
Shelter in Place	
Elevator Entrapment / Malfunction	
Flooding and Water Damage	
Power Outage	
Medical Emergency / Illness or Injury	
Seasonal Flu and Pandemic Influenza	
Phone Threat	
Phone Threat Report	
Suspicious Behavior & Personal Safety	
Suspicious Package / Mail / Email	

## Communications

Introduction	<p>Stanford uses a layered communications strategy to communicate with faculty, staff, students and community members in the event of an emergency. At the onset of an incident, such as a situation involving an active threat or a bomb threat, you will likely receive limited information through a limited number of sources.</p> <p>AlertSU is the university's mass notification system. It allows university officials to deliver messages to Stanford faculty, staff and students in the event of a life threatening situation on campus. If AlertSU is activated, you will receive emergency notifications via the contact points listed in your Stanford directory records. This should include: your office phone, text messaging on your cell phone, email address and/or your home phone if listed. All university provided cell phones are required to be listed in your directory information. Voice mail messages will be delivered to the phone numbers you provide if the number is not answered. More information about the AlertSU system is available at <a href="http://alerts.stanford.edu">http://alerts.stanford.edu</a>. Note: Not all messages may arrive at the same time. Due to varying conditions some messages may arrive sooner than others. SMS text messages to your cell phone are predicted to be the most rapid form of delivery. Text messaging may be more effective during an emergency as it may still function even when voice communication via cell phones will not.</p> <p>Be sure to keep your emergency information updated in <a href="https://stanfordyou.stanford.edu/">https://stanfordyou.stanford.edu/</a> (students use <a href="https://axess.stanford.edu/">https://axess.stanford.edu/</a>).</p> <p>If the AlertSU or the university's Outdoor Warning System is activated, follow the instructions immediately:</p> <ul style="list-style-type: none"> <li>• For example, "Shelter in Place" means you must seek immediate shelter inside the building; if you are instructed to "evacuate" an area or building, you should do so immediately and proceed to the designated Emergency Assembly Point (EAP) for the building you are in.</li> </ul> <p>For updated information and instructions during an emergency, visit <a href="http://emergency.stanford.edu/">http://emergency.stanford.edu/</a>. In the event that the university's IT systems are down, the university maintains a mirror of the emergency website at an offsite location. You will be able to access it in the same way you access the regular Stanford website.</p> <p>Tune in to KZSU 90.1 or log on to: <a href="http://kzsu.stanford.edu/">http://kzsu.stanford.edu/</a></p> <p>Call one of the campus Emergency Information Hotlines for updated information:</p> <ul style="list-style-type: none"> <li>• Local: (650) 725-5555</li> <li>• Out of state: (800) 89-SHAKE (74253)</li> <li>• International: 01(602) 241-6769</li> <li>• Student Emergency Information: (650) 497-9000</li> <li>• Parent hotline: (650) 725-0649</li> <li>• SLAC Emergency Hotline: (877) 447-SLAC (7522)</li> <li>• Hospital Information: (650) 498-8888</li> </ul> <p>Individual schools also maintain local hotlines. Your local hotline number is:</p> <p style="text-align: center;">_____</p> <p>The university also will provide updated information to the appropriate media outlets.</p>
Resources and Local Information	
Personal Preparedness	
<b>Communications</b>	
Active Threat	
Civil Disturbance or Demonstration	
Hostage Situation	
Earthquake	
Explosion	
Fire	
Hazardous Material Incident / Suspicious Odor	
Evacuation Procedure	
Shelter in Place	
Elevator Entrapment / Malfunction	
Flooding and Water Damage	
Power Outage	
Medical Emergency / Illness or Injury	
Seasonal Flu and Pandemic Influenza	
Phone Threat	
Phone Threat Report	
Suspicious Behavior & Personal Safety	
Suspicious Package / Mail / Email	

Active Threat	
Active Threat	<p>The university is considered to be a safe campus. However in the event of an imminent threat to your safety as a result of an armed person using deadly physical force, please be familiar with the following procedures:</p>
Introduction	<p><u>If an active threat is outside your building</u></p> <ul style="list-style-type: none"> <li>• If you are reasonably sure you can escape without being harmed, do so</li> <li>• Proceed to a room that can be locked</li> <li>• Shut off lights and lock all windows and doors and stay out of sight</li> <li>• One person in the room should call the police at 9-911 (911 from non-campus or cell phones, 286 in the School of Medicine)</li> <li>• Wait to leave until given instructions to do so by law enforcement via phone or other contact</li> </ul>
Resources and Local Information	
Personal Preparedness	
Communications	
Civil Disturbance or Demonstration	
Hostage Situation	<p><u>If an active threat is in the same building as you</u></p> <ul style="list-style-type: none"> <li>• If the room that you are in can be locked, follow the same procedures listed above. If your room cannot be locked, determine whether you can safely exit the building or safely reach a nearby location that is able to be locked.</li> <li>• If you can not reach a safer location, barricade yourself in your room by placing heavy furniture or other items in front of the door</li> <li>• If you decide to move from your current location, call 9-911 (911 from non-campus or cell phones, 286 in the School of Medicine) if possible. Give your name and location. If you cannot speak, leave the line open so law enforcement can listen to what is taking place.</li> </ul>
Earthquake	
Explosion	
Fire	
Hazardous Material Incident / Suspicious Odor	
Evacuation Procedure	<p><u>If an active threat enters your office or classroom</u></p> <ul style="list-style-type: none"> <li>• If you cannot escape, make every attempt to conceal yourself and/or take cover behind the most solid object you can find (i.e., desk, cabinet or row of seats/chairs)</li> <li>• As a last resort, you may decide that your survival depends on overpowering the threatening individual with whatever means available. Throwing or tossing readily accessible items at the individual may momentarily distract him/her and may allow you an opening to overpower him/her.</li> <li>• If you decide to charge an individual armed with a gun to overpower or disarm him/her, running in a zigzag fashion will diminish the shooter's accuracy. Your chances for survival increase since the individual is not expecting this sudden reaction.</li> <li>• Dial 9-911 (911 from non-campus or cell phones, 286 in the School of Medicine) if possible and give your name and location. If you cannot speak, leave the line open so the police can listen to what is taking place.</li> <li>• If the threatening individual leaves the area, proceed immediately to a safer place and call 9-911 (911 from non-campus or cell phones) to provide information to law enforcement: <ul style="list-style-type: none"> <li>○ Lock and barricade the door or:</li> <li>○ Proceed immediately to a safer place</li> </ul> </li> </ul>
Shelter in Place	
Elevator Entrapment / Malfunction	
Flooding and Water Damage	
Power Outage	
Medical Emergency / Illness or Injury	
Seasonal Flu and Pandemic Influenza	
Phone Threat	
Phone Threat Report	
Suspicious Behavior & Personal Safety	
Suspicious Package / Mail / Email	

## Active Threat (cont.)

Introduction	<u>General Quick Response Guide</u>	<ul style="list-style-type: none"> <li>Lock and barricade doors</li> <li>Turn off lights (to make the area appear unoccupied)</li> <li>Close blinds</li> <li>Silence cell phones but do not turn them completely off</li> <li>Block windows</li> <li>Turn off radios and computer monitors</li> <li>Keep occupants calm, quiet, and out of sight</li> <li>Seek cover and barricade yourself (with others if possible) by placing as much material as possible between you and the threat</li> <li>As soon as it is safe to do so, notify law enforcement by calling 9-911 (911 from non-campus or cell phones)</li> <li>Do not approach emergency responders, let them come to you</li> <li>Raise both your hands over your head when approached or confronted by emergency responders. This is the universal surrender signal. Otherwise, emergency responders may not know the difference between you and the threat.</li> <li>Remain under cover until the threat has passed or you have been advised by law enforcement that it is safe to exit</li> <li>Activate registered cell phones** (in silent mode) to receive campus emergency notifications that may be sent through the AlertSU system</li> <li><b>Do not sound the fire alarms</b> unless there is a fire. Fire alarms alert people to evacuate a building. Evacuation during an active threat event could place people in harm's way.</li> </ul> <p>**The university emergency alert system, AlertSU, will be used to notify you of critical life safety issues on campus. Go to <a href="https://stanfordyou.stanford.edu">https://stanfordyou.stanford.edu</a> (students use <a href="https://axess.stanford.edu/">https://axess.stanford.edu/</a>) and make sure your personal contact information is registered with AlertSU. For more information about the AlertSU system, please visit <a href="http://alerts.stanford.edu">http://alerts.stanford.edu</a>.</p>
Resources and Local Information		
Personal Preparedness		
Communications		
Active Threat		
Civil Disturbance or Demonstration		
Hostage Situation		
Earthquake		
Explosion		
Fire		
Hazardous Material Incident / Suspicious Odor		
Evacuation Procedure		
Shelter in Place		
Elevator Entrapment / Malfunction		
Flooding and Water Damage		
Power Outage		
Medical Emergency / Illness or Injury		
Seasonal Flu and Pandemic Influenza		
Phone Threat		
Phone Threat Report		
Suspicious Behavior & Personal Safety		
Suspicious Package / Mail / Email		

Civil Disturbance or Demonstration		
Introduction	Although infrequent, the campus may experience civil disturbances as people express their first amendment rights to free speech. In the event a civil disturbance occurs, please be aware of the following information:	
Resources and Local Information		
Personal Preparedness	<p><u>General Guidelines for civil disturbances</u></p> <ul style="list-style-type: none"> <li>• Avoid the area of disturbance</li> <li>• Avoid provoking or obstructing the demonstrators. Stay away from glass doors or windows. If a class or lecture is disrupted, the offending person(s) should be requested to leave. If they refuse, call the police at 9-911 (911 from non-campus or cell phones, 286 in the School of Medicine)</li> <li>• If you are instructed to evacuate, and it is safe to do so, secure your work area, log off computers, and secure sensitive files</li> <li>• Activate registered cell phones** to receive campus emergency notifications that may be sent through the AlertSU system. Stand by for periodic updates.</li> </ul> <p>** The university emergency alert system, AlertSU, will be used to notify you of critical life safety issues on campus. Go to <a href="https://stanfordyou.stanford.edu">https://stanfordyou.stanford.edu</a> (students use <a href="https://axess.stanford.edu/">https://axess.stanford.edu/</a>) and make sure your personal contact information is registered with AlertSU. For more information about the AlertSU system, please visit <a href="http://alerts.stanford.edu">http://alerts.stanford.edu</a>.</p>	
Civil Disturbance or Demonstration		
Hostage Situation		
Earthquake		
Explosion		
Fire		
Hazardous Material Incident / Suspicious Odor		
Evacuation Procedure		<p><u>If a riot or other civil disturbance develops in the immediate vicinity of the campus or encroaches onto Stanford property</u></p> <ul style="list-style-type: none"> <li>• If it is safe to do so, leave your building and the vicinity of the disturbance</li> <li>• If Public Safety staff directs faculty, staff, and students to remain indoors, refer to the "Shelter in Place" procedure contained in this booklet</li> <li>• Do not attempt to confront or talk with the individuals causing the disturbance. Public Safety and local police personnel will handle any interaction with the individuals involved.</li> <li>• Activate registered cell phones** to receive campus emergency notifications that may be sent through the AlertSU system. Stand by for periodic updates.</li> </ul> <p>** The university emergency alert system, AlertSU, will be used to notify you of critical life safety issues on campus. Go to <a href="https://stanfordyou.stanford.edu">https://stanfordyou.stanford.edu</a> (students use <a href="https://axess.stanford.edu/">https://axess.stanford.edu/</a>) and make sure your personal contact information is registered with AlertSU. For more information about the AlertSU system, please visit <a href="http://alerts.stanford.edu">http://alerts.stanford.edu</a>.</p>
Shelter in Place		
Elevator Entrapment / Malfunction		
Flooding and Water Damage		
Power Outage		
Medical Emergency / Illness or Injury		
Seasonal Flu and Pandemic Influenza		
Phone Threat		
Phone Threat Report		
Suspicious Behavior & Personal Safety		
Suspicious Package / Mail / Email		

## Civil Disturbance or Demonstration (cont.)

Introduction	<p><u>If a civil disturbance develops within the community, but is not in the immediate vicinity of Stanford</u></p>	<ul style="list-style-type: none"> <li>Environmental Health and Safety (EH&amp;S) or Public Safety will contact the Satellite Operations Center (SOC) representatives in each school or department with relevant information as it becomes available. Information will include the areas affected, road closures, and the severity of the situation. The SOCs will inform their local community members, as appropriate.</li> <li>If you are told that a disturbance has escalated and public safety has become an issue, students, faculty, and staff may be asked to leave the campus</li> <li>Follow the instructions given to you by your supervisor, or the Response Team member for your area</li> <li><b>Do not spread rumors</b></li> </ul>
Resources and Local Information		
Personal Preparedness		
Communications		
Active Threat		
Civil Disturbance or Demonstration		
Hostage Situation	<p><u>If instructed to leave campus</u></p>	<ul style="list-style-type: none"> <li>Carpool/Vanpool members: Contact your primary carpool or vanpool member(s) immediately</li> <li>Drive carefully. Extra caution is required any time you are excited, worried, or distracted by an emergency.</li> <li>Watch for bicycles, pedestrians, and emergency vehicles</li> <li>Expect traffic back-ups and delays</li> <li>Be patient</li> <li>Follow traffic directions from Public Safety or other safety officials</li> <li>If normal exits are blocked, you will be directed to an alternate route</li> <li>Traffic signals might not be working, use 4-way stop signs traffic rules</li> <li>If you are in doubt about whether to report back to campus, call your department hotline, phone tree contact, or supervisor</li> <li>For campus emergency information:                             <ul style="list-style-type: none"> <li>Listen to KZSU 90.1 FM or log into <a href="http://kzsu.stanford.edu/">http://kzsu.stanford.edu/</a></li> <li>Go to the Stanford University Emergency Information website at <a href="http://emergency.stanford.edu">http://emergency.stanford.edu</a></li> <li>Call (650) 725-5555, the Stanford Emergency Information Hotline</li> </ul> </li> <li>For area information, follow reports on “Emergency Alert System” radio stations (e.g., KCBS 740 AM) and television</li> </ul>
Earthquake		
Explosion		
Fire		
Hazardous Material Incident / Suspicious Odor		
Evacuation Procedure		
Shelter in Place		
Elevator Entrapment / Malfunction		
Flooding and Water Damage		
Power Outage		
Medical Emergency / Illness or Injury		
Seasonal Flu and Pandemic Influenza		
Phone Threat		
Phone Threat Report		
Suspicious Behavior & Personal Safety		
Suspicious Package / Mail / Email		

Hostage Situation	
Introduction	<p>The university is considered a safe campus. However in the event of an individual holding people against their will, it is important to be familiar with the following procedures to improve the likelihood of a favorable resolution to the situation.</p>
Resources and Local Information	
Personal Preparedness	
Communications	
Active Threat	
Civil Disturbance or Demonstration	
Hostage Situation	<p><u>If you hear or see a hostage situation</u></p> <ul style="list-style-type: none"> <li>• Immediately remove yourself from danger if possible</li> <li>• Notify the police by calling 9-911 (911 from non-campus or cell phones, 286 in the School of Medicine) and provide the following information: <ul style="list-style-type: none"> <li>○ Location of incident</li> <li>○ Number and description of hostage takers</li> <li>○ Number and description of hostages</li> <li>○ Your name, location, and phone number</li> </ul> </li> </ul> <p><b>Note: Do not hang up until the dispatcher advises you to disconnect</b></p>
Earthquake	<p><u>If you are taken hostage</u></p> <ul style="list-style-type: none"> <li>• Remain calm, be polite and cooperate with your captors</li> <li>• Speak normally</li> <li>• Observe the captors and try to memorize their physical traits, clothing or other details that can help provide a description</li> <li>• Try to establish a relationship with your captors and get them to know you. You want the captor to think of you as a person not as an object. Captors are less likely to harm you if they respect you.</li> <li>• If forced to present terrorist demands to authorities, state clearly that the demands are from your captors. Avoid making a plea on your own behalf.</li> <li>• Try to stay low to the ground or behind cover away from windows or doors</li> <li>• Do not attempt escape unless there is an extremely good chance of survival</li> <li>• Do not complain, avoid being belligerent and comply with instructions</li> <li>• Do not draw attention to yourself with sudden body movements, statements, comments or hostile looks</li> <li>• If possible, dial 911 and leave the connection open with the phone on mute</li> </ul>
Explosion	
Fire	
Hazardous Material Incident / Suspicious Odor	
Evacuation Procedure	
Shelter in Place	
Elevator Entrapment / Malfunction	
Flooding and Water Damage	
Power Outage	
Medical Emergency / Illness or Injury	
Seasonal Flu and Pandemic Influenza	
Phone Threat	
Phone Threat Report	
Suspicious Behavior & Personal Safety	
Suspicious Package / Mail / Email	

Earthquake	
Introduction	<p>Earthquakes in the Bay Area may be inevitable, but damage from them is not. The steps you take before, during and after an earthquake will help make you safer and reduce injuries, damage and losses. First and foremost, plan for the personal safety of you and your loved ones. By having a solid personal safety plan in place, you will be better able to help the university if you are not worrying about your loved ones. The resource section of this guide contains links to a variety of sites which will help you to better prepare for an earthquake.</p>
Resources and Local Information	
Personal Preparedness	
Communications	
Active Threat	
Civil Disturbance or Demonstration	
Hostage Situation	
Earthquake	
Explosion	
Fire	
Hazardous Material Incident / Suspicious Odor	
Evacuation Procedure	
Shelter in Place	
Elevator Entrapment / Malfunction	
Flooding and Water Damage	
Power Outage	<p><u>Before an earthquake</u></p> <ul style="list-style-type: none"> <li>• Make note of the location of fire extinguishers and emergency supplies in your area</li> <li>• Identify what equipment you should shut down to reduce potential hazards when safe to do so</li> <li>• Look around your area and decide where the safe spots are located; e.g., under sturdy tables, desks or against inside walls</li> <li>• Always store flammable and hazardous chemicals in secondary containment trays and in approved cabinets</li> <li>• Keep breakables and heavy objects on lower shelves whenever possible so they do not fall and injure someone</li> <li>• Ensure seismic restraints and latches on shelves and cabinets are secured</li> <li>• Secure valuable equipment, process tanks, storage tanks, gas cylinders, closets, and materials to prevent loss</li> <li>• Consult the Personal Preparedness section of this manual for more information</li> <li>• Familiarize yourself with the location of your Emergency Assembly Point (EAP)</li> </ul> <p><u>During: If you are inside</u></p> <ul style="list-style-type: none"> <li>• Immediately “duck, cover, and hold” <ul style="list-style-type: none"> <li>○ Under a desk, table or chair</li> <li>○ Between seating rows in classrooms</li> <li>○ Against a corridor wall</li> </ul> </li> </ul> <p>Note: Wheelchair users: Apply the brake. Cover your head with your arms. Ask for assistance.</p> <ul style="list-style-type: none"> <li>• Do not go into a doorway</li> <li>• Do not run or panic</li> <li>• Move away from the danger areas: near windows, hanging objects, tall unsecured furniture (bookcases, cabinets, and appliances), and research or process equipment containing hazardous chemicals. Most casualties in earthquakes result from falling materials.</li> <li>• Stay inside under cover until shaking stops</li> <li>• Watch for falling objects</li> <li>• As you leave the area, and if safe to do so, turn off and disconnect power to equipment containing hazardous materials unless needed to keep process or experiment safe</li> <li>• Make note of any unsafe conditions, trapped personnel or other hazards to be reported when you evacuate to your EAP</li> </ul>
Medical Emergency / Illness or Injury	
Seasonal Flu and Pandemic Influenza	
Phone Threat	
Phone Threat Report	
Suspicious Behavior & Personal Safety	
Suspicious Package / Mail / Email	

## Earthquake (cont.)

Introduction	<u>During: If you are outside</u>	<ul style="list-style-type: none"> <li>• Stay outside</li> <li>• Move to an open area away from buildings, trees, electrical/overhead wires, and other hazards</li> <li>• If forced to stand near a building, watch for falling objects</li> </ul>
Resources and Local Information		
Personal Preparedness		
Communications	<u>During: If you are in an automobile</u>	<ul style="list-style-type: none"> <li>• Stop your vehicle in the nearest open area without blocking the roadway</li> <li>• Do not stop under bridges, overpasses, or overhead wires</li> <li>• Stay in the vehicle until the shaking stops</li> </ul>
Active Threat		
Civil Disturbance or Demonstration		
Hostage Situation		
Earthquake	<u>After: Evacuation</u>	<ul style="list-style-type: none"> <li>• <b>Evacuate after the shaking stops to the designated Emergency Assembly Point (EAP) for the building you are in if any of the below occurs or are noted:</b> <ul style="list-style-type: none"> <li>• Smoke and/or fire</li> <li>• Fire and/or sprinkler alarm is activated</li> <li>• Other life-threatening hazards</li> <li>• Significant amount of fallen objects</li> <li>• Glass breakage</li> <li>• Cracks in walls</li> </ul> </li> <li>• When in doubt, evacuate the building and assess the situation before taking further action</li> <li>• Take your emergency supplies, car keys, purse and/or wallet, with you. You may not be able to re-enter the building.</li> <li>• Leave doors unlocked</li> <li>• DO NOT USE ELEVATORS – they most likely will not be working</li> <li>• Do not move seriously injured people unless they are in obvious, immediate danger from fire, building collapse, etc. Note their locations and report them at the designated Emergency Assembly Point (EAP)</li> <li>• Do not re-enter buildings until emergency management personnel has given clearance to return</li> <li>• Await instructions, be patient, and help others</li> <li>• Be prepared for aftershocks; these may occur seconds, minutes, hours or days after the initial shock</li> <li>• Report serious injuries, fires, or other hazards to the Response Team member for the area at your EAP. Give the following information:                             <ul style="list-style-type: none"> <li>• Your name</li> <li>• Location of the problem (building, floor, room number, etc.)</li> <li>• Severity of the situation</li> <li>• Indicate whether any people or equipment are involved or are in imminent danger</li> </ul> </li> <li>• Only activate the Fire Alarm if there is a fire in your building</li> </ul>
Explosion		
Fire		
Hazardous Material Incident / Suspicious Odor		
Evacuation Procedure		
Shelter in Place		
Elevator Entrapment / Malfunction		
Flooding and Water Damage		
Power Outage		
Medical Emergency / Illness or Injury		
Seasonal Flu and Pandemic Influenza		
Phone Threat		
Phone Threat Report		
Suspicious Behavior & Personal Safety		
Suspicious Package / Mail / Email		

## Earthquake (cont.)

<p>Introduction</p> <p>Resources and Local Information</p> <p>Personal Preparedness</p> <p>Communications</p> <p>Active Threat</p> <p>Civil Disturbance or Demonstration</p> <p>Hostage Situation</p> <p style="background-color: #800000; color: white; text-align: center;">Earthquake</p> <p>Explosion</p> <p>Fire</p> <p>Hazardous Material Incident / Suspicious Odor</p> <p>Evacuation Procedure</p> <p>Shelter in Place</p> <p>Elevator Entrapment / Malfunction</p> <p>Flooding and Water Damage</p> <p>Power Outage</p> <p>Medical Emergency / Illness or Injury</p> <p>Seasonal Flu and Pandemic Influenza</p> <p>Phone Threat</p> <p>Phone Threat Report</p> <p>Suspicious Behavior &amp; Personal Safety</p> <p>Suspicious Package / Mail / Email</p>	<p><u>After:</u> <u>Additional instructions</u></p>	<ul style="list-style-type: none"> <li>• Open doors carefully</li> <li>• Do not use plumbing, light switches, or gas until utility lines have been checked</li> <li>• Do not use matches, lighters, or candles</li> <li>• Replace telephone handsets on cradles and avoid using phones for non-emergency purposes</li> <li>• Stay on campus until you have been accounted for and instructed that it is safe to leave</li> <li>• Roads may have been damaged or blocked by debris, so travel may be dangerous</li> <li>• For campus emergency information:             <ul style="list-style-type: none"> <li>○ Go to the Stanford University Emergency Information website at <a href="http://emergency.stanford.edu">http://emergency.stanford.edu</a></li> <li>○ Call (650) 725-5555, the Stanford Emergency Information Hotline</li> <li>○ Listen to KZSU 90.1 FM or log on to <a href="http://kzsu.stanford.edu">http://kzsu.stanford.edu</a></li> </ul> </li> <li>• For area information, follow reports on “Emergency Alert System” radio stations (e.g., KCBS 740 AM) and television</li> </ul>
	<p><u>After: If you are trapped in a building</u></p>	<ul style="list-style-type: none"> <li>• Stay calm</li> <li>• If a window is available, place an article of clothing (shirt, coat, etc.) outside the window as a marker for rescue crews</li> <li>• If there is no window, regularly tap on a pipe or wall so that rescuers can hear where you are</li> <li>• If possible, use a flashlight or whistle to signal your location to rescuers</li> <li>• If available, pull a manual fire alarm pull station</li> <li>• Shout only as a last resort (to prevent dust inhalation, tiring too quickly, or losing your voice)</li> <li>• Avoid unnecessary movement to prevent kicking up dust</li> <li>• Cover your nose and mouth with anything you have on hand. (Dense-weave cotton material can act as a good filter. Breathe through the material.)</li> </ul>

Explosion	
Introduction	<p>Chemical accidents, leaking gas, faulty equipment, or explosive devices could all be the cause of life-endangering explosions. Explosions usually result in falling debris and structural damage that can cause serious injuries. Explosions often accompany or follow fires, floods, and power outages and vice versa.</p>
Resources and Local Information	
Personal Preparedness	
Communications	
Active Threat	
Civil Disturbance or Demonstration	
Hostage Situation	
Earthquake	
Explosion	
Fire	
Hazardous Material Incident / Suspicious Odor	
Evacuation Procedure	
Shelter in Place	
Elevator Entrapment / Malfunction	
Flooding and Water Damage	
Power Outage	
Medical Emergency / Illness or Injury	
Seasonal Flu and Pandemic Influenza	
Phone Threat	
Phone Threat Report	
Suspicious Behavior & Personal Safety	
Suspicious Package / Mail / Email	
	<p><u>If inside the building</u></p> <ul style="list-style-type: none"> <li>• Seek cover under a desk, table or other heavy furniture which can provide protection from flying glass and debris</li> <li>• Remain inside the building until it is safe to exit. <b>DO NOT USE ELEVATORS.</b></li> <li>• While exiting, pull the fire alarm, check for fire, note other hazards and any remaining personnel</li> <li>• Take your emergency supplies, car keys, purse, and/or wallet and other personal items, if it is safe to do so</li> <li>• Consult the Evacuation Procedure section of this booklet for additional instructions</li> <li>• Call 9-911 from Stanford University phones (911 from non-campus phones, 286 in the School of Medicine) and give the following information: <ul style="list-style-type: none"> <li>○ Your name</li> <li>○ Telephone number</li> <li>○ Location of the explosion (building, floor, room number, etc.)</li> <li>○ Materials involved in explosion, if known</li> <li>○ Description of the situation</li> </ul> </li> </ul> <p><b>Note: Do not hang up until the dispatcher advises you to disconnect</b></p> <ul style="list-style-type: none"> <li>• Check in at the designated Emergency Assembly Point (EAP) for the building you are in and report any noted hazards or remaining personnel</li> </ul>
	<p><u>If trapped in office with exit blocked</u></p> <ul style="list-style-type: none"> <li>• Call 9-911 from Stanford University phones (911 from non-campus or cell phones, 286 in the School of Medicine) and give the following information: <ul style="list-style-type: none"> <li>○ Your name</li> <li>○ Telephone number</li> <li>○ Location of the fire or area blocked (building, floor, room number, etc.)</li> <li>○ Severity of fire or blockage</li> </ul> </li> </ul> <p><b>Note: Do not hang up until the dispatcher does</b></p> <ul style="list-style-type: none"> <li>• Be prepared for possible further explosions; crawl under a table or desk for protection</li> <li>• Stay away from windows, mirrors, overhead fixtures, filing cabinets, bookcases, and electrical equipment</li> <li>• Do not use matches or lighters</li> <li>• If smoke or fire is present: <ul style="list-style-type: none"> <li>○ Wedge cloth material along the bottom of the door to keep out smoke</li> <li>○ Close as many doors as possible between you and the fire</li> <li>○ Consult the Fire Procedures section of this booklet for additional information</li> </ul> </li> </ul>

## Explosion (cont.)

Introduction	<u>If outdoors on campus</u>	<ul style="list-style-type: none"> <li>Stay clear of buildings, trees or other falling hazard areas</li> <li>Proceed to the designated Emergency Assembly Point (EAP) for the building you are in and check in</li> </ul>
Resources and Local Information		
Personal Preparedness		
Communications	<u>Should you become trapped in debris</u>	<ul style="list-style-type: none"> <li>Stay calm</li> <li>If a window is available, place an article of clothing (shirt, coat, etc.) outside the window as a marker for rescue crews</li> <li>If there is no window, tap on a pipe or wall so that rescuers can hear where you are</li> <li>If possible, use a flashlight to signal your location to rescuers</li> <li>Avoid unnecessary movement so that you don't kick up dust</li> <li>Cover your nose and mouth with anything you have on hand. (Dense-weave cotton material can act as a good filter. Breathe through the material.)</li> <li>If possible, use a whistle to signal rescuers</li> <li>Shout only as a last resort</li> </ul>
Active Threat		
Civil Disturbance or Demonstration		
Hostage Situation		
Earthquake		
Explosion		
Fire		
Hazardous Material Incident / Suspicious Odor		
Evacuation Procedure		
Shelter in Place		
Elevator Entrapment / Malfunction		
Flooding and Water Damage		
Power Outage		
Medical Emergency / Illness or Injury		
Seasonal Flu and Pandemic Influenza		
Phone Threat		
Phone Threat Report		
Suspicious Behavior & Personal Safety		
Suspicious Package / Mail / Email		

Fire	
Introduction	Fires are a rare occurrence on campus, however it is possible for one to occur at any time. Always be aware of your surroundings, respond appropriately to all fire alarms, always keep fire doors closed, and know where the nearest fire extinguisher, pull box, and Emergency Assembly Points (EAP) are for the places you spend the most time on campus.
Resources and Local Information	
Personal Preparedness	<div style="display: flex;"> <div style="flex: 1; border-right: 1px solid black; padding-right: 10px;"> <p><u>If a fire occurs in your area</u></p> </div> <div style="flex: 2; padding-left: 10px;"> <p><b>Evacuate:</b></p> <ul style="list-style-type: none"> <li>• Take your emergency supplies, car keys, purse, and/or wallet and other personal items if it is safe to do so</li> <li>• Do not attempt to save possessions at the risk of personal injury</li> <li>• While exiting, pull the fire alarm and note other hazards and any remaining personnel</li> <li>• Proceed to safest exit/stairwell. <b>DO NOT USE THE ELEVATOR.</b></li> <li>• If you are the last to leave, close doors behind you to confine the fire, but do not lock them</li> <li>• If an area is smoky, stay low to the ground. Crawl if necessary.</li> <li>• Assume smoke and/or fumes are hazardous</li> <li>• Use a wet cloth, if possible, to cover your nose and mouth</li> <li>• Use the back of your hand to feel the upper, lower, and middle parts of closed doors</li> <li>• If the door is hot or smoke is visible, do not open the door. Look for another way out.</li> <li>• If the door is cool, brace yourself against it and open slowly</li> <li>• If you see fire, confine it by closing doors and windows, if safe to do so</li> <li>• <b>Never go back into a burning building</b></li> <li>• Call 9-911 from Stanford University phones (911 from non-campus or cell phones, 286 in the School of Medicine), give the following information: <ul style="list-style-type: none"> <li>○ Your name</li> <li>○ Telephone number</li> <li>○ Location of the fire (building, floor, room number, etc.)</li> <li>○ Severity of fire</li> <li>○ Indicate whether people or equipment are involved or are in imminent danger</li> </ul> </li> </ul> <p><b>Note: Do not hang up until the dispatcher does</b></p> <ul style="list-style-type: none"> <li>• Check in at the designated Emergency Assembly Point (EAP) for the building you are in and report any noted hazards or remaining personnel</li> <li>• Do not return to the building until instructed to do so by emergency personnel</li> <li>• Consult the Evacuation Procedure section of this booklet for additional information</li> </ul> </div> </div>
Communications	
Active Threat	
Civil Disturbance or Demonstration	
Hostage Situation	
Earthquake	
Explosion	
Fire	
Hazardous Material Incident / Suspicious Odor	
Evacuation Procedure	
Shelter in Place	
Elevator Entrapment / Malfunction	
Flooding and Water Damage	
Power Outage	
Medical Emergency / Illness or Injury	
Seasonal Flu and Pandemic Influenza	
Phone Threat	
Phone Threat Report	
Suspicious Behavior & Personal Safety	
Suspicious Package / Mail / Email	

Fire (cont.)		
Introduction	<u>If you are trapped inside your office</u>	<ul style="list-style-type: none"> <li>• Call 9-911 from Stanford University phones (911 from non-campus or cell phones, 286 in the School of Medicine) and give the following information:               <ul style="list-style-type: none"> <li>○ Your name</li> <li>○ Telephone number</li> <li>○ Location of the fire (building, floor, room number, etc.)</li> <li>○ Severity of fire</li> </ul> </li> </ul> <p><b>Note: Do not hang up until the dispatcher does</b></p> <ul style="list-style-type: none"> <li>• Wedge cloth material along the bottom of the door to keep out smoke</li> <li>• Close as many doors as possible between you and the fire.</li> </ul>
Resources and Local Information		
Personal Preparedness		
Communications		
Active Threat		
Civil Disturbance or Demonstration		
Hostage Situation		
Earthquake	<u>Additional information</u>	<ul style="list-style-type: none"> <li>• If your clothes or those of another are on fire, <b>STOP, DROP, AND ROLL</b></li> <li>• Use extinguishers on small fires (smaller than a trash can) only if it is safe to do so. Remember "PASS":               <ul style="list-style-type: none"> <li>○ <b>P</b>ull the pin</li> <li>○ <b>A</b>im at the base of the fire</li> <li>○ <b>S</b>queeze the nozzle</li> <li>○ <b>S</b>weep back and forth</li> </ul> </li> </ul>
Explosion		
Fire		
Hazardous Material Incident / Suspicious Odor		
Evacuation Procedure		
Shelter in Place		
Elevator Entrapment / Malfunction		
Flooding and Water Damage		
Power Outage		
Medical Emergency / Illness or Injury		
Seasonal Flu and Pandemic Influenza		
Phone Threat		
Phone Threat Report		
Suspicious Behavior & Personal Safety		
Suspicious Package / Mail / Email		

## Hazardous Material Incident/Suspicious Odor

Introduction	Because of the variety of materials used around the University, if a chemical spill occurs or if you detect gas, chemical fumes, or any suspicious odor:	
Resources and Local Information	<p><u>If incident is a health- threatening release</u></p> <ul style="list-style-type: none"> <li>• If the incident is indoors, close all doors in order to isolate the area, if it is safe to do so</li> <li>• Yell for help from others. Go to a safe area and call 9-911 (911 from non-campus or cell phones, 286 in the School of Medicine). Give the following information:                             <ul style="list-style-type: none"> <li>○ Your name</li> <li>○ Telephone number</li> <li>○ Location of the spill/leak (building, floor, room number, etc.)</li> <li>○ Name of the material</li> <li>○ Quantity of material involved</li> <li>○ Time of the incident</li> <li>○ If anyone is injured or exposed to material</li> <li>○ If a fire or explosion is involved</li> </ul> </li> </ul> <p style="text-align: center;"><b>Note: Do not hang up until the dispatcher does</b></p>	<ul style="list-style-type: none"> <li>• If the incident is indoors, close all doors in order to isolate the area, if it is safe to do so</li> <li>• Yell for help from others. Go to a safe area and call 9-911 (911 from non-campus or cell phones, 286 in the School of Medicine). Give the following information:                             <ul style="list-style-type: none"> <li>○ Your name</li> <li>○ Telephone number</li> <li>○ Location of the spill/leak (building, floor, room number, etc.)</li> <li>○ Name of the material</li> <li>○ Quantity of material involved</li> <li>○ Time of the incident</li> <li>○ If anyone is injured or exposed to material</li> <li>○ If a fire or explosion is involved</li> </ul> </li> </ul>
Personal Preparedness		
Communications		
Active Threat		
Civil Disturbance or Demonstration		
Hostage Situation		
Earthquake		
Explosion		
Fire		
Hazardous Material Incident / Suspicious Odor		
Evacuation Procedure		
Shelter in Place		
Elevator Entrapment / Malfunction		
Flooding and Water Damage		
Power Outage		
Medical Emergency / Illness or Injury		
Seasonal Flu and Pandemic Influenza		
Phone Threat		
Phone Threat Report		
Suspicious Behavior & Personal Safety	<p><u>If suspicious odors, gas or chemical fumes</u></p> <p>Call EH&amp;S at (650) 725-9999, and provide that same information as above</p>	
Suspicious Package / Mail / Email		

## Hazardous Material Incident/Suspicious Odor (cont.)

Introduction	<u>In all cases</u>	<ul style="list-style-type: none"> <li>Arrange for someone to meet the emergency responders</li> <li>Follow instructions provided by the emergency responders</li> <li>Evacuate to your assigned EAP, if necessary. Remain there until roll has been taken and you have been released by emergency responders.</li> <li>Notify Maintenance Customer Service at (650) 723-2281 (286 in the School of Medicine)</li> <li>Notify Environmental Health and Safety (EH&amp;S) at (650) 725-9999 if you have not done so already</li> </ul> <p><b>Do not attempt to clean up a spill or release unless you are trained to do so, know it is safe, have the proper equipment and it is less than 30 ml (1 ounce).</b></p> <p>For further instructions go to <a href="http://ehs.stanford.edu">http://ehs.stanford.edu</a>.</p> <p>If you observe what you believe to be an unauthorized release of any pollutants to the environment, call the Stanford Environmental, Health and Safety Department (EH&amp;S) immediately at (650) 725-9999.</p>
Resources and Local Information		
Personal Preparedness		
Communications		
Active Threat		
Civil Disturbance or Demonstration		
Hostage Situation		
Earthquake		
Explosion		
Fire		
Hazardous Material Incident / Suspicious Odor		
Evacuation Procedure		
Shelter in Place		
Elevator Entrapment / Malfunction		
Flooding and Water Damage		
Power Outage		
Medical Emergency / Illness or Injury		
Seasonal Flu and Pandemic Influenza		
Phone Threat		
Phone Threat Report		
Suspicious Behavior & Personal Safety		
Suspicious Package / Mail / Email		

Evacuation Procedure	
Introduction	<p>There are a variety of situations which could occur on campus that may require evacuation a building. Always evacuate the building when any of the following occurs:</p> <ul style="list-style-type: none"> <li>You hear the fire alarm or see strobe lights</li> <li>You are instructed to leave by emergency responders, your supervisor, or the Response Team member for your area.</li> <li>An emergency is evident in your area.</li> </ul>
Resources and Local Information	
Personal Preparedness	
Communications	<p><u>Evacuate the building immediately</u></p> <ul style="list-style-type: none"> <li>If it is safe to do so, take your emergency supplies, car keys, purse and/or wallet, and other personal items (depending on the situation, re-entry to the building may not be available for some time)</li> <li>Shut down all hazardous operations, if safe to do so</li> <li>Turn off equipment, if safe to do so</li> <li>Close doors, but do not lock them</li> <li>Exit by the nearest safe exit/stairwell. <b>Do not use elevators.</b></li> <li>While exiting, note hazards or personnel remaining in building</li> <li>Go directly to the designated Emergency Assembly Point (EAP) for the building you are in</li> <li>Check in and provide information on noted hazards or personnel remaining in the building to your Response Team member</li> </ul>
Active Threat	
Civil Disturbance or Demonstration	
Hostage Situation	
Earthquake	
Explosion	
Fire	
Hazardous Material Incident / Suspicious Odor	
Evacuation Procedure	
Shelter in Place	
Elevator Entrapment / Malfunction	<p><u>Additional information</u></p> <ul style="list-style-type: none"> <li>The Response Team member for your area will ensure that occupants evacuate the area</li> <li>As you exit, quickly check nearby restrooms, copier rooms, closets, etc., for other people</li> <li>Accompany and help any individual with special needs, or any visitors and colleagues who appear to need direction or assistance</li> <li>Proceed as quickly as possible, but in an orderly manner - do not push or shove</li> <li>Hold handrails when you are walking on stairs</li> <li>Move to the right if you encounter emergency personnel on stairs</li> <li>Once out of the building, move away from the structure and report to your EAP</li> <li>Do not block streets or driveways</li> <li>Stay out of the way of emergency personnel who are responding to the situation</li> </ul>
Flooding and Water Damage	
Power Outage	
Medical Emergency / Illness or Injury	
Seasonal Flu and Pandemic Influenza	
Phone Threat	
Phone Threat Report	
Suspicious Behavior & Personal Safety	
Suspicious Package / Mail / Email	

## Evacuation Procedure (cont.)

Introduction	<p><u>If instructed to leave campus</u></p> <ul style="list-style-type: none"> <li>• Carpool/Vanpool: contact your primary carpool or vanpool member(s) immediately</li> <li>• Drive carefully. Extra caution is required any time you are excited, worried, or distracted by an emergency.</li> <li>• Watch for bicycles, pedestrians, and emergency vehicles</li> <li>• Traffic signals might not be working, use 4-way stop signs traffic rules</li> <li>• Expect traffic back-ups</li> <li>• Be patient</li> <li>• Follow traffic directions from Public Safety or other safety officials</li> <li>• If normal exits are blocked, you will be directed to an alternate route</li> <li>• If you are in doubt about whether to report back to campus, call your department hotline, phone tree contact, or supervisor</li> <li>• For campus emergency information:             <ul style="list-style-type: none"> <li>○ Listen to KZSU 90.1 FM or log into <a href="http://kzsu.stanford.edu/">http://kzsu.stanford.edu/</a></li> <li>○ Go to the Stanford University Emergency Information website at <a href="http://emergency.stanford.edu">http://emergency.stanford.edu</a></li> <li>○ Call (650) 725-5555, the Stanford Emergency Information Hotline</li> </ul> </li> <li>• For area information, follow reports on “Emergency Alert System” radio stations (e.g., KCBS 740 AM) and television</li> </ul>	
Resources and Local Information		
Personal Preparedness		
Communications		
Active Threat		
Civil Disturbance or Demonstration		
Hostage Situation		
Earthquake		
Explosion		
Fire		
Hazardous Material Incident / Suspicious Odor		
<b>Evacuation Procedure</b>		
Shelter in Place		
Elevator Entrapment / Malfunction		
Flooding and Water Damage		
Power Outage		
Medical Emergency / Illness or Injury		
Seasonal Flu and Pandemic Influenza		
Phone Threat		
Phone Threat Report		
Suspicious Behavior & Personal Safety		
Suspicious Package / Mail / Email		

**NOTE:** It is suggested that people with special needs prepare for emergencies by learning the locations of exit corridors and enclosed stairwells and by informing co-workers, professors, and/or classmates of the best methods of assistance during an emergency. If you wish to have assistance in preplanning, please call EH&S Emergency Management at (650) 723-0448.

**IF YOU HAVE A SPECIAL NEED AND ARE UNABLE TO EVACUATE:**  
 Stay calm, and take steps to protect yourself. If there is a working telephone, call 9-911 (911 from non-campus phones, 286 in the School of Medicine) and tell the emergency dispatcher where you are or where you will be. If you must move:

- Move to an exterior enclosed stairwell
- Request persons exiting by way of the stairway notify the Fire Department of your location
- **DO NOT USE ELEVATORS** during an emergency evacuation. (Emergency personnel may use an elevator for evacuation after review of the circumstances.)
- Once outside, move away from the building to allow others to exit
- Do not return to an evacuated building until given clearance by emergency personnel

<b>Shelter in Place</b>		
Introduction	<p>Shelter in Place simply means seeking immediate shelter inside a building, preferably in an interior room with as few windows as possible. This action may be called for during a brush fire, a release of harmful materials into the air, an active threat in the vicinity, etc. If the outside air quality is threatened or compromised, sheltering in place keeps you inside an area offering more protection. Although rarely called for, Shelter in Place events can occur. When they do happen, these events are generally short lived, only a few hours at most. Understand a Shelter in Place order is not given lightly. A spirit of ready cooperation will make the incident go as smoothly as possible. Earthquake kits of food, water and other supplies can be used during Shelter in Place events.</p>	
Resources and Local Information		
Personal Preparedness		
Communications		
Active Threat		
Civil Disturbance or Demonstration		
Hostage Situation		
Earthquake		
Explosion		
Fire		
Hazardous Material Incident / Suspicious Odor	<p><u>How to shelter in place</u></p> <ul style="list-style-type: none"> <li>• Stop instruction or work</li> <li>• If there are others in the building, provide for their safety by asking them to stay – not leave</li> <li>• Unless there is an imminent threat, ask students, staff, customers, clients, and visitors to call their emergency contact to let them know where they are and that they are safe</li> <li>• Gather essential disaster supplies, if possible</li> <li>• Select interior room(s) above the ground floor, with the fewest windows or vents. The room(s) should have adequate space for everyone to be able to sit in it. Avoid overcrowding by selecting several rooms if necessary.</li> <li>• Bring everyone into the room(s)</li> <li>• If you are told there is a danger of explosion, close the window shades, blinds, or curtains</li> <li>• Close doors leading into the suite/floor. This will help prevent someone from leaving the suite/floor, if necessary; the closing of doors also helps to provide additional safety in Shelter in Place situations.</li> <li>• Understand that it may become necessary for university personnel to shut down the air handling system to prevent fumes or smoke from entering the building</li> <li>• Remain indoors for your safety and the safety of others</li> <li>• Turn on registered cell phones** to receive AlertSU messages (in silent mode, if related to an active threat)</li> <li>• Keep listening to the radio or the television until you are told all is safe or you are told to evacuate. University officials may call for evacuation in specific areas at greatest risk.</li> </ul>	
Evacuation Procedure		
<b>Shelter in Place</b>		
Elevator Entrapment / Malfunction		
Flooding and Water Damage		
Power Outage		
Medical Emergency / Illness or Injury		
Seasonal Flu and Pandemic Influenza		<p>**The university emergency alert system, AlertSU, will be used to notify you of critical life safety issues on campus. Go to <a href="https://stanfordyou.stanford.edu">https://stanfordyou.stanford.edu</a> (staff/faculty) or <a href="https://axess.stanford.edu/">https://axess.stanford.edu/</a> (students) and make sure your personal contact information is registered with AlertSU. For more information about the AlertSU</p>
Phone Threat		
Phone Threat Report		
Suspicious Behavior & Personal Safety		
Suspicious Package / Mail / Email		

## Elevator Entrapment / Malfunction

Introduction	Regular maintenance of all elevators in university buildings is conducted to minimize the chance of failure. However, if you are in an elevator and it should fail for any reason, the elevator car will not fall, you will not run out of oxygen, and emergency lights in each car will activate for your safety. Elevators have mechanical safety brakes that should operate in all situations, even during power failures. In the event of a power outage, the elevator should return to a pre-designated floor and the doors will open automatically.	
Resources and Local Information		
Personal Preparedness		
Communications	<div style="display: flex;"> <div style="flex: 1; border-right: 1px solid black; padding-right: 10px;"> <p><u>In the event the elevator stops operating while you are inside</u></p> </div> <div style="flex: 2; padding-left: 10px;"> <ul style="list-style-type: none"> <li>• Do not try to force the doors open or attempt to get out of the elevator on your own</li> <li>• Use the emergency call button in the elevator to report situation. Give the dispatcher the following information:                             <ul style="list-style-type: none"> <li>○ Name of the building</li> <li>○ Building location</li> <li>○ Location within the building of malfunctioning elevator</li> <li>○ Where the car is stopped, if known</li> <li>○ Whether a medical emergency exists for anyone inside the elevator</li> </ul> </li> </ul> <p><b>Note: Wait until the dispatcher advises you to disconnect</b></p> <ul style="list-style-type: none"> <li>• Assist other passengers in remaining calm</li> <li>• After the incident notify the building manager or facilities contact</li> </ul> </div> </div>	
Active Threat		
Civil Disturbance or Demonstration		
Hostage Situation		
Earthquake		
Explosion		
Fire		
Hazardous Material Incident / Suspicious Odor		
Evacuation Procedure		
Shelter in Place		
Elevator Entrapment / Malfunction		
Flooding and Water Damage		
Power Outage		
Medical Emergency / Illness or Injury		
Seasonal Flu and Pandemic Influenza		
Phone Threat		
Phone Threat Report		
Suspicious Behavior & Personal Safety		
Suspicious Package / Mail / Email		

## Flooding and Water Damage

Introduction	<p>Serious water damage can occur from many sources: burst pipes, fire sprinkler activation, clogged drains, broken skylights and windows, construction projects, major rainstorms, water main breaks, or loss of power to sump pumps.</p>
Resources and Local Information	
Personal Preparedness	
Communications	
Active Threat	
Civil Disturbance or Demonstration	
Hostage Situation	
Earthquake	
Explosion	
Fire	
Hazardous Material Incident / Suspicious Odor	
Evacuation Procedure	
Shelter in Place	
Elevator Entrapment / Malfunction	
<b>Flooding and Water Damage</b>	
Power Outage	<p><u>If a water leak OCCURS</u></p> <ul style="list-style-type: none"> <li>• Call Maintenance Customer Service at (650) 723-2281 (286 in the School of Medicine) and give the following information: <ul style="list-style-type: none"> <li>○ Your name</li> <li>○ Telephone number</li> <li>○ Location of the leak (building, floor, room number, etc.)</li> <li>○ Severity of the leak</li> <li>○ Indicate whether any people or equipment are involved or are in imminent danger</li> </ul> </li> <li>• If you know the source of the water and are confident of your ability to stop it (unclog the drain, turn off the water, etc.), do so cautiously</li> <li>• If there are electrical appliances or outlets near the leak, avoid contact</li> <li>• If there is any possible danger, evacuate the area</li> <li>• If you can do so safely: <ul style="list-style-type: none"> <li>○ Secure vital equipment, records, and hazardous materials by moving them to higher, safer ground</li> <li>○ Shut off all non-essential electrical equipment</li> </ul> </li> <li>• Locate those persons with special needs, and provide assistance if possible. Otherwise, provide their location to emergency responders.</li> <li>• Consult the Evacuation Procedures section of this booklet for additional information</li> <li>• Do not return to the building until instructed to do so by Public Safety or Maintenance Customer Service</li> </ul>
Medical Emergency / Illness or Injury	
Seasonal Flu and Pandemic Influenza	
Phone Threat	
Phone Threat Report	
Suspicious Behavior & Personal Safety	
Suspicious Package / Mail / Email	

Power Outage	
Introduction	<p>Power outages can be caused by a variety of circumstances. Emergency lighting is provided in all university buildings for a brief period of time after power outages to allow for safe evacuation.</p> <p>Because emergency lighting is only available for a brief time, areas with no natural lighting will need to evacuate immediately during an outage. Response Team members for each area have been trained to respond automatically during a power outage and assist all faculty, staff, and students with any necessary evacuation.</p>
Resources and Local Information	
Personal Preparedness	
Communications	<p><u>Be prepared</u></p> <ul style="list-style-type: none"> <li>• Keep a flashlight with spare batteries immediately accessible</li> <li>• Know how to locate the closest exit</li> </ul>
Active Threat	
Civil Disturbance or Demonstration	<p><u>If a power outage occurs</u></p> <ul style="list-style-type: none"> <li>• Remain calm</li> <li>• Assess the extent of the outage in your area</li> <li>• Report the outage to Maintenance Customer Service (650) 723-2281 (286 in the School of Medicine)</li> <li>• Help persons in darkened work areas move to safety</li> <li>• Unplug personal computers and non-essential equipment, turn off light switches</li> <li>• Open windows for additional light and ventilation</li> <li>• <b>Do not light candles or other types of flames for lighting</b></li> <li>• If you are in an elevator that stops working, stay calm. The elevator should return to a predesignated floor and the doors will open automatically. Use the intercom or the emergency button inside the elevator to notify the University Emergency Operator in Facility Operations if you are not able to exit the elevator. Consult the Elevator Malfunction section for further information.</li> <li>• If asked to evacuate, secure any hazardous materials if it is safe to do so and proceed directly to the designated Emergency Assembly Point (EAP) for the building you are in and check in. Consult Evacuation Procedures for additional information.</li> <li>• Response Team members for each area will move through all spaces helping faculty, staff, and students to safety and ensuring that all areas have been evacuated</li> </ul>
Hostage Situation	
Earthquake	
Explosion	
Fire	
Hazardous Material Incident / Suspicious Odor	
Evacuation Procedure	
Shelter in Place	
Elevator Entrapment / Malfunction	
Flooding and Water Damage	
Power Outage	
Medical Emergency / Illness or Injury	
Seasonal Flu and Pandemic Influenza	
Phone Threat	
Phone Threat Report	
Suspicious Behavior & Personal Safety	
Suspicious Package / Mail / Email	

**Power Outage (cont.)**

Introduction	<p><u>Additional information for labs</u></p>	<ul style="list-style-type: none"> <li>• Keep lab refrigerators/freezers closed during the outage</li> <li>• Secure all vital equipment, records, experiments, and hazardous materials if safe to do so</li> <li>• Store all chemical in their original or marked containers and fully open all fume hoods. If this is not possible, or natural ventilation is not adequate, evacuate the area until power is restored.</li> </ul>
Resources and Local Information		
Personal Preparedness		
Communications		
Active Threat		
Civil Disturbance or Demonstration	<p><u>Prolonged outages</u></p>	<ul style="list-style-type: none"> <li>• To obtain more information call the Stanford Emergency Information Hotline (650) 725-5555 or check the Stanford University Emergency Information website (<a href="http://emergency.stanford.edu">http://emergency.stanford.edu</a>) if you have access</li> <li>• Release of personnel after an extended outage is determined by the department executive</li> </ul>
Hostage Situation		
Earthquake		
Explosion		
Fire		
Hazardous Material Incident / Suspicious Odor		
Evacuation Procedure		
Shelter in Place		
Elevator Entrapment / Malfunction		
Flooding and Water Damage		
<b>Power Outage</b>		
Medical Emergency / Illness or Injury		
Seasonal Flu and Pandemic Influenza		
Phone Threat		
Phone Threat Report		
Suspicious Behavior & Personal Safety		
Suspicious Package / Mail / Email		

Medical Emergency/Illness or Injury			
Introduction	<p>All staff are encouraged to enroll in a Cardio Pulmonary Resuscitation (CPR) and First Aid course. Classes are available through HIP, local communities, and the Red Cross. Many departments maintain First Aid boxes. Familiarize yourself with their locations in your area in the event of a medical emergency.</p>		
Resources and Local Information			
Personal Preparedness			
Communications			
Active Threat			
Civil Disturbance or Demonstration			
Hostage Situation			
Earthquake			
Explosion			
Fire			
Hazardous Material Incident / Suspicious Odor			
Evacuation Procedure			
Shelter in Place			
Elevator Entrapment / Malfunction			
Flooding and Water Damage			
Power Outage	<p><u>If the medical emergency requires immediate medical attention or is life threatening</u></p> <ul style="list-style-type: none"> <li>• Call 9-911 from Stanford University phones (911 from non-campus or cell phones, 286 in the School of Medicine). Give the following information: <ul style="list-style-type: none"> <li>○ Your name</li> <li>○ Telephone number</li> <li>○ Location of the problem (using building address, floor and room number, if possible)</li> <li>○ Description of the situation</li> </ul> </li> </ul> <p><b>Note: Do not hang up until the dispatcher advises you to disconnect</b></p> <ul style="list-style-type: none"> <li>• Do not attempt to move a person unless they are in immediate danger (i.e., fire, building collapse, etc.)</li> <li>• Public Safety personnel will respond with first aid equipment and will render basic first aid as necessary, and summon additional assistance as required (paramedics, etc.)</li> <li>• Avoid unnecessary conversation with, or about, the ill or injured person. You might add to the person's distress or fears, increasing the risk of medical shock. Limit your communication to quiet reassurances.</li> <li>• Do not discuss the possible cause of an accident or any conditions that may have contributed to the cause</li> <li>• Do not discuss any insurance information</li> <li>• Clear the area of any bystanders to give the person privacy</li> <li>• After the person has been given aid and the incident is over, remain available to help the investigating Public Safety person with pertinent information for a medical report, or, if applicable, a Workers' Compensation report</li> </ul>		
Medical Emergency / Illness or Injury			
Seasonal Flu and Pandemic Influenza		<p><u>If poisoning is suspected</u></p> <p>If poisoning is suspected, contact the Poison Control Center at 800-222-1222</p>	
Phone Threat			
Phone Threat Report			
Suspicious Behavior & Personal Safety			
Suspicious Package / Mail / Email			
			<p><u>If the medical emergency is not life threatening</u></p> <p>Immediately contact your supervisor or local Human Resources staff with any questions concerning illness or injury at work or visit the Risk Management Website <a href="http://www.stanford.edu/dept/Risk-Management/docs/workcompben.shtml">http://www.stanford.edu/dept/Risk-Management/docs/workcompben.shtml</a> for more information</p>
	<p><b>Additional information on non life threatening illness or injuries may be found at:</b></p> <p>Stanford University Occupational Health Center <a href="http://ehs.stanford.edu/researchlab/IH/SUOHC/index.html">http://ehs.stanford.edu/researchlab/IH/SUOHC/index.html</a></p> <p>Stanford Injury and Illness Prevention Program <a href="http://ehs.stanford.edu/general/iipp_index.html">http://ehs.stanford.edu/general/iipp_index.html</a></p>		

## Seasonal Flu and Pandemic Influenza

Introduction	<p>Influenza or flu is a contagious respiratory illness caused by particular strains of viruses. Seasonal flu occurs every year, typically in the fall and winter. Pandemic flu is different. It is a global outbreak of the influenza disease that occurs when a new influenza virus appears in the human population. Because people have little or no immunity to the new strain, serious illness can occur, and the virus can spread easily and rapidly from person to person with no vaccine immediately available.</p> <p>In the event of a pandemic outbreak in the United States, campus officials will work closely with the Stanford University Medical Center, under the guidance of the Santa Clara County Public Health Department and the recommendations of the U.S. Centers for Disease Control and Prevention, to determine the best course of action to reduce the risk of infection.</p> <p>In the event that a pandemic poses a threat to the university community, campus officials will issue regular updates through the use of the web, email, telephone and other media, depending upon their continued availability. Advisories to staff members will be issued through Human Resources; faculty will be directed through deans and department chairs; and students will receive information from the office of the Vice Provost for Student Affairs. There also will be regular updates via the university's home page <a href="http://www.stanford.edu">http://www.stanford.edu</a>, <i>Stanford Report</i> <a href="http://news.stanford.edu">http://news.stanford.edu</a>, Vaden Health Center <a href="http://vaden.stanford.edu">http://vaden.stanford.edu</a>, and the Stanford University Emergency Information website: <a href="http://emergency.stanford.edu">http://emergency.stanford.edu</a>.</p> <p>For information about the university's pandemic plan, visit <a href="http://ehs.stanford.edu">http://ehs.stanford.edu</a>.</p>		
Resources and Local Information			
Personal Preparedness			
Communications			
Active Threat			
Civil Disturbance or Demonstration			
Hostage Situation			
Earthquake			
Explosion			
Fire			<p><u>Flu prevention recommendations</u></p> <ul style="list-style-type: none"> <li>• Get a seasonal flu shot when they are available. Consult your health care provider or contact Vaden Health Center at 650-498-2336 for information on campus vaccine programs.</li> <li>• Keep immune systems strong with regular exercise, nutritious foods, sufficient sleep and plenty of fluids</li> <li>• Wash hands frequently with soap and water and avoid touching your eyes, nose or mouth. Germs are often spread when a person touches something that is contaminated with germs, and then touches his or her eyes, nose or mouth.</li> <li>• Avoid sharing eating utensils, water bottles, towels, or bedding without first washing these items with soap and hot water</li> <li>• Clean surfaces soiled with bodily fluids with a household disinfectant. (Use gloves while cleaning.)</li> <li>• Cover your mouth and nose with tissue when coughing or sneezing. Throw tissue in trash after use. If tissue is not available, direct the cough or sneeze into the bend of your elbow, not into your hands.</li> <li>• Stay home from work, classes or errands when sick with a fever or actively coughing</li> <li>• Avoid close contact with people who are sick</li> <li>• Stay informed about developments regarding a pandemic influenza by visiting the university's webpage and the Stanford University Emergency Information website at <a href="http://emergency.stanford.edu">http://emergency.stanford.edu</a></li> </ul>
Hazardous Material Incident / Suspicious Odor			
Evacuation Procedure			
Shelter in Place			
Elevator Entrapment / Malfunction			
Flooding and Water Damage			
Power Outage			
Medical Emergency / Illness or Injury			
Seasonal Flu and Pandemic Influenza			
Phone Threat			
Phone Threat Report			
Suspicious Behavior & Personal Safety			
Suspicious Package / Mail / Email			

Phone Threat	
Introduction	<p>It is possible, although highly unlikely, that any faculty, staff, or student might someday receive a threatening telephone call.</p>
Resources and Local Information	
Personal Preparedness	
Communications	
Active Threat	
Civil Disturbance or Demonstration	
Hostage Situation	
Earthquake	
Fire	
Hazardous Material Incident / Suspicious Odor	
Evacuation Procedure	<p><u>In all cases</u></p> <ul style="list-style-type: none"> <li>• Stay calm</li> <li>• Listen carefully and take notes. Be polite and show interest. Try to keep the caller talking so that you can gather more information.</li> <li>• Call 9-911 from Stanford University phones (911 from non-campus or cell phones, 286 in the School of Medicine). If possible, signal a colleague to phone 911 for you (out of earshot of the caller), or call as soon as the caller hangs up. The 911 response staff will notify appropriate law enforcement and public safety agencies.</li> <li>• Use the Phone Threat Report on the following page to record caller information and as many details as you can remember. This information will be needed by police interviewers.</li> <li>• Alert your supervisor to the situation. Do not discuss the threat with others.</li> <li>• Follow instructions from the 911 dispatcher</li> </ul>
Explosion	
Shelter in Place	
Elevator Entrapment / Malfunction	
Flooding and Water Damage	
Power Outage	
Medical Emergency / Illness or Injury	
Seasonal Flu and Pandemic Influenza	
Phone Threat	
Phone Threat Report	
Suspicious Behavior & Personal Safety	<p><u>If evacuation is ordered</u></p> <ul style="list-style-type: none"> <li>• Make a note of, but do not touch, anything unusual or out of place in your work area</li> <li>• Report anything unusual to 9-911 from Stanford University phones (911 from non-campus or cell phones, 286 in the School of Medicine)</li> <li>• Consult the Evacuation Procedures section of this booklet for additional information</li> <li>• Go directly to the designated Emergency Assembly Point (EAP) for the building you are in and check in</li> </ul>
Suspicious Package / Mail / Email	

## Phone Threat Report

Introduction
Resources and Local Information
Personal Preparedness
Communications
Active Threat
Civil Disturbance or Demonstration
Hostage Situation
Earthquake
Fire
Hazardous Material Incident / Suspicious Odor
Evacuation Procedure
Explosion
Shelter in Place
Elevator Entrapment / Malfunction
Flooding and Water Damage
Power Outage
Medical Emergency / Illness or Injury
Seasonal Flu and Pandemic Influenza
Phone Threat
Phone Threat Report
Suspicious Behavior & Personal Safety
Suspicious Package / Mail / Email

Instructions: Remain calm, be courteous, listen to, and do not interrupt the caller. Get attention of another person – give note to call police, Phone Threat/Bomb Threat. Be sure they call the police out of earshot of caller.

Exact Date and Time of Call	Extension that call came in on
Person Receiving Call	Caller's Telephone Number (if displayed)

Exact words of person placing call

**Do not hang up the phone. Leave the line open.**

**If the caller makes a "bomb threat," try to keep the caller on the phone and talking by asking the following questions:**

When will it explode? At what time?	Where is it located? What floor? Room?
What kind of bomb is it?	What does it look like?
What will cause it to explode?	Why are you doing this?
What is your name?	Where are you calling from?

Did you place the bomb?

Additional Information

## Phone Threat Report (cont.)

Introduction	<p style="text-align: center; margin: 0;"><b>CIRCLE ALL THOSE THAT APPLY:</b></p> <p><b>Description of Caller:</b>   Male   Female   Adult   Juvenile      <b>Approximate Age:</b></p> <p><b>Try to determine the following:</b></p> <table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 20%;"><b>Voice</b></th> <th style="width: 20%;"><b>Speech</b></th> <th style="width: 20%;"><b>Language</b></th> <th style="width: 20%;"><b>Behavior</b></th> <th style="width: 20%;"><b>Background Noises</b></th> </tr> </thead> <tbody> <tr> <td>Clean</td> <td>Accented</td> <td>Broken</td> <td>Agitated</td> <td>Airport</td> </tr> <tr> <td>Deep</td> <td>If Accented, Describe</td> <td>Educated</td> <td>Angry</td> <td>Animals</td> </tr> <tr> <td>Disguised</td> <td></td> <td>Foreign</td> <td>Blaming</td> <td>Baby</td> </tr> <tr> <td>Distorted</td> <td>Deliberate</td> <td>Foul</td> <td>Calm</td> <td>Birds</td> </tr> <tr> <td>Loud</td> <td>Distinct</td> <td>Intelligent</td> <td>Crying</td> <td>Factory</td> </tr> <tr> <td>Muffled</td> <td>Fast</td> <td>Irrational</td> <td>Excited</td> <td>General Noise</td> </tr> <tr> <td>Nasal</td> <td>Hesitant</td> <td>Rational</td> <td>Emotional</td> <td>Guns Firing</td> </tr> <tr> <td>Pitch-High</td> <td>Lisp</td> <td>Slang</td> <td>Fearful</td> <td>Gymnasium</td> </tr> <tr> <td>Pitch – Med</td> <td>Rapid</td> <td>Uneducated</td> <td>Irrational</td> <td>Machinery</td> </tr> <tr> <td>Pitch – Low</td> <td>Slow</td> <td>Unintelligible</td> <td>Intoxicated</td> <td>Music</td> </tr> <tr> <td>Pleasant</td> <td>Slurred</td> <td>If Foreign, Describe</td> <td>Laughing</td> <td>Office</td> </tr> <tr> <td>Raspy</td> <td>Other</td> <td>Other</td> <td>Normal</td> <td>Ocean</td> </tr> <tr> <td>Smooth</td> <td></td> <td></td> <td>Nervous</td> <td>Party</td> </tr> <tr> <td>Soft</td> <td></td> <td></td> <td>Rational</td> <td>Quiet</td> </tr> <tr> <td>Squeaky</td> <td></td> <td></td> <td>Righteous</td> <td>Restaurant</td> </tr> <tr> <td>Unclear</td> <td></td> <td></td> <td>Sincere</td> <td>Talking</td> </tr> <tr> <td>Other</td> <td></td> <td></td> <td>Stressed</td> <td>Tavern/Bar</td> </tr> <tr> <td></td> <td></td> <td></td> <td>Other</td> <td>Television</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td>Traffic</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td>Trains</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td>TV/Radio</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td>Voices</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td>Other</td> </tr> </tbody> </table>	<b>Voice</b>	<b>Speech</b>	<b>Language</b>	<b>Behavior</b>	<b>Background Noises</b>	Clean	Accented	Broken	Agitated	Airport	Deep	If Accented, Describe	Educated	Angry	Animals	Disguised		Foreign	Blaming	Baby	Distorted	Deliberate	Foul	Calm	Birds	Loud	Distinct	Intelligent	Crying	Factory	Muffled	Fast	Irrational	Excited	General Noise	Nasal	Hesitant	Rational	Emotional	Guns Firing	Pitch-High	Lisp	Slang	Fearful	Gymnasium	Pitch – Med	Rapid	Uneducated	Irrational	Machinery	Pitch – Low	Slow	Unintelligible	Intoxicated	Music	Pleasant	Slurred	If Foreign, Describe	Laughing	Office	Raspy	Other	Other	Normal	Ocean	Smooth			Nervous	Party	Soft			Rational	Quiet	Squeaky			Righteous	Restaurant	Unclear			Sincere	Talking	Other			Stressed	Tavern/Bar				Other	Television					Traffic					Trains					TV/Radio					Voices					Other
<b>Voice</b>		<b>Speech</b>	<b>Language</b>	<b>Behavior</b>	<b>Background Noises</b>																																																																																																																				
Clean		Accented	Broken	Agitated	Airport																																																																																																																				
Deep		If Accented, Describe	Educated	Angry	Animals																																																																																																																				
Disguised			Foreign	Blaming	Baby																																																																																																																				
Distorted		Deliberate	Foul	Calm	Birds																																																																																																																				
Loud		Distinct	Intelligent	Crying	Factory																																																																																																																				
Muffled		Fast	Irrational	Excited	General Noise																																																																																																																				
Nasal		Hesitant	Rational	Emotional	Guns Firing																																																																																																																				
Pitch-High		Lisp	Slang	Fearful	Gymnasium																																																																																																																				
Pitch – Med		Rapid	Uneducated	Irrational	Machinery																																																																																																																				
Pitch – Low		Slow	Unintelligible	Intoxicated	Music																																																																																																																				
Pleasant		Slurred	If Foreign, Describe	Laughing	Office																																																																																																																				
Raspy		Other	Other	Normal	Ocean																																																																																																																				
Smooth				Nervous	Party																																																																																																																				
Soft				Rational	Quiet																																																																																																																				
Squeaky				Righteous	Restaurant																																																																																																																				
Unclear				Sincere	Talking																																																																																																																				
Other				Stressed	Tavern/Bar																																																																																																																				
				Other	Television																																																																																																																				
					Traffic																																																																																																																				
					Trains																																																																																																																				
					TV/Radio																																																																																																																				
					Voices																																																																																																																				
					Other																																																																																																																				
Resources and Local Information																																																																																																																									
Personal Preparedness																																																																																																																									
Communications																																																																																																																									
Active Threat																																																																																																																									
Civil Disturbance or Demonstration																																																																																																																									
Hostage Situation																																																																																																																									
Earthquake																																																																																																																									
Fire																																																																																																																									
Hazardous Material Incident / Suspicious Odor																																																																																																																									
Evacuation Procedure																																																																																																																									
Explosion																																																																																																																									
Shelter in Place																																																																																																																									
Elevator Entrapment / Malfunction																																																																																																																									
Flooding and Water Damage																																																																																																																									
Power Outage																																																																																																																									
Medical Emergency / Illness or Injury																																																																																																																									
Seasonal Flu and Pandemic Influenza																																																																																																																									
Phone Threat																																																																																																																									
<b>Phone Threat Report</b>																																																																																																																									
Suspicious Behavior & Personal Safety																																																																																																																									
Suspicious Package / Mail / Email																																																																																																																									

## Suspicious Behavior & Personal Safety

Introduction	The university is considered to be a safe campus. However, since the campus and our buildings are open to the public, please lock all office doors and ground floor windows, and windows that open onto balconies, whenever you. leave a room unattended. If you work in an open cubicle, keep valuables (purses, backpacks) in a locked drawer. Secure laptops with a security cable and place in a locked drawer when unattended for long periods of time.
Resources and Local Information	
Personal Preparedness	<p><u>If you are the victim of, are involved in, or witness suspicious behavior</u></p> <p>In the unlikely event that you are the victim of, are involved in, or witness an individual behaving in an unusual or suspicious manner, or an individual is disorderly, intoxicated, committing vandalism, or other destructive act such as assault, robbery, theft, overt sexual behavior, etc., proceed as follows:</p> <ul style="list-style-type: none"> <li>• Do not take unnecessary chances</li> <li>• Keep a safe distance from the person. Watch him/her only if it is safe to do so.</li> <li>• Do not attempt to talk with or remove the individual yourself</li> <li>• Call police 9-911 (911 from non-campus or cell phones, 286 in the School of Medicine) with the following information: <ul style="list-style-type: none"> <li>○ Nature of incident</li> <li>○ Location of incident</li> <li>○ Description of person(s) involved</li> <li>○ Location of person(s) involved</li> <li>○ Your name, location, department and extension number</li> </ul> </li> <li>• Get a good description of the suspicious person if personal safety allows. Note height, weight, sex, color, approximate age, clothing, method and direction of travel, and name if known. This provides vital information to investigating police officers.</li> <li>• Should a suspicious person attempt to leave the scene in a vehicle, bicycle, etc... note the make and model, license number (if possible), color, outstanding characteristics, etc.</li> <li>• Remain where you are until a police officer arrives</li> <li>• Do not interfere with: <ul style="list-style-type: none"> <li>○ Persons committing the crime/creating the disturbance</li> <li>○ Law enforcement authorities on the scene</li> </ul> </li> </ul>
Communications	
Active Threat	
Civil Disturbance or Demonstration	
Hostage Situation	
Earthquake	
Fire	
Hazardous Material Incident / Suspicious Odor	
Evacuation Procedure	
Explosion	
Shelter in Place	
Elevator Entrapment / Malfunction	
Flooding and Water Damage	
Power Outage	
Medical Emergency / Illness or Injury	
Seasonal Flu and Pandemic Influenza	
Phone Threat	
Phone Threat Report	
Suspicious Behavior & Personal Safety	
Suspicious Package / Mail / Email	

## Suspicious Behavior & Personal Safety (cont.)

Introduction	<p><u>Personal Safety Tips</u></p> <ul style="list-style-type: none"> <li>• Be observant and aware of your surroundings at all times</li> <li>• Keep a list of emergency numbers with you</li> <li>• If you feel uneasy about a stranger or unusual noise, call police at 9-911 from Stanford University phones (911 from non-campus or cell phones, 286 in the School of Medicine)</li> <li>• Secure valuables (purse, wallets, backpacks, briefcase, PDAs, laptop computers, and cell phone, etc.)</li> <li>• Lock your door and lock your filing cabinets, desk, etc., whenever you leave your office or workspace</li> <li>• Always keep the door to your room locked when you are working alone</li> <li>• Do not let people into a locked building or office unless you work with them or they have been properly identified. If the person gives you any problems, call the police.</li> <li>• If a suspicious person is seen roaming around, or suspicious calls are received, contact the police immediately. Do not investigate a suspicious person or noise outside by yourself.</li> <li>• If you need to work late, you may want to move your car closer to your building. Parking in an "A" lot is unrestricted after 4 pm.</li> <li>• Remember to always lock your car. Do not leave valuables in plain sight in your car; remove all briefcases, computer cases, tote bags, gym bags, and all electronic accessories. Also, remove any mounting devices for the electronic equipment/ accessories from the vehicle or conceal them so they are not visible to anyone looking into the vehicle. A mounting device left in view may be an indicator to the thief that its associated electronic device may still be hidden in the vehicle (glove compartment).</li> <li>• Walk with a friend. School of Medicine faculty and staff - call Medical Center Security at (650) 723-7222 for an escort.</li> <li>• Walk in an alert and confident manner, actively pay attention to your surroundings, and do not wear earphones</li> <li>• Choose the best lit, most traveled paths when walking. (See the Stanford University Suggested Travel Routes Map <a href="http://www.stanford.edu/group/SUDPS/STR_Map_8-16-05.pdf">http://www.stanford.edu/group/SUDPS/STR_Map_8-16-05.pdf</a> .)</li> <li>• Take a self-defense course</li> <li>• If you have a bicycle on campus, please ensure you lock your bike and both tires, and remove lights, etc. U-Locks are the most secure type of bicycle lock. (Cable locks can be cut, but offer more security when used in tandem with a U-Lock.)</li> </ul>
Resources and Local Information	
Personal Preparedness	
Communications	
Active Threat	
Civil Disturbance or Demonstration	
Hostage Situation	
Earthquake	
Fire	
Hazardous Material Incident / Suspicious Odor	
Evacuation Procedure	
Explosion	
Shelter in Place	
Elevator Entrapment / Malfunction	
Flooding and Water Damage	
Power Outage	
Medical Emergency / Illness or Injury	
Seasonal Flu and Pandemic Influenza	
Phone Threat	
Phone Threat Report	
Suspicious Behavior & Personal Safety	
Suspicious Package / Mail / Email	

## Suspicious Package/Mail/Email

Introduction

Resources and Local Information

Personal Preparedness

Communications

Active Threat

Civil Disturbance or Demonstration

Hostage Situation

Earthquake

Explosion

Fire

Hazardous Material Incident / Suspicious Odor

Evacuation Procedure

Shelter in Place

Elevator Entrapment / Malfunction

Flooding and Water Damage

Power Outage

Medical Emergency / Illness or Injury

Seasonal Flu and Pandemic Influenza

Phone Threat

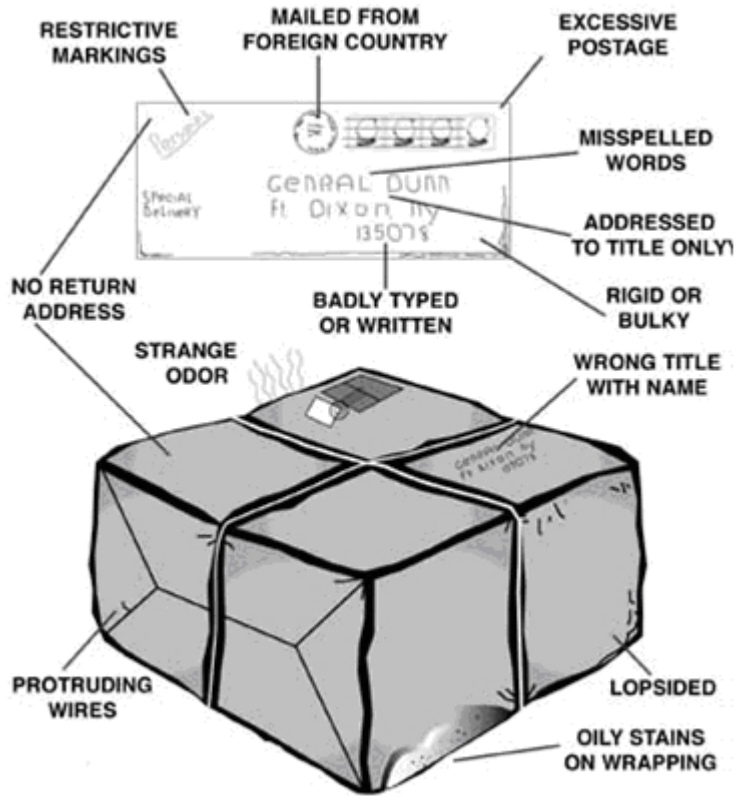
Phone Threat Report

Suspicious Behavior & Personal Safety

Suspicious Package / Mail / Email

It is possible, although highly unlikely, that any faculty, staff, or student might someday receive or observe a suspicious package. The following section describes the common characteristics of a suspicious package and the various precautions to take if a suspicious package or email is received or discovered.

### Suspicious letter or package characteristics



- Origin – Postmark doesn't match the city of the return address, name of sender is unusual or unknown, or no return address is given
- Postage – Excessive or inadequate postage
- Balance – the letter is lopsided or an unusually thick weight – the letter or package seems heavy for its size
- Contents – Stiffness or springiness of contents; protruding wires or components; oil on outer wrapping or envelope; feels like it contains powdery substance
- Smell – Particularly almond or other suspicious odors
- Writing – Handwriting of sender is not familiar or indicates a foreign style not normally received by recipient or cut-and-paste or run-on-block letters are used. Common words, names or titles are misspelled or special instructions like "fragile," "confidential," or "do not delay" are present. Title, but no name.

## Suspicious Package/Mail/Email (cont.)

<p>Introduction</p>	<p><u>Additional characteristics if letter or package is a mail bomb</u></p>	<ul style="list-style-type: none"> <li>● Protruding wires or aluminum foil</li> <li>● Strange odors or stains</li> <li>● An unusual amount of tape</li> <li>● Buzzing, ticking or a sloshing sound</li> <li>● Irregular shape, soft spots or bulges</li> <li>● Excessive weight for its size</li> <li>● Letter bombs may feel rigid or appear uneven or lopsided</li> </ul>
<p>Resources and Local Information</p>		
<p>Personal Preparedness</p>		
<p>Communications</p>		
<p>Active Threat</p>		
<p>Civil Disturbance or Demonstration</p>	<p><u>If you receive or find a threat or suspicious parcel or object</u></p> <ul style="list-style-type: none"> <li>● Do not handle any more than is absolutely necessary</li> <li>● Do not shake, bump or empty the contents of any suspicious item</li> <li>● Isolate immediately</li> <li>● Don't open, smell, touch or taste. Treat it as potentially dangerous.</li> <li>● Do not use cellular phones or walkie-talkies in the immediate vicinity of the parcel or object</li> <li>● Notify 9-911 from Stanford University phones (911 from non-campus or cell phones, 286 in the School of Medicine), give the following information:                             <ul style="list-style-type: none"> <li>○ Your name</li> <li>○ Telephone number</li> <li>○ Location of the parcel or object (using building, floor and room number, if possible)</li> <li>○ Description of the parcel or object</li> </ul> </li> </ul> <p><b>Note: Do not hang up until the dispatcher advises you to disconnect</b></p> <ul style="list-style-type: none"> <li>● Promptly write down everything you can remember about receiving the letter or parcel, or finding the object, including all people who were in the area of the object. This information will be needed by police interviewers.</li> <li>● Alert your supervisor to the situation</li> </ul>	
<p>Hostage Situation</p>		
<p>Earthquake</p>		
<p>Explosion</p>		
<p>Fire</p>		
<p>Hazardous Material Incident / Suspicious Odor</p>		
<p>Evacuation Procedure</p>		
<p>Shelter in Place</p>		
<p>Elevator Entrapment / Malfunction</p>		
<p>Flooding and Water Damage</p>		
<p>Power Outage</p>		
<p>Medical Emergency / Illness or Injury</p>		
<p>Seasonal Flu and Pandemic Influenza</p>		<p><u>If evacuation is ordered</u></p> <ul style="list-style-type: none"> <li>● Make a note of, but do not touch, anything unusual or out of place in your work area</li> <li>● Report anything unusual to 9-911 from Stanford University phones (911 from non-campus or cell phones, 286 in the School of Medicine)</li> <li>● Consult the Evacuation Procedures section of this booklet for additional information</li> <li>● Check in at the designated Emergency Assembly Point (EAP) for the building you are in. Report your observations, if any.</li> </ul>
<p>Phone Threat</p>		
<p>Phone Threat Report</p>		
<p>Suspicious Behavior &amp; Personal Safety</p>		
<p>Suspicious Package / Mail / Email</p>		