



Emergency Preparedness for Conference Guests

INTRODUCTION

Conferences held at Stanford are a great way to enjoy the University campus, and the information provided in this document is designed to help ensure a positive and safe experience. Whether a Stanford-based conference is internal (run by a department within the University) or external (conducted by a non-Stanford entity), an Emergency Plan specific to each conference is required, independent of Stanford University's emergency procedures. The terms and guidelines presented in this document are intended to create awareness for the specific emergency preparedness needs of each conference group, and are offered in the spirit of promoting a relaxing and enjoyable campus stay for participants and organizers alike.

THE FOLLOWING ARE PROCEDURES TO FOLLOW IN THE EVENT OF A CAMPUS EMERGENCY:

1. Immediate steps in the event of an emergency:

If on-campus:

- All housed participants and staff must immediately proceed to their residence's designated Emergency Assembly Point (EAP) and wait there until accounted for by their on-site Program Contact. Once the housed participants, guests and staff have been accounted for, the information must be reported to the Conference Front Desk Staff.
 - The on-site Program Contact must check-in with the EAP immediately and, if off-campus at the time, the Program Contact must contact the following staff (listed below) within 2 hours of the emergency. In both instances, all individuals (participants, staff, and guests) must be accounted for to the contacts below. The phone numbers for the Conference Front Desks are listed on the emergency wallet card.
 - Conference Front Desk Staff (phone numbers for the Conference Front Desks are listed on the emergency wallet card. These phone numbers will be updated with next-step emergency information. Business hours are 8 AM - 10 PM, daily.
 - On-call service staff (associated with the Conference Front Desk Staff) available 24/7.
 - Conference Coordinator/Manager: Business hours are 8 AM - 8 PM, Mon - Fri.
2. Stanford Conference Services (SCS) and/or a member of the Conference Front Desk Staff will provide direction on the next steps to take.
3. Once the residences have been inspected by appropriate University Staff and deemed safe for reentry, the Conference Front Desk Staff and/or Conference Coordinators/Managers will issue notifications informing conference groups that it is safe for them to return to their respective residences.
4. If the severity of the emergency prevents the conference groups from returning to their normal operations, the next steps may entail the relocation of displaced conference participants or, if need be, having the conference groups implement their own emergency plans to organize a mass



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check-out within the specified time designated by the University. Relocation would be coordinated with the Student Housing Staff. Utilization of alternate check-out locations may be necessary.

EMERGENCY GUIDELINES

Stanford University desires and requests that all individuals who enter onto its premises be prepared personally and professionally to handle any type of major emergency event. As the University desires that all individuals on campus be safe, conference clients will be required to have an emergency plan that can be put into effect by their on-site Program Contacts.

PROCEDURAL DETAILS:

- **Emergency Assembly Point (EAP):** On-site Program Contacts are instructed to ensure that all housed participants and staff are knowledgeable about where to go and what to do in the event of an emergency. All buildings have a designated Emergency Assembly Point (EAP) for occupants to gather at during a campus emergency. **EAP** locations can be found on the “List of Buildings and EAP Locations Sorted by Building Name” website indicated below. The residential EAP will be referenced in the Welcome materials distributed during your program’s check-in. It is up to the designated on-site Program Contact to convey this information to the housed participants and staff.

List of Buildings and EAP Locations Sorted by Building Name:

<http://www.stanford.edu/dept/EHS/prod/general/erprep/eap/eapalpha.html>.

Map of EAPs: <http://www-facilities.stanford.edu/maps/download/EAP-web-2004.pdf>.

(Note: The map is only a general reference; the list referenced above is more accurate).

- Each residence is equipped with evacuation maps and accompanying instructions located behind every sleeping room door. Housed participants and staff are asked to review this information upon their check-in, and make sure they know where their **EAP** is located.
- **At a minimum, the designated on-site Program Contact (Conference First Line of Contact) is required to:**
 - Communicate the location of the EAP to all housed participants and staff so that these individuals will know where to go, should an incident occur.
 - Keep in their possession, on a 24/7 basis, an emergency contact roster listing all housed participants and staff, along with their emergency contact information (see bullet pertaining to rosters on page 3).
 - Orient and train staff and participants on their emergency plan.
 - Verify that all housed participants and staff are accounted for, ensure that this information is conveyed to a representative of the Conference Front Desk Staff and/or the Conference Coordinator/Manager, and remain at the EAP until this information is collected and additional instructions are given.
 - Have a documented emergency plan in place to address any occurrence of a major evacuation/disaster including, but not limited to, an evacuation plan that can be



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implemented within the time designated by the University. (Note: Evacuations from the campus could potentially be required within 48 hours from when evacuation notification is given).

- Communicate the conference emergency plan and contact information to housed participants and staff, as well as to parents, should a major disaster occur.

- **DURING AN EVACUATION EMERGENCY:** Should an emergency occur, all conference staff, participants, and guests will proceed to the building's EAP.

While in their residence(s), all housed participants and staff will be required to congregate at their residence's designated EAP as soon as possible. The on-site Program Contact who carries the required updated rosters will need to account for all participants, guests and staff, and also remain at the EAP until this information can be conveyed to one of the Conference Front Desk Staff. A designate of the Conference Front Desk Staff and/or a Conference Coordinator/Manager will communicate further instructions as soon as possible.

If the housed participants, guests and/or staff are away from their residence during an emergency, the on-site Program Contact must communicate to the Conference Front Desk Staff or to the SCS representative, via cell phone or by a runner to the EAP, the whereabouts of these individuals, as all housed participants and staff must be accounted for. Please advise all adult participants to notify your on-site Program Contact prior to/during/after anytime they leave campus while your conference is in session. As all individuals must be accounted for, this courtesy will eliminate the need for emergency personnel to enter a potentially dangerous building and/or room unnecessarily to find someone not accounted for.

- **FIRST LINE OF CONTACTS:**

- On-site Program Contact: Must account for all program participants, guests and staff.
- Conference Front Desk: Open daily, 8 AM - 10 PM; after-hours on-call staff is available 24/7.
- Conference Coordinator/Manager (i.e., SCS staff member). The Conference Coordinator/Manager can be reached by the Program Contact via cell phone, 8 AM - 8 PM, Mon - Fri. Program Contacts may reach the Conference Coordinator/Manager via cell phone during an emergency.

- **STAFF TRAINING and REQUIREMENTS:**

- **On-site Program Contacts** are responsible for reviewing all Stanford policies regarding the supervision of youth, housing policies, and emergency procedures with their staff.
- Your conference staff must be trained to handle a variety of emergencies for all age groups, and be prepared to identify and provide for any special items needed by minors or participants for their immediate care during an emergency (e.g., special dietary needs, medications, comfort/care items).
- **All programs** are required to have a 1:10 staff-to-participant ratio 24 hours/day for minors.



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- **EMERGENCY WALLET CARD:** Adult housed participants and staff will receive an emergency wallet card (to be carried at all times) during their check-in. This card provides instructions, contact information and hotline numbers for use during emergency situations. Participants are asked to fill out their cards with their names and phone numbers.
- **OTHER EMERGENCY RESOURCES:** In the event of an emergency, the University's emergency plans will be put into effect.
- **STANFORD CONFERENCE SERVICES EMERGENCY INFORMATION**
HOTLINE: Emergency information will be made available for dissemination within and outside of the University, and can be accessed by parents of summer camp participants. Parents and family members should be advised on how to access this Emergency Information Hotline. Please note that the Emergency Information Hotline phone number will be displayed on the emergency wallet card referenced on this page.
- **DISABILITIES:** Make sure your on-site Program Contact and the Conference Front Desk Staff are aware of any participants with disabilities. During campus emergencies, special consideration may be required for participants with disabilities. So that proper assistance can be administered in the event of an emergency, please make sure that your Conference Front Desk Staff is aware of the names and room assignments of any disabled participants in your program, prior to check-in.
- **CONFERENCE CLIENT'S EMERGENCY PLAN: We strongly recommended the following template for Program Clients to follow.**
 - Explanation of terms:
 - **PC:** Internal or external Program Contact(s)/Client(s) who conduct(s) a conference/gathering/meeting at the University.
 - **SCS:** Stanford Conference Services.
 - **Program Contact or Program First Line of Contact (on-site Program Contact):** Person(s) designated by the Program as the first line of client contact in an emergency. This individual(s) would account for all individuals involved with the Program and would initiate the Program's emergency plan.
 - **SCS First Line of Contact:** In the event of an emergency, the following entities should be contacted, in the order indicated below, as soon as possible:
 - ♦ Conference Front Desk Staff: Business hours are 8 AM - 10 PM, daily.
 - ♦ On-call service staff (associated with the Conference Front Desk Staff) available 24/7.
 - ♦ Conference Coordinator/Manager: Business hours are 8 AM - 8 PM, Mon-Fri.
 - **EAP:** Emergency Assembly Point.
 - **Extreme Hardship:** Individuals who must remain on campus (e.g., international Stanford students impacted by a pandemic, or Stanford students conducting vital research).



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- **All Programs need to have an emergency plan to cover all types of emergencies that can be put into place immediately upon request of the University. The following are recommended:**
 - **Communication:** In preparation of an event, programs must provide:
 - ♦ 2 off-site emergency contacts that can be reached 24/7.
 - ♦ At a minimum, 1 to 3 on-site Program Contacts who can take responsibility for the participants, and who have the authority to implement the program's emergency plan.
 - ♦ Enough counselors to care of all participants (especially minors), and to administer to their special needs at the time of crisis.
 - ♦ Contract dictates: Stanford Conference Services requires youth programs to supply counselors 24 hours per day for all youth who are 18 years and under, and who are not accompanied by their parents or guardians while they participate in programs at Stanford. The counselors will be responsible for the security and behavior of the youth in their charge while the youth are in the residences, dining halls, and in the academic buildings and/or any outdoor locations being used by the program. They must also be present if youth participants arrive before the start of the program, stay over to join the next program, or stay after the program's conclusion. A ratio of at least 1 live-in counselor per 10 youth is required. 1 live-in counselor must be assigned to each wing of every floor of your program's residence(s). If your program's participants are undergraduate students, you must supply a resident staff member to live in each residence. As a precaution, SCS highly recommends that all counselors be accompanied by at least 1 additional individual when in the presence of a youth under 18 years of age in a private setting.
 - Programs are also responsible for:
 - ♦ Reviewing all Stanford policies regarding the supervision of youth, housing policies, and emergency procedures with Program Staff.
 - ♦ Identifying and providing for any special items needed by minors or participants for their immediate care (e.g., special dietary needs, medications, comfort/care items).
 - ♦ Having a means for minors to contact parents or persons of responsibility regarding their safety; this is optional for adults.
 - ♦ Covering all costs for conference participants during times of health and during an emergency including, but not limited to, medical costs, evacuation and all aspects of the Program Client emergency plan. (Note: The University will not provide financial assistance, as their resources will be directed towards the mission of the University, students, faculty and staff).
 - ♦ Having the on-site Program Contacts (or designees) possess and carry an emergency kit. The following are suggestions for the emergency



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kit: (1) flashlight and extra batteries, (2) battery operated radio with extra batteries, (3) cash in small currency, (4) roster of all persons within their conference and their emergency contact information, (5) itinerary regarding location of all participants at all times, (6) PC and SCS emergency phone numbers, (7) fully charged cell phone(s), (8) comfort/care items, as well as medications and first aid for immediate care (9) disposable camera for documentation.

- ♦ Testing the Program's emergency plan, especially the section pertaining to emergency evacuation.
- ♦ Planning and training for potential special needs of minors, as well as adults, including:
 - Security.
 - Emotional needs.
 - Means for contacting parents.
 - Appointing designate who is allowed to transport them off-campus.
 - Methods for tracking "who went where with whom and when"
 - Additional support for the supervision of minors.
 - Sufficient number of properly trained support staff for minors.
- ♦ Having a contingency plan if on-site Program Contact becomes ill or incapacitated.
- ♦ Providing transportation to medical facilities on or off-campus
- ♦ Taking proper steps, in the event of death, in making the notification of death.
- ♦ Providing an emergency phone number that each participant can call in the event of an emergency.
- Communication: During the event, all housed participants and staff must adhere to the following:
 - ♦ Immediately proceed to building's Emergency Assembly Point (EAP), and wait there until accounted for by the Program's First Line of Contact. Once the participants, guests and staff have been accounted for, the information must be reported to the Program's First Line of Contact.
 - ♦ On-site Program First Line of Contact must contact the Conference Front Desk or Conference Coordinator/Manager via phone or in person at the EAP. The phone numbers for the Conference Front Desks are located on the emergency wallet card.
 - ♦ If off-campus or away from residential area, the on-site Program Contact must check in with the EAP and/or First Line of Contact within 2 hours of the emergency and must account for all individuals (participants, staff, and guests). The phone numbers for the Conference Front Desks are located on the emergency wallet card.



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- ♦ Without sacrificing safety, be prepared, in advance, to retrieve the following items while proceeding to the EAP:
 - Updated roster of all participants, staff and guests so that all individuals can be accounted for 24/7.
 - Updated emergency contact information for all emergency staff and participants.
 - Emergency plan.
 - Emergency kit.
 - Purse/wallet and car keys.

- Transportation
 - Programs must have the ability to provide transportation to medical facilities on and off-campus. (Note: If there is a major disaster, Vaden Health Center's first priority is to Stanford students; thus, program clients will need to pursue medical care off-campus. The Stanford Medical Center is in close proximity).

- Illness
 - A Program representative will need to remain with minors requiring medical attention until the minors can be evacuated.
 - Individuals requiring medical attention must be removed to medical facilities as soon as possible in a manner consistent with health and safety precautions.

- Conference Front Desk may/may not provide (depending on time of the year and extent of the emergency):
 - Informational handouts.
 - An updated roster of all participants in the office.
 - Minimum temporary shelter for participants under extreme hardship. See definition of extreme hardship under Terms.
 - Care for individuals who may be unable to evacuate if under extreme hardship.
 - Assistance with the evacuation that must occur when directed by the University.

- Evacuation:
 - Programs will, upon notification, be required to evacuate conference participants within 24 - 48 hours.
 - Participants/staff are required to take all personal belongings with them; otherwise, belongings will most likely be forfeited. Stanford University cannot be responsible for conferee evacuation costs. All costs are the responsibility of the Program Client.
 - Evacuation due to a Pandemic:
 - Upon the onset of Level 1, Confirmed International Spread of Human to Human Transmission, the Program evacuation plan will be initiated.



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- Personal emergency kits:
 - It is recommended that each participant come prepared with a personal emergency kit to be used or carried with them for all emergency tests and actual emergencies.
 - Emergency kits may be purchased from the Cardinal Mall for Conferences and customized with the necessary comfort items, as well as medication for the individual.
- Payment of services rendered:
 - Depending on the type and level of the emergency, the University will move to a paperless online processing system. Turnaround times may be longer, due to reduced staffing.

GENERAL EMERGENCY INFORMATION

The following includes general emergency information that housed participants and staff can reference in the event of a major emergency that poses a threat to the health and safety of the University community, or that threatens to disrupt campus programs and operations. This information addresses earthquakes, fires or explosions, hazardous materials releases, extended power outages, floods, mass casualty events, mass communication outages, and disease outbreaks.

CAMPUS AND LOCAL EMERGENCY CONTACTS; HOTLINE DIRECTORY

FIRE, POLICE & MEDICAL EMERGENCY: Dial 9-911 from on-campus phones, or 911 from any non-Stanford University phone. From the Medical Center, dial 286. When using a cell phone from the Stanford campus, call 911 or, if unable to get through, call **(650) 321-4433 (Palo Alto Emergency Dispatch.) Please DO NOT CALL 9-911 or the Palo Alto Emergency Dispatch for information.** Those phone numbers are only for **reporting life-threatening emergencies.**

To contact the Stanford University Department of Public Safety for non-emergency situations, call (650) 723-9633; office hours 8 AM - 5 PM, Mon - Fri.

STANFORD UNIVERSITY EMERGENCY INFORMATION HOTLINE:

- From inside the US: 1-800-897-4253 (1-800-89-SHAKE)
- From abroad: 01602-241-6769 (Int'l.)
- SU Emergency Information Hotline: (650) 725-5555 (Note: Updated every 15 minutes when activated).

STANFORD HOSPITAL HOTLINE: (650) 498-8888

Lucile Packard Children's Hospital: (650) 497-8888

PARENTS HELP LINE: 1-650-725-0649

OFF-CAMPUS: Call the **STANFORD CONFERENCE SERVICES EMERGENCY INFORMATION HOTLINE:** (650) 723-0982 (Note: Listen to the emergency message).



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STANFORD EMERGENCY WEBSITE: <http://emergency.stanford.edu>

(Note: Read the emergency announcements, updates and instructions on Stanford's emergency webpage).

RADIO STATIONS: Follow the "Emergency Alert System" on the following radio stations:

(Note: Listen for Stanford Emergency Bulletins and the Community Emergency Alert System (formerly known as the Emergency Broadcast System).

- KZSU radio stations (90.1FM)
- KCBS 740 AM radio
- KGO 810 AM radio
- Television

CONFERENCE FRONT DESKS:

- Mirrelees Front Desk: (650) 721-2770
- Florence Moore Front Desk: (650) 736-9988
- Governor's Corner Front Desk: (650) 736-9995
- Stern Front Desk: (650) 736-9985
- Wilbur Front Desk: (650) 736-9982

EMERGENCY RESPONSE INFORMATION

Fire Prevention

- Note the location of alarms, evacuation map, and extinguishers, and know how to use them.
- Evacuation maps are considered emergency equipment; therefore, these items may not be removed, altered and/or obscured.
- Leave fire doors closed at all times.
- Clear obstructed corridors, aisles and room exits.
- Use only grounded electrical plugs. Limit use of extension cords and multiple outlets.
- Do not smoke in University buildings or within 20 ft of any University building.

Fire Response

- Call 9-911 from on-campus phones (911 from non-Stanford University phones).
- Activate nearest alarm.
- Feel doors for heat. If cool, exit carefully. If hot, do not open the door. Remain where you are.
- If you see smoke, crouch near the floor as you exit.
- If you see fire, confine it by closing doors and windows.
- Use extinguishers on small fires, only if it is safe to do so. To use the extinguisher, pull the pin, aim at the base of the fire, squeeze the nozzle, and sweep back and forth.
- Never use an elevator during a fire evacuation.
- Proceed to the Emergency Assembly Point (EAP).



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Earthquake Preparedness

- Know how and where to take cover during a quake.
- Do not stack furniture.
- Move tall bookcases away from exits. Do not use them as room dividers.
- Store heavy items at floor level.
- Back up critical data. Keep duplicates off-site.

Earthquake Response

- Take cover immediately. Do not run or panic.
- Seek shelter in a safe place: under a desk, table or chair; between seating rows in classrooms; against a corridor wall. If outdoors: stay away from falling hazards.
- Expect aftershocks
 - **Major Quake (violent motion)**
 - Restore calm. Assist others. Report injuries or fires to 9-911 (911 from non-Stanford University phones).
 - Take emergency supplies.
 - **DO NOT USE ELEVATORS.**
 - Proceed to the Emergency Assembly Point (EAP).
 - Do not enter buildings until they have been officially declared safe for re-entry; await instructions, be patient, help others.
 - Report damage/hazardous releases.
 - **Minor Quake (brief rolling motion)**
 - Restore calm.
 - Examine your area for damage.
 - Report damage/hazardous releases.

Explosion Response

- Take shelter against your desk or a sturdy table.
- Exit the building immediately.
- Do not use elevators.
- Check for fire and other hazards.
- Take any emergency supplies if time allows.

Medical Emergency Response

- Call 9-911 (911 from non-Stanford University phones).
- Administer first aid if you are trained to do so.
- Do not attempt to move seriously injured persons.

Infectious Disease Response During a Declared Biological Emergency:

- If a family member becomes sick, it is important to be concerned.
- Many common illnesses have similar symptoms. Therefore, do not automatically assume that you should go to a hospital emergency room or that any illness is the result of the biological attack.



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- Use common sense, and practice sound hygiene/cleanliness to avoid spreading germs; seek medical advice.
 - Do not share food, water bottles and eating utensils.
 - Be aware of contamination in group areas, food and surfaces.
 - Wash hands thoroughly and frequently with soap or have hand sanitizer available.
- Consider if you are in the group or area that authorities believe to be at risk/in danger.
- If your symptoms match those described by authorities, and if you are in the group/area considered at risk, seek immediate emergency medical attention.
- **If you are potentially exposed:**
 - Follow the instructions of doctors and other public health officials.
 - If the disease is contagious, expect to receive medical evaluation and treatment. You may be advised to stay away from others, or may even be deliberately quarantined.
 - For non-contagious diseases, expect to receive medical evaluation and treatment.
- **If you become aware of an unusual and/or suspicious substance nearby:**
 - Move away from the immediate area of the substance as quickly and as safely as possible.
 - Protect yourself. Cover your mouth and nose with layers of fabric that can filter the air but still allow breathing. Examples include two to three layers of cotton, such as a T-shirt, handkerchief or towel. Otherwise, several layers of tissue or paper towels may help.
 - Wash with soap and water.
 - Contact authorities.
 - Watch TV, listen to the radio, or check the Internet for official news and information regarding what the signs and symptoms of the disease are, whether medications or vaccinations are being distributed, and where you should seek medical attention, should you become ill.
 - If you become ill, seek immediate emergency medical attention.

Power Outage Response

- Assess the extent of the outage in your area.
- Report the outage to your SCS.
- Help move people situated in darkened work areas to safe areas.
- Keep refrigerators/freezers closed during the outage.
- Unplug personal computers and non-essential equipment.
- Open windows for additional light and ventilation.

Updated 2/08