EMERGENCY RESPONSE PLAN
DEPARTMENT OF HUMAN RESOURCES

OFFICE LOCATIONS:
One South Van Ness Avenue (4\textsuperscript{th} Floor)
1740 Caesar Chavez (TOPP Center, 2\textsuperscript{nd} Floor)

Updated March 2013
FOREWORD

The Department of Human Resources ("DHR") recognizes that its workforce is its most valuable asset. Consequently, employee health and safety is of our utmost concern. To further our ongoing commitment to employee health and safety, DHR has developed this Emergency Response Plan ("ERP").

This ERP is an all-hazards guide for emergency response intended to ensure appropriate and effective employee response to any emergency. Note that the terms "disaster" and "emergency event" are used interchangeably throughout this document and refer to any actual or threatened existence of dangerous condition, including but not limited to: fire, flood, tidal wave, storm, epidemic, riot, earthquake, terrorism, or other similar public calamity presenting a threat to public safety.

The purpose of this ERP is to ensure that all DHR employees are prepared and know how to respond in the event of a disaster. Specifically, it is intended to provide you with the following information:

- A general overview of the City and County of San Francisco’s emergency structure and what DHR’s role is in the event of a disaster;
- What your role may be, as a DHR employee, in responding to and recovering from a disaster;
- What to expect and do if there is an emergency during business hours;
- What to expect and do if there is an emergency during non-business hours;
- What is required of you as a DHR employee and Disaster Service Worker; and
- How to be prepared both at home and at the office in the event of a disaster.

You are responsible for complying with the policies and procedures as detailed in this ERP. On no less than an annual basis, you are required to certify that you have read and understand this ERP; further, you must participate in all drills and exercises related to this ERP as required.

For questions, please contact Tom Hoffman, at 557-4928; or Michael Cerles, Departmental Personnel Officer, at 557-4831.
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SECTION 1 – CONCEPT OF OPERATIONS

This section is intended to provide Department of Human Resources (“DHR”) employees with an introduction to the City and County of San Francisco’s (“City”) emergency response structure, DHR’s role and responsibilities within that structure, and possible DHR employee assignments in the event of a disaster.

1.1 GENERAL OVERVIEW OF THE CITY’S EMERGENCY RESPONSE STRUCTURE

In the event of a disaster, the City will activate its Emergency Operations Center (“EOC”), with the oversight and assisted coordination of the Department of Emergency Management. The EOC serves as the central point for the City’s overall emergency management response coordination, including but not limited to:

- coordination of Citywide emergency response activities;
- prioritization and allocation of City resources;
- communications (both amongst City departments, and between the City and other jurisdictions or entities);
- damage assessment;
- dissemination of public information; and
- facilitation of actions necessary to protect the residents and property of San Francisco, etc.

There are approximately fifteen City departments with specific pre-designated roles and responsibilities in the event of a disaster. As such, those departments may be required to activate their Department Operations Center (“DOC”) as necessary for the purpose of responding to, and recovering from a disaster. DHR is one of those departments; other departments with DOCs include:

- Office of the Controller
- Department of Building Inspection
- Department of Public Health
- Department of Public Works
- Department of Technology
- San Francisco Fire Department
- San Francisco Police Department
- San Francisco Sheriff’s Department
- General Services Agency
- Human Services Agency
- Muni
- Medical Examiner
- Public Utilities Commission
- Department of Recreation and Park

Each department’s DOC serves as the central coordination point for that department’s emergency management activities. The DOC has two primary functions:

1. Maintain internal departmental operations (continuity of operations); and
2. Contribute to Citywide response through communication and coordination with the EOC.
1.2 DHR’s ROLE AND RESPONSIBILITIES IN THE CITY’S EMERGENCY RESPONSE STRUCTURE

Essentially, DHR’s main pre-designated emergency responsibility is to ensure that the City has the “human resources” (City employees as well as volunteers) it needs in order to respond to and recover from a disaster. This includes coordinating the acquisition, tracking, orientation/training and support of response personnel.

DHR’s Role and Responsibilities before a Disaster

DHR is generally responsible for ensuring that all City employees—as designated Disaster Service Workers (“DSW”) under State and local laws—are prepared for an emergency and understand that they are obligated to perform activities which promote the protection of public health and safety and the preservation of lives and property in the event of a disaster. Employee preparedness includes understanding emergency incident response as well as home and office preparedness.

In meeting that responsibility, DHR has created the DSW Program, which includes but is not limited to:

- Providing DSW ID cards to all City employees;
- Creating and providing the DSW Training video and materials to all City employees;
- Creating and providing the Personal Preparedness Training materials to all City employees; and
- Coordinating the City’s DSW emergency notification and call-back system.

DHR’s Role and Responsibilities in the Event of a Disaster

As described above, DHR has a pre-designated emergency role and may therefore be required to activate its DOC in the event of a disaster. DHR’s DOC will specifically be responsible for undertaking a number of efforts, including:

- Continuing DHR’s essential operations (i.e., continuing essential regular day-to-day responsibilities);
- Facilitating and/or coordinating the deployment of City employees for emergency response and recovery as requested by the EOC, using the City’s emergency notification system;
- Activating one or more Emergency Volunteer Centers (“EVC”) in order to register and deploy convergent volunteers (those not already affiliated with the City or other entities) for emergency response as directed by the EOC. Note that the EVC will most often be in the form of a walk-in center, but may also consist of a phone bank and/or online bank. [See Appendix I – Flow Chart of the EVC Walk-In Registration Process in the City’s Emergency Response Structure for an illustrative diagram of the City’s volunteer request and deployment processes.]

1.3 DHR EMPLOYEES’ ROLES AND RESPONSIBILITIES IN THE EVENT OF A DISASTER

As described above, depending on the size and scope of the disaster, the EOC may require DHR to establish its DOC and/or one or more EVCs.

As a City employee—and therefore a designated DSW under local and state law—you are obligated to perform emergency response and recovery activities as required by the City during a declared emergency. As a DHR employee, this means that you may be required to perform duties in the DHR
DOC, EVC or other emergency-related assignments within other City departments as necessary. When possible, you will be assigned to duties that as closely as possible resemble your current job classification duties and your regular work hours (applicable Memorandum of Understanding provisions regarding compensation and work hours will apply). Although you may need to work outside of the general scope of your typical duties and responsibilities, you will never be asked to perform any duty or function you do not know how to perform safely or for which you have not received adequate training.

1.3.1 DOC ASSIGNMENTS

- As indicated, you may be assigned to perform duties in the DHR DOC for one or more of the purposes outlined above.

- DOC Location
  - DHR’s primary DOC location is the Marina Conference Room on the 4th Floor of One South Van Ness Avenue, San Francisco. [See Appendix II – DHR DOC Layout.]
  - The backup DOC location is the San Francisco Public Safety Testing Center (the “TOPP Center”), located at 1740 Cesar Chavez. This will be activated in the event that the primary DHR DOC is inoperable.
  - If necessary, an alternate site for the DOC will be identified by DHR DOC Section Managers, with the assistance and coordination of the EOC, based on the scope and demands of response and recovery efforts.

- If assigned to the DOC, you will report to one of five primary sections of the Incident Command System (“ICS”):
  - Command Section: responsible for providing facilities, services, and material support for DHR’s incident response.
  - Operations Section: responsible for all of DHR’s tactical incident operations.
  - Planning Section: responsible for the collection, evaluation and dissemination of operational information related to the incident, and for the preparation and documentation of DHR’s response plan.
  - Logistics Section: responsible for providing facilities, services, and material support for the incident.
  - Finance/Administration Section: monitors DHR’s costs related to the incident, and provides accounting, procurement, time recording, cost analyses and overall fiscal guidance.

[See Appendix III – DOC ICS Structure for an organizational chart of the DHR DOC’s Incident Command System.]

1.3.2 EMERGENCY VOLUNTEER CENTER (“EVC”) ASSIGNMENTS

- You may be assigned to perform duties related to the activation and/or operation of an EVC—whether in the form of a walk-in center, a phone bank and/or an online bank—for the purpose of registering and deploying convergent volunteers (those not already affiliated with the City as DSWs). Note that convergent volunteers who are screened through a phone bank or online bank must still go to the walk-in center to be formally affiliated with the City and to receive a DSW ID. [See Appendix IV – EVC Walk-In Center Layout.]
• **EVC Location**
  
  o DHR’s primary EVC location is the 2nd floor Atrium at One South Van Ness.
  
  o Depending on the size, scope and location of the City’s volunteer response needs, alternate and/or back-up EVCs may be established at:
    - San Francisco Public Safety Testing Center (the “TOPP Center,” located at 1740 Cesar Chavez)—for a walk-in EVC.
    - The Volunteer Center Offices (located at 1675 California Street off of Van Ness Avenue)—primarily for an online bank and/or phone bank EVC only.
  
  o Alternate EVC sites will be identified as needed by the DHR DOC, with the assistance and coordination of the EOC, based on the scope and demands of response and recovery efforts.

• If assigned to the EVC, you will report to one or more of six primary sections:
  
  o **Command Section**: establishes and oversees all functions of the EVC, and serves as the lead contact for internal and external communications.
  
  o **Phone Bank Section**: coordinates all of the activities related to the phone bank and volunteer information received.
  
  o **Online Bank Section**: coordinates all of the activities related to the online bank and volunteer information received.
  
  o **Planning Section**: coordinates and supports all EVC planning activities, manages volunteer information and administers training to volunteers.
  
  o **Logistics Section**: manages operations associated with maintenance and support of EVC activities including the coordination of needed equipment, supplies, utilities and IT support for the EVC.
  
  o **Operations Section**: develops and implements strategies and tactics to carry out EVC objectives. Responsible for the main components of the DSW volunteer process, including: issuing DSW IDs to volunteers formally affiliated with the City through the EVC registration process; greeting, registering and screening volunteers; and administering the DSW oath to volunteers.

[See Appendix V – EVC Structure for an organizational chart on the EVC Structure.]
SECTION 2 – STANDARD OPERATING PROCEDURES

This section is intended to provide Department of Human Resources (“DHR”) employees with information on what to do and expect once a disaster has occurred.

2.1 DECLARATION OF EMERGENCY

As indicated in Section 1 - Concept of Operations of this Emergency Response Plan (“ERP”), the City will establish its Emergency Operations Center (“EOC”) in the event that an emergency is declared to serve as the central coordination point for overall Citywide emergency management activities.

2.2 COMMUNICATIONS AND REPORTING INSTRUCTIONS

2.2.1 DURING BUSINESS HOURS

- If You Are In The Office
  - In the event that a disaster occurs and/or an emergency is declared during regular business hours, remain at your workstation unless you are otherwise instructed to evacuate the building by emergency response personnel, building management (over the building’s speaker system) or an authorized DHR representative (an Emergency Floor Warden, your Departmental Personnel Officer, your supervisor, etc.).
  - Your Emergency Floor Warden or other authorized DHR representative will notify you if any action is required for emergency response. [See Section 3 of this ERP for more information on Emergency Floor Wardens.]
  - Please remember that you are required to respond as directed and follow any instructions provided.

- If You Are Not In The Office
  - If you are off-site during regular business hours and a disaster occurs and/or an emergency is declared, contact your immediate supervisor for instructions. If you cannot reach your immediate supervisor, contact your Emergency Floor Warden (see Appendix VI for Emergency Floor Warden contact information) or phone the DHR front lobby at 557-4891.
  - Report back to the office if you cannot reach your immediate supervisor or other DHR representative. If the office has been evacuated, report to the Designated Emergency Assembly Point (see Section 3 of this ERP for more information on the primary and alternate assembly points).
  - Do not go home unless you are specifically granted authorization to do so.

2.2.2 DURING NON-BUSINESS HOURS

- As a reminder, all City employees are designated Disaster Service Workers (“DSW”) under State and local laws, which means that you may be required to perform duties to assist in the City’s or DHR’s response and recovery efforts in the event of a disaster or declared emergency. Accordingly, DHR may need to contact you during non-work hours with alternate reporting instructions or updates through one or more of the following means:
  - An authorized DHR representative (e.g., your supervisor, your Emergency Floor Warden,
etc.) may contact you on your home phone or cell phone.

- You may receive a call from the City’s emergency notification system (also called the “CORES System”).
  - This will most likely be an automated message (i.e., a robotic voice or a recorded message), and may include instructions for you to respond using your phone’s touchpad.
  - Please do not hang-up; it is not a telemarketer or robocaller and your response is required. The caller-ID on your phone should indicate the following number: (866) 704-0368; please save this number in your cell phone so that you can readily recognize the caller.

- You may receive a text communication on your cell phone from the City’s emergency notification system or an authorized DHR representative.

- DHR and/or the City may try to communicate with its employees through emergency news broadcasts, particularly in the event that phone lines are down. Please watch the television and listen to the following radio for updates or instructions specific to City and/or DHR employees: KCBS (740 AM and 106.9FM).

- Unless you are specifically instructed to remain at home or receive alternate reporting instructions by an authorized DHR representative, you should report in to work at your normal start work time.

- Contact your supervisor immediately if you will be unable to report in to work on time or are otherwise unable to do so.

- If you are unable to reach your supervisor, call the DHR front lobby at 557-4891, the Lead Floor Warden, an Alternate Lead Floor Warden or your Emergency Floor Warden. Refer to Appendix VI for contact information for Lead Floor Wardens and Emergency Floor Wardens.

  - If you are unable to reach anyone at DHR, there may be special reporting instructions on one of the DHR Emergency Hotline Message Centers. Phone the local hotline message center at (866) 606-4DHR or (866) 606-4347. If that line is down, please call the established out-of-area emergency voice message box at (916) 556-1108. Make sure to save these numbers in your cell phone and address book so that you can readily access them.

  - If the phone lines are down, watch the television and listen to the radio emergency broadcasts and for information specific to City and/or DHR employees.

  - When you report to work or to your emergency assignment, make sure you have your DSW ID and a Go-Bag with you (see Section 4 of this ERP for more information).

2.2.3 ONGOING COMMUNICATIONS

- Routine updates regarding the event will be coordinated through the DHR DOC or the City’s EOC.

- Phone lines may be down, or you may be instructed to check-in to an authorized DHR
representative or on one of the DHR Emergency Hotline Message Centers for updates. If the phone lines go down, continue to watch television and listen for radio news updates with instructions, and periodically try phoning in to DHR and the Emergency Hotline Message Centers in case the lines become available.

2.2.4 COMMUNICATIONS WITH FAMILY/FRIENDS OF STAFF

- Depending on the size and scope of the disaster, DHR will endeavor to establish a hotline for family or friends of staff.

- If established, the hotline can be reached at (415) 551-8960. More information will be provided at the time of the incident if/when the hotline is established.

2.2.5 INQUIRIES FROM THE PUBLIC OR THE MEDIA

- The DHR Public Information Officer is responsible for consistent communication with external authorities at all times including, but not limited to, individuals at the EOC and the media. If you receive a request for information, make sure to direct the individual to the DHR Public Information Officer; please do not attempt to answer any questions on your own.

- A DHR representative will be assigned to the role of Public Information Officer at the time of the incident; if you do not know who that person is, ask your supervisor.
SECTION 3 – EMERGENCY OPERATING PROCEDURES

This section is intended to provide Department of Human Resources (“DHR”) employees with information on what to do and expect in the event of an emergency situation occurs at work.

3.1 EMERGENCY EVACUATION

Depending on the emergency situation, evacuation may be required during or immediately after an event. You are required to follow the established procedures as outlined in this Emergency Response Plan (“ERP”) and to follow instructions from authorized DHR representatives and emergency response personnel in the event of an emergency evacuation.

Please remember that you must evacuate the premises immediately in the event that an alarm is sounded (unless there is an announcement to disregard the alarm because it is a false alarm or simply a test of the system) and/or if you are directed to evacuate by Building Security, the building manager, emergency response personnel or an authorized DHR representative (e.g., a supervisor, manager, Emergency Floor Warden, your Departmental Personnel Officer, etc.).

Failure to evacuate the premises immediately and report to the Designated Emergency Assembly Point until you are authorized to leave (regardless of whether it is a drill or a real emergency) may result in discipline. [Refer to the table on the next page regarding the Designated Emergency Assembly Point.]

- Designated DHR Emergency Response Representatives
  [See Appendix VI for a list of DHR Emergency Response Representatives.]
  - Emergency Floor Wardens
    - Certain individuals have been pre-identified and trained as Emergency Floor Wardens in each DHR work area in order to assist DHR employees in responding to an emergency.
    - Emergency Floor Wardens (identifiable by their brightly colored safety vests during an evacuation) are generally responsible for the following in the event of an evacuation:
      - Providing evacuation instructions, guidance and assistance as needed to employees, visitors and disabled persons to evacuate the building quickly and safely.
      - Checking individuals in at the Designated Emergency Assembly Point and reporting head counts to the Lead Floor Warden.
      - Providing DHR employees with reentry instructions, once all individuals have been accounted for at the Designated Emergency Assembly Point.
    - During non-evacuation times, Emergency Floor Wardens are also responsible for reporting dangerous situations and relaying emergency reporting instructions to employees as needed.
  - Emergency Floor Sweepers – Four individuals and four alternates have been designated as Emergency Floor Sweepers to ensure that employees and visitors vacate the premises safely.
  - Lead Floor Warden – A Lead Floor Warden and two alternates have also been designated to coordinate communications amongst the Emergency Floor Wardens and Emergency Floor Sweepers to ensure appropriate response in the event of an emergency or an evacuation.
Emergency Evacuation Procedures

- You are required to be familiar with the Area Evacuation Plan ("AEP") established for your work area—it contains important information regarding evacuation routes, the Designated Emergency Assembly Point and your Emergency Floor. [See Appendix VII – Area Evacuation Plans.]

- The following table outlines the steps to take in the event of an evacuation.

<table>
<thead>
<tr>
<th>Emergency Evacuation Procedures</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Ensure that nearby individuals are aware of the emergency.</td>
</tr>
<tr>
<td>2 Shut down your computer and any operations that may create additional hazards if left unattended, only if there is time to do so.</td>
</tr>
<tr>
<td>3 Quickly grab your Go-Bag (see Section 4 of this ERP) and any personal items of immediate importance, and exit the building using the nearest available stairwell.</td>
</tr>
<tr>
<td>4 If you are in an office or conference room, close your door and affix a sticky note at eye-level on the outside of your door—this signals to the Emergency Floor Sweepers that the office or conference room has been vacated. Make sure your office door is not locked.</td>
</tr>
<tr>
<td>5 Stay to your right when descending the stairs and keep out of the way of ascending Fire/Safety personnel.</td>
</tr>
<tr>
<td>6 Report to your designated Emergency Floor Warden at the Designated Emergency Assembly Point so you can be checked-off as having evacuated safely.</td>
</tr>
<tr>
<td>7 Report missing or injured persons to your Emergency Floor Warden.</td>
</tr>
<tr>
<td>8 Do not return to the building until your Emergency Floor Warden has given the All-Clear signal.</td>
</tr>
</tbody>
</table>

Remember to WALK, Do Not Run
Use a designated emergency exit – DO NOT use elevators or escalators.

- Additional site-specific evacuation information is indicated in the chart below.

<table>
<thead>
<tr>
<th>Designated Emergency Assembly Points and Additional Instructions</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 South Van Ness, 4th Floor</td>
</tr>
<tr>
<td>Proceed to the Honda Dealership located across the street on the corner of Market and Van Ness. The backup Assembly Point is the area along Mission Street between 11th Street and South Van Ness.</td>
</tr>
<tr>
<td>Emergency Exits</td>
</tr>
<tr>
<td>Stairwell 1: Southwest corner of the building; enters onto South Van Ness.</td>
</tr>
<tr>
<td>Stairwell 2: West/northwest side of the building; enters onto South Van Ness.</td>
</tr>
<tr>
<td>Stairwell 3: East/northeast side of the building; enters onto 11th Street.</td>
</tr>
<tr>
<td>Stairwell 4: Southeast corner of the building; enters onto 11th Street.</td>
</tr>
</tbody>
</table>
Suggested emergency exit stairwells by work area are as follows:
- Admin/Director’s Office: Emergency Exits 2 and 3
- Classification and Compensation: Emergency Exits 1 and 4
- Client Services: Emergency Exits 3 and 4
- EEO: Emergency Exits 1 and 4
- EIS: Emergency Exits 1 and 4
- ERD: Emergency Exits 2 and 3
- Finance: Emergency Exits 1 and 4
- IT/IS: Emergency Exits 1 and 2
- RAS: Emergency Exits 3 and 4
- Referral: Emergency Exits 1 and 4
- Workforce Development: Emergency Exits 1 and 2
- Workers Compensation: Emergency Exits 2 and 3

You should also generally be aware of other emergency exits throughout your floor in case you are not at your work station at the time that an evacuation is required or one of the emergency exits are blocked or otherwise inaccessible.

Again, refer to Appendix VII – Area Evacuation Plans for your work area’s AEP; and Appendix VIII – Evacuation Maps and Fire Extinguisher Locations for the evacuation maps for both of DHR’s office locations.

**Evacuation of Guests and Visitors**
DHR employees are responsible for ensuring that their guests evacuate the building quickly and safely using the established evacuation routes. If you need assistance, please flag down an Emergency Floor Warden or an Emergency Floor Sweeper.

**Evacuation of Disabled Individuals**
- **General Procedures**
  When a disabled person requires assistance in evacuating the building, make sure to use care and move or carry the individual to a safe area on the same floor, in close proximity to an evacuation stairwell with evacuation chairs if possible. Please try to flag down an Emergency Floor Warden or Emergency Floor Sweeper for evacuation assistance if needed.

- **Emergency Evacuation Chair**
  An evacuation chair is located next to the restrooms on the 4th floor at One South Van Ness in order to facilitate the evacuation of persons with disabilities.

  **NOTE:** The emergency evacuation chair is only to be used as a last resort if emergency responders/rescue personnel are overwhelmed and lack the ability to respond to a life-threatening emergency requiring immediate evacuation.

  The evacuation chair only requires one person to operate; however, that person should be capable of lifting a large amount of weight. In the event that an Emergency Floor Warden or Sweeper is unavailable to assist you in evacuating a disabled person as needed, remove the evacuation chair from the wall and follow the simple instructions on the device (again, ONLY as a last resort).
• Post-Evacuation Instructions and Accountability Procedures
  o Designated Emergency Assembly Point
    ▪ Once you have evacuated the building, you are required to report to the Designated Emergency Assembly Point to check in with your Emergency Floor Warden and receive further instructions. [Refer to the informational chart on page 13 or Appendix VII – Area Evacuation Plans for the location of your Designated Emergency Assembly Point.]
    ▪ Emergency Floor Wardens will complete a head-count for all DHR employees at the Designated Emergency Assembly Point once evacuation has been completed. Please make sure to report to the Emergency Floor Warden(s) any individuals who are missing, or those individuals who were not in the building during the time of the evacuation.
    ▪ You must remain at the Designated Emergency Assembly Point until you have been checked-off as in attendance AND have received authorization your Emergency Floor Warden to leave.
  o Reentry into the Building
    ▪ The Fire Department, Police Department, Department of Building Inspection and/or Building Management will determine reentry clearance.
    ▪ DO NOT re-occupy the building until the Emergency Floor Warden has marked you in attendance and granted you permission to do so; just because the alarm has been silenced does not mean the emergency is over or that the danger has subsided.

3.2 EMERGENCY SITUATIONS AND RESPONSE PROTOCOLS

NOTE: See Appendix IX for a list of emergency phone numbers.

3.2.1 FIRES

• Emergency Fire Procedures: In the event of a fire, smoky condition or explosion, call 911 (dial a 9 first if at One South Van Ness) and follow R.A.C.E procedures:
  o R – Rescue
    ▪ If you discover a fire, try rescue people who are in the immediate danger if you can do so without endangering yourself.
  o A – Alarm
    ▪ At One South Van Ness, smoke detectors are located in all elevator lobbies and at various positions on each floor and there are duct detectors located in the ducts of all HVAC supply and return fans.
    ▪ If there is a fire and the alarm has not sounded, pull the alarm at one of the Manual Pull Stations, making sure to pull the lever down completely. Fire alarms are located near the emergency exit locations at both DHR office locations. If the alarm is not working, call out the alarm loudly to notify others of the fire.
    ▪ It may be necessary to activate additional fire alarm boxes or shout out the alarm if the alarm does not sound, or if it has stopped sounding and people are still in the building. This can be done while exiting.
    ▪ Call 911 (dial a 9 first if at One South Van Ness) from a safe distance to notify the Fire Department (remember to dial the 9 first if you are calling from One South Van Ness).
- Give your name, the nature of the emergency, the building address, the floor you are on and your specific location, and phone number.
- Provide the Dispatcher with information on any injured persons (including the nature of the injury), individuals requiring special assistance (elderly or disabled persons) or persons who are trapped and give their exact location on the floor.
- Make sure to give the Dispatcher your call-back information; DO NOT assume that the Dispatcher knows your phone number, especially if you are calling from a DHR phone line at One South Van Ness, since it only displays the trunk line information.

- If at One South Van Ness, it is essential to notify both the DHR front lobby (x74891) and Building Security (9-532-9136).
- Notify the Lead Floor Warden. If the Lead Floor Warden is not available, notify one of the Alternate Lead Floor Wardens or your Emergency Floor Warden.
- Designate someone to wait for fire and rescue personnel at the building’s front lobby so that they can direct them to the location of the fire.

  - C – Confine
    - Small fires can be extinguished using a fire extinguisher (see the next section below for fire extinguisher locations and operating instructions). All fires, however, even those that have been extinguished, must be reported to 911 and the Lead Floor Warden, Alternate Lead Floor Warden or your Emergency Floor Warden.
    - Oxygen will feed the fire, so do not break or open any windows unless absolutely necessary.
    - If evacuation is necessary:
      - If you work in an office, attach a sticky note to the outside of your door at eye level and close your office door, making sure that it is not locked. Close any windows in your office as well.
      - Close any other open windows in the office if time and safety permit.

  - E – Evacuate (if necessary)
    - Follow the Emergency Evacuation Procedures on page 13 of this ERP.
    - Place your hand as high as possible on the door and then on the doorknob. Do not open the door if it or the doorknob feels hot to the touch; proceed to another fire exit instead.
    - If you are trapped, stay close to the floor and try to signal for help by whistling or yelling if possible.

- Fire Extinguishers
  Both of the DHR office locations are equipped with fire extinguishers in the event of a small fire. You will note that each is labeled “ABC,” which indicates that the extinguisher is for multipurpose use, suitable for extinguishing ordinary combustibles as well as flammable liquids and electrical equipment.

  - Make sure that you are generally aware of where the extinguishers are located throughout the floor. [Please see Appendix VIII – Evacuation Maps and Fire Extinguisher Locations.] Fire extinguishers can be found at each DHR office location as follows:
One South Van Ness – There are twelve (12) fire extinguishers located throughout DHR offices on the 4<sup>th</sup> floor. All fire extinguishers are located directly beneath the double red horizontal lines marked on the walls (about two feet below the ceiling). There are also fire extinguishers in both of the kitchens.

- Remember to follow the emergency fire extinguisher P.A.S.S. procedures:
  - **P** – **P**ull: Pull the pin located in the extinguisher’s handle.
  - **A** – **A**im: Aim the nozzle, horn or hose at the base of the fire.
  - **S** – **S**queeze: Squeeze or press the handle.
  - **S** – **S**weep: Sweep from side to side at the base of the fire until it is out.

### 3.2.2 EARTHQUAKES

- **During an Earthquake**
  - If in the Office or at Home: DROP, COVER and HOLD ON
    - Take cover under a nearby desk or table, or stand in a doorway or corner and hold on until the shaking stops. If you are not near a strong table or desk, drop to the floor against an interior wall and cover your head and neck with your arms.
    - If you are in a wheelchair, lock the wheels and cover your head.
    - Avoid exterior walls, windows, hanging objects, mirrors, tall furniture, large appliances and cabinets filled with heavy objects.
    - Stay in the duck-and-cover position while the earthquake is in progress and until debris has stopped falling.
  - If in the Car/Commuting to Work
    - On a bus or train – stay in your seat, hold on to the nearest railing and protect your head and neck with your arms to the extent possible.
    - In a car – pull over to the side of the road, avoiding overpasses, trees and electrical wires. Set the parking brake once stationary.

- **After an Earthquake**
  - General Recommendations
    - Assess your surroundings and check yourself for injuries before helping others and provide first aid if you are trained. Report injuries to your Emergency Floor Warden, but do not call 911 unless you or another person has a life threatening emergency. DO NOT move seriously injured persons unless they are in immediate danger.
    - Check around you for dangerous conditions, such as fires, downed power lines and structural damage. Report damage to the Lead Floor Warden, an Alternate Lead Floor Warden or the Emergency Floor Warden for your area.
    - Pay attention for instructions over the building’s speaker system, from safety personnel or from your Emergency Floor Warden.
    - It is safer to remain inside the building after an earthquake unless there is a fire, gas leak or an evacuation is announced. DO NOT attempt to leave the office until instructed to do so by emergency response personnel, Building Security or an
authorized DHR representative (e.g., an Emergency Floor Warden, your supervisor, etc.).

- If you are required to evacuate the building:
  - Follow the evacuation instructions on page 13 of this ERP and report to your Emergency Floor Warden at the primary or backup Designated Emergency Assembly Point (again, see Appendix VII for information on your Designated Emergency Assembly Point).
  - Proceed with caution: open doors carefully; watch for falling objects; and use caution when opening doors and cabinets, as items may have shifted.
  - Try to assist persons with special evacuation needs if possible (injured persons, the elderly and disabled persons), or flag down an Emergency Floor Warden or Emergency Floor Sweeper for assistance.

- DO NOT make or accept telephone calls for non-emergency purposes. The phone lines at One South Van Ness have limited capacity and may become overwhelmed in the event of a disaster and must therefore be reserved for the sole purpose of emergency communications.

- Be prepared for aftershocks.

  o If Trapped in Debris
    - Move as little as possible to assure that unnecessary dust is not disseminated.
    - If possible, cover your nose and mouth with a handkerchief or clothing.
    - Tap on a pipe or wall, use a whistle if one is available and/or shout so that rescuers can hear where you are.

3.2.3 BOMB THREATS/GENERAL SERIOUS THREATS

- In General:
  - If you receive a serious threat or if there is a threatening situation that is occurring, immediately call 911 (remember to dial the 9 first if you are at One South Van Ness), or motion to another person to call 911 if possible.
  - After calling 911:
    - If at One South Van Ness:
      - Immediately notify Building Security at 9-532-9136; AND
      - Notify the DHR Front Lobby at x74891.
    - Notify the Lead Floor Warden. If the Lead Floor Warden is not available, notify an Alternate Lead Floor Warden or Emergency Floor Warden.
    - Designate someone to wait at the building’s front lobby to escort Building Security or emergency response personnel to the threatening situation.
  - Depending on the nature and location of the threat, it may be necessary to divert employees away from certain areas (e.g., we may need to close off egress into and out of one of the DHR lobbies). Please make sure to adhere to all instructions, whether posted or verbally communicated. Note that front counter staff may trigger one or more of the blue
silent alarm warning lights that are mounted on interior ceiling near each of the main exits. If that occurs, **DO NOT** exit through that door/those doors—they signal that there is a threatening or dangerous event/incident occurring in the public areas.

- **Telephone Bomb Threats**
  - In the event of a telephone bomb threat, it is important to remain calm and courteous. Listen and do not interrupt the caller.
  - Additional steps after calling 911 are as follows:
    - Note the caller ID and write down the number if possible.
    - Record the exact time and length of call.
    - Write down every word spoken by the caller if possible.
    - Make sure to keep the caller on the line as long as possible by making sure the caller keeps talking.
    - Be prepared to describe the conversation to the Police in as much detail as possible and wait for further instructions from them on how to proceed.
  - Listen for background noises (e.g., motors running, music, or any other noises that may give a clue as to the location of the caller). Also pay attention to details about the caller’s gender and age, voice quality (e.g., calm, excited), accents and any speech impediments.
  - Complete a Bomb Threat Checklist for submission to Building Security/the Police (see Appendix X – Bomb Threat Checklist).

- **Written/Package Bomb Threat**
  - If you receive a suspicious package/envelope, handle the item as little as possible and take the following steps:
    - Do not shake or empty the contents.
    - Take note of the following: where the package was found, date and time it was found, any situation surrounding the discovery, and any individuals you were aware of who also saw the threat.
    - If the package is small, place it in an envelope or bag.
    - If the package is large, secure the area.

- **Verbal Threat**
  - Remain calm, move and speak, slowly and confidently.
  - Do not antagonize or challenge the person, and try to disengage from the person if possible.
  - If the person leaves, note in which direction he or she went.
  - Make note of identifying characteristics.

#### 3.2.4 HAZARDOUS MATERIALS
- Hazardous materials include broken glass, chemical odor/toxic fumes, exposed wiring, power outage, wet surfaces or any other materials that create a dangerous condition.
• If you come in contact with a hazardous material:
  o Do not attempt to remove or touch the hazard.
  o **Notify the Lead Floor Warden.** If the Lead Floor Warden is not available, notify one of the Alternate Lead Floor Wardens or your Emergency Floor Warden.
  o If at One South Van Ness, **notify the front lobby (x74891)** of the situation and designate a person to wait at the DHR front lobby to meet building personnel to guide them to the hazardous situation.
  o **If the hazardous incident requires emergency response, call 911** (remember to dial 9 first if at One South Van Ness) and designate a person to **wait in the building’s front lobby to guide emergency response personnel** directly to the hazardous situation.
  o Warn others if possible.
  o Try to isolate or block off the area with a chair, trash can or box, but make sure to keep a safe distance from the hazardous condition at all times.
  o If you come in physical contact with a hazardous chemical, immediately contact emergency medical services (911), and flush the affected area with clear water for up to fifteen minutes if possible or follow any other instructions provided by the emergency dispatcher.

3.2.5 MEDICAL EMERGENCIES

• Notification Requirement
  o If you discover a person that is unconscious or appears to need medical assistance, call 911 (remember to dial the 9 first if calling at One South Van Ness) or assign another person to call 911 for medical assistance.
    ▪ Make sure to speak calmly and slowly, and indicate the nature of the incident, the building address, the floor and number of the nearest column.
    ▪ Give the Dispatcher a telephone number at which they can reach you or other designated DHR representative. DO NOT assume that the Dispatcher knows your number, particularly if you are calling from a DHR phone line.
  o After calling 911:
    ▪ **If at One South Van Ness:**
      - Immediately notify Building Security at 9-532-9136; AND
      - Notify the DHR Front Lobby at x74891.
    ▪ **Notify the Lead Floor Warden.** If the Lead Floor Warden is not available, notify one of the Alternate Lead Floor Wardens or your Emergency Floor Warden.
    ▪ Designate someone to **meet emergency personnel at the building’s front lobby** so that they can be escorted directly to the scene of the emergency.

• Procedures
  o Do not move the injured person unless the location poses a greater danger.
  o Initiate CPR if necessary, but only if you are trained.
  o There is an Emergency Defibrillator Machine next to the fire extinguisher located between the Workers’ Compensation kitchen and the Director’s Office on the 4th floor at One South
Van Ness; use it only if you are trained to do so.

- Keep the injured person warm.
- Remain with the injured person until medical assistance arrives.
- Allow emergency personnel the time and the space to attend to the injured individual.
- Remain at the scene to assist the investigating emergency personnel with gathering vital information about the medical emergency.

- Medical Supplies
  - There are first aid kits located at DHR’s offices at One South Van Ness. See your Emergency Floor Warden or contact Michael Cerles, Departmental Personnel Officer if you require medical supplies.

3.2.6 CIVIL DISTURBANCES

- Offices will be closed to visitors and the building will be secured as needed and appropriate. Do not go through a violent crowd to leave or enter the building.

- If at One South Van Ness:
  - Notify Building Security at 9-532-9136
  - Notify the DHR Front Lobby at x74891

- Notify the Lead Floor Warden (Michael Cerles).

3.3 CRITICAL OPERATIONS SHUTDOWN

- In the event of a major disaster or fire, a critical operations shutdown may be required for the safety of building occupants and to mitigate potential loss.

- The Building Facilities Manager will determine whether or not critical operations shutdown (electrical, gas, ventilation system) is required for building facilities.
  - If you believe there is a dangerous situation that requires immediate critical operations shutdown, please notify the Lead Floor Warden, one of the Alternate Lead Floor Wardens or your Emergency Floor Warden.
  - If you cannot locate an Emergency Floor Warden, contact the Building Manager directly:
    - One South Van Ness: available 24/7 at 9-314-8927

- Responsibility for DHR-specific areas of critical operations shutdown (only if time and safety permit):
  - IT Security Shutdown/Back-up (Shutdown of DHR Computer Network and Servers): DHR IT will shutdown DHR’s network and main servers if necessary. If you believe that immediate shutdown is required, notify the Lead Emergency Floor Warden or an Alternate.
  - Security of Critical Documents (Files Cabinet Lock-Up): Each division manager is responsible for ensuring that critical files are locked and safeguarded in the event of a critical operations shutdown.

3.4 PROTECTION AND RECOVERY OF VITAL RECORDS

- Priorities of Vital Records
  - DHR’s IS/IT Team will be responsible for the protection and recovery of data and records
essential to DHR’s emergency response functions.

- Once the protection of those items has been secured, the second priority is the protection and recovery of data and records essential to basic business functions.

- Finally, the third priority is the protection and recovery of data and records essential to resume full business capability.

- **Data Protection Strategy for All DHR Employees**
  - The DHR IT Team has arranged for the automatic back-up of DHR servers to a remote location on a monthly basis.
  - In the event of an evacuation, attempt to save essential hard copy documents and shut-down your computer, but only if time and safety permit and you are not specifically directed to evacuate immediately.
SECTION 4 – GENERAL REQUIREMENTS AND PERSONAL PREPAREDNESS REQUIREMENTS

This section is intended to provide Department of Human Resources ("DHR") employees with information on how to ensure that they are prepared at home and at work in the event of an emergency or disaster.

4.1 GENERAL REQUIREMENTS

4.1.1 ALL DHR EMPLOYEES ARE DISASTER SERVICE WORKERS

All City and County of San Francisco ("City") employees are designated Disaster Service Workers ("DSW") under State and local law. This means that, in the event of a declaration of emergency, you, as a City employee, are obligated to serve as a DSW and may be assigned to perform activities which promote the protection of public health and safety or the preservation of lives and property.

In furtherance of that obligation, you are required to meet all of the following requirements:

- Take all DSW-related training as instructed;
- Read this Emergency Response Plan ("ERP") and review it on no less than an annual basis;
- Attend and participate in all disaster or emergency preparedness trainings and exercises as instructed (including all seminars, tabletops, drills, and functional exercises);
- Make sure that your contact information is current with your supervisor, Emergency Floor Warden and Departmental Personnel Officer (including home phone, cell phone, work phone, home address, etc.);
- Make sure that your emergency contact information is current with your supervisor and your Departmental Personnel Officer;
- Know the emergency phone numbers in Appendix IX, in case of an emergency;
- Save the number for the City’s automated emergency notification system in your cell phone so you recognize it on your caller-ID: (866) 704-0368;
- Save the numbers for the DHR Emergency Hotline Message Centers in your cell phone and address book: (866) 606-4DHR/4347; and (916) 556-1108.
- Notify your supervisor or Emergency Floor Warden of any pertinent issues that may impair DHR’s ability to respond to a disaster;
- Be prepared at home and make sure that your family is also prepared (see Section 4.2 – Employee Preparedness Requirements below for specific information);
- Be prepared at work (see Section 4.2.2 – Personal Preparedness at the Office below for specific information);
- Have your DSW ID on you at all times (this is the only form of identification that will be accepted in the event of a disaster to establish your status as a City employee);
• Report as instructed in the event of a disaster (see Section 2 – Standard Operating Procedures for more information), and make sure to bring your DSW ID and a Go-Bag;

• Perform any duties as assigned during an emergency and subsequent period of assessment, response and recovery; including staffing the Emergency Volunteer Center (“EVC”), DHR Department Operations Center (“DOC”) or other assignment as needed (see Section 1 – Concept of Operations for more information); and

• KNOW AND FOLLOW ALL POLICIES AND PROCEDURES AS OUTLINED IN THIS ERP.

4.1.2 DESIGNATED DHR EMERGENCY RESPONSE REPRESENTATIVES

As discussed in Section 3 – Emergency Operations Procedures, certain individuals have been pre-identified and trained as Emergency Floor Wardens and Emergency Floor Sweepers in each DHR work area in order to provide assistance and instruction to employees, visitors and disabled persons in the event of an emergency evacuation.

• Emergency Floor Wardens and Alternates must:
  o Maintain the following materials in an easily accessible area at all times: safety vests, safety hats, whistles and clip boards with check-in (note: DHR’s main front counter at One South Van Ness also has a master list in the event that a check-in sheet is not readily accessible); and
  o Maintain current emergency check-in sheets for all employees in their section and notify the Departmental Personnel Officer and Lead Floor Warden of any known changes.

• Lead Floor Wardens, Emergency Floor Wardens, Emergency Floor Sweepers and Alternates must:
  o Complete all required Emergency Floor Warden/Emergency Floor Sweeper trainings;
  o Attend all related Emergency Floor Warden/Emergency Floor Sweeper meetings; and,
  o Know all evacuation routes and emergency procedures as outlined in this ERP.

• For a list of designated DHR Emergency Response Representatives and their contact information, see Appendix VI of this ERP.

4.1.3 SUPERVISORS/MANAGERS

In addition to the requirements as specified above for all employees, all supervisors and managers must also:

• Complete any additional National Incident Management Systems (“NIMS”) and Incident Command Systems (“ICS”) training required;

• Ensure the attendance and participation of all employees in emergency-related exercises and trainings; and

• Maintain an updated contact list of your employees with work, home and cell number information on you at all times in the event that the City's mass call-back and notification system are not functioning.
4.1.4 INDIVIDUALS WITH PRE-DESIGNATED ROLES IN THE EVC OR DOC

Certain individuals have been identified have having pre-designated leadership roles in the EVC or DHR DOC (these individuals know who they are). In addition to the requirements as specified above for all employees, these individuals must also:

- Complete any additional NIMS and ICS training required;
- Attend and participate in all EVC or DOC related emergency exercises and trainings;
- Have all important DOC or EVC and other relevant-related phone numbers with them at all times, to ensure ready response in the event of an emergency; and
- Know and review the DHR EVC and/or DOC Plans at least once annually.

4.2 EMERGENCY PREPAREDNESS REQUIREMENTS

In meeting your obligation as a DSW, you are required to be personally prepared in order to ensure that you are able to meet their obligation to perform activities which promote the protection of public health and safety and the preservation of lives and property in the event of a disaster. Emergency preparedness includes understanding emergency incident response as well as home and office preparedness.

4.2.1 PERSONAL PREPAREDNESS AT HOME

Depending on the scale of the disaster, it could take three or more days to restore vital services (including electricity, gas, water, telephone service, etc.) at your home. You need to prepare in advance to ensure that you and your family have enough resources until business and vital services are restored.

- Disaster Plan Checklist
  - Develop and practice a disaster plan with household members to ensure they know what to do, how to find each other and how to communicate in an emergency.
  - Practice using all possible exit routes from the home and neighborhood.
  - Decide where the household will reunite after a disaster. Identify two places to meet: one near the home and another outside the immediate neighborhood, such as a library, community center, or a friend’s home.
  - Designate an out-of-state friend or relative who family members can call for updates if separated during a disaster.
  - Duplicate all important documents and keep copies off-site.
  - Put together a disaster supply kit and have enough supplies for yourself and your family for at least three days following a disaster.
  - Be sure your vehicle’s gas tank is always at least half full.
  - Have a flashlight and a pair of shoes under everyone’s bed in case there is an earthquake during the night.
  - Locate the gas main and other utilities and make sure all family members know when and how to turn them off.
✓ Teach each member of your family how to use a fire extinguisher.
✓ Create emergency contact information cards for each of your family members.
✓ See Appendix XI – Information on How to Prepare Yourself and Your Family for a Disaster for materials from the www.72hours.org website for more information on how to prepare for a disaster.

- Emergency Supplies – You should ensure that you have enough supplies to sustain each family member for at least three days.
  - Home Disaster Kit
    ▪ Store your household disaster kit in an easily accessible location.
    ▪ Contents should be in a large, watertight container (e.g. a large plastic garbage can with a lid and wheels) that you can move easily.
  - Your Disaster Kit should include a Go-Bag in the event that you must evacuate quickly.
    ▪ Your Go-Bag should be sturdy, lightweight and portable (e.g., a backpack); and it must be accessible and ready to go at any time.
    ▪ Make sure to prepare one for each family member and that each includes an I.D.
  - See Appendix XII – Checklist of Items for Your Disaster Kit and Go-Bag at Home for more useful items to include in your Home Disaster Kit and Go-Bag, or go to www.72hours.org or the DSW website at www.sfgov.org/DSW.
  - City employees and their families can take advantage of discounts provided by the following vendors (discount code for both is “SFDSW”): www.GetReadyGear.com and www.RedCrossShop.org.

4.2.2 PERSONAL PREPAREDNESS AT THE OFFICE

- Know all evacuation routes and your Designated Emergency Assembly Point (see Section 3 of this ERP for more information).
- Make sure that you know and understand all emergency procedures as outlined in this ERP.
- Create a Go-Bag for the office to make sure that you have all necessary items for your safety and comfort. See Appendix XIII – Checklist of Items for Your Go-Bag at the Office for a list of items that should be included in your office Go-Bag, or go to the DSW website at www.sfgov.org/DSW.
- If you have not done so already, consider enrolling in the City’s Direct Deposit and Online Paystub to ensure that you continue to be paid and receive payroll information in a timely fashion following a disaster. For more information, go to www.sfgov.org/Controller/Paystub or see your Departmental Personnel Officer.

1 Disclaimer Notice: The City does not endorse any provider or product listed above. Rather, the information is provided only to inform City employees of discounts available to them in the event they wish to purchase emergency kits for their personal use.