



HOSPICE BY THE BAY

Caring for Generations

Disaster Preparedness Mission

- ✓ *Ensure the safety of patients and staff*
- ✓ *Ensure continued operations*
- ✓ *Prioritize service needs*
- ✓ *Assist the community with recovery*

WHAT TO DO IN AN EMERGENCY

Please read thoroughly and understand all instructions

These instructions are designed to give guidance and to provide information in the event of an emergency. The procedures outlined, together with common sense, are intended to prevent injury to building occupants and minimize property damage.

Procedures include how to report emergencies, recommended actions to take and which services will respond during such emergencies.

On your wing and floor, please familiarize yourself with the locations of:

- *all fire exits*
- *stairwells*
- *fire extinguishers*
- *first aid kits*
- *designated outside assembly areas*

*Thank you,
The Disaster Committee, Hospice By The Bay*

A bomb threat is taken seriously as a threat to our employees, our visitors and our business operations. Bomb threats may be received in many ways, but most are made by telephone.

DO NOT use portable radios or cell phones for communication and reporting. Radio transmission could detonate a bomb.

☎ USING A LANDLINE ONLY, IMMEDIATELY notify police at 911, as well as the CEO, CFO, COO and Senior Leadership or Site Managers in SF/Sonoma of the threat.

DISCOVERING PARTY:

- If you see a package or suspicious-appearing object in an unusual place, call Facilities immediately.
- **DO NOT** touch or attempt to move the package or object.

• If you receive a bomb threat:

- Remain calm.
- Note the time of the call and any other details about the caller such as gender, age, demeanor and accent, use of slang or education level.
- Try to keep the caller talking. Note the answers to questions such as:
 - ✓ Where is the bomb located?
 - ✓ When is it going to go off?
 - ✓ What kind of bomb is it?
 - ✓ What does it look like?
 - ✓ What will make it explode?
 - ✓ Why did you place the bomb?
 - ✓ What is your name?
 - ✓ Where are you?
- Follow the evacuation procedures in your site's plan.

BOMB THREAT

EARTHQUAKE

EVACUATION

EXPLOSION

FIRE

FLOOD

HEALTH or ACCIDENT

POWER OUTAGE

TOXIC SPILL or BIOHAZARDOUS MATERIALS

EMERGENCY CALL LIST

- Evacuation during an earthquake is not automatic.
- Your first concern is shielding yourself from falling objects. The actual movement of the earth is rarely the cause of death or injury.
- **IF YOU ARE INSIDE:**
 - Sit or stand against an inside wall, or take cover under sturdy furniture.
 - Don't run.
 - Stay away from windows, cabinets, shelves and other heavy items that could fall.
 - Remain calm. Stay in the sheltered place you have chosen until building movement subsides.
 - Do not leave the building unless you have been instructed by a supervisor.
 - DO NOT USE ELEVATORS.
 - DO NOT USE TELEPHONES.
 - Keep cell phones on and available.
- **IF YOU ARE IN AN ELEVATOR:**
 - Sit down until building movement subsides.
 - Remain calm.
- **IF YOU ARE OUTSIDE:**
 - Move away from buildings and utility wires.
 - Watch for falling glass, electrical wires, poles or debris.
- **AFTER A QUAKE:**
 - Be alert for aftershocks, fires or other secondary emergencies. Follow appropriate procedures.
 - Assist emergency personnel as requested.
 - Notify your supervisor of any injured employees or damaged conditions.
 - Check to see if anyone is in the elevator.
 - Gas shut-off: In Marin and Sonoma, Senior Leadership Team/Site Managers must shut off the gas. In San Francisco, gas shut off is the landlord's responsibility.

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EMERGENCY CALL LIST

There are **NO "false alarms."** If the alarm sounds, institute the following emergency procedures, regardless of the cause:

- **WALK** directly to the exit designated for the area you are in at the time evacuation instructions are given.
- **DO NOT** collect personal belongings before exiting.
- **WALK QUICKLY**, but do not run, push or shove.
- **DO NOT** use elevators.
- Proceed down the right side of the stairway in an orderly manner.
- Assigned supervisors will assist people in wheelchairs or with crutches to the nearest stairwell to await emergency personnel. **DO NOT** take wheelchairs or crutches into the stairwells. All stairwells are fire-rated when doors are closed.
- Comply with all instructions completely.
- Upon exiting the building, **CLEAR THE EXIT DOORWAYS IMMEDIATELY.** Move to your designated assembly area. **DO NOT BLOCK THE DRIVEWAY.**

EVACUATION ASSEMBLY AREAS:

- **LARKSPUR:** Front Lobby or East, West, and South Exits – all exiting people should assemble in the NE corner of the parking lot nearest to the trash enclosure and spilling into the Airporter parking lot.
- **SAN FRANCISCO:** The parking lot across the street from HBTB on Washington.
- **SONOMA:** Outside the front door, parking lot on the left.
- **THRIFT SHOPS:**
 - **San Rafael Shop at 910 Lincoln Ave.** – Use front door exit on Lincoln Ave. and back door exit on Tamalpais Ave.; gather at Whistlestop, corner of Tamalpais and 3rd St.
 - **Novato Shop at 910 Grant Ave.** – Use front door exit to Grant Ave. and back door exit to alley; gather at corner of Grant and Machin Avenues.

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EMERGENCY CALL LIST

Some causes of life-threatening explosions are aircraft accidents, chemical accidents, fuel tank or truck accidents, leaking gas or faulty boilers.

If there is a threat of an explosion, the Disaster Committee will activate appropriate plans.

You should:

- Listen for instructions.
- Stay away from windows.
- Do not light matches or lighters.

If there is an explosion in or near the building:

- Listen carefully for instructions regarding leaving the building, and follow them exactly.
- Once outside, move crosswind if possible to avoid any fumes.
- DO NOT take time to gather personal belongings or work materials.
- DO NOT go back into the building until a Disaster Committee Member clears you.

EXPLOSION

FIRE

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EMERGENCY CALL LIST

☎ If you discover a fire or smoke, and the alarm has not sounded, *and it is safe to take the time*, dial 911 to make a report.

☎ Then report to the receptionist at:

☎ **LARKSPUR:**

Main Reception (415) 927-2273; x6302

Fundraising Reception (415) 526-5500; x5500

☎ **SAN FRANCISCO:**

(415) 626-5900; x7700; x7714

☎ **SONOMA:**

(707) 935-7504; x7229; x7217

- If the fire is small, put it out using the nearest fire extinguisher. **DO NOT** risk employee safety to extinguish a larger fire.
- **CLEAR EMPLOYEES** from the immediate area.
- **DO NOT** open hot doors. Before opening any door, touch it near the top to determine if it is hot. Close all doors leading to the fire area to prevent the spread of fire.

- **DO NOT** break windows – oxygen feeds fire.
- **EVACUATE** the floor when the alarm sounds, or when instructed to do so by the building voice communications system or a Disaster Committee Member.
- **DO NOT** use elevators.
- **KEEP TO THE RIGHT** in stairwells, grasp handrail, and walk.
- **DO NOT** attempt to bring personal or other items. The delay can result in injury to you or others.
- **HEAD AWAY** from the problem area to the designated assembly area.
- If visibility becomes impaired due to smoke, stay close to the floor as you move to the closest exit.
- **DO NOT** leave assembly area or return to the building until instructed by fire department personnel or the Disaster Committee.

FIRE

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TOXIC SPILL or BIOHAZARDOUS MATERIALS

EMERGENCY CALL LIST

- In the event of a flood, stay calm.
- If water starts to rise inside the building, retreat to the second floor or the roof.
- Stay away from downed electrical lines.
- Walk carefully, as steps and floors are often slippery with mud and debris.
- **DO NOT** walk through flooded areas, as six inches of moving water can knock you off your feet.
- If outdoors, climb to higher ground, and stay there.
- Take any extra dry clothing, flashlight and portable radio with you.
- **DO NOT** try to swim or drive to safety.
- Keep all power off.
- Do not use matches, lighters or other open flames.
- Stay put, and wait for instructions from emergency personnel.

FLOOD

HEALTH or ACCIDENT

POWER OUTAGE

TOXIC SPILL or BIOHAZARDOUS MATERIALS

EMERGENCY CALL LIST

In a medical emergency in which an ill or injured person is unable to move under her or his own power:

- Do not attempt to move the person. Try to make the person comfortable in place.
- Send someone to get an MD or RN in the building.
- ☎ Send someone to call 911. The caller should be prepared with the following information.
Stay on the line until the 911 dispatcher releases you.
 - ✓ The injured/ill person's location – address, floor, wing and work area
 - ✓ Nature of emergency – what appears to be wrong with the person
 - ✓ Approximate age of the person
 - ✓ Whether the person is conscious or breathing

At the same time, have a co-worker notify the following number(s) as appropriate, so that emergency responders can gain entrance into the building/area:

☎ **LARKSPUR:** *Main Reception* (415) 927-2273; x6302
Fundraising Reception (415) 526-5500; x5500

☎ **SAN FRANCISCO:** (415) 626-5900; x7700; x7714

☎ **SONOMA:** (707) 935-7504; x7229; x7217

- Small First Aid Kits are available in all kitchens, and each has a large emergency supply bag:
(LRK) first floor closet under stairs; second floor in janitorial closet near the elevator; (SF) in restrooms;
(SON) server room downstairs. To open these locked doors, contact the Disaster Committee for access.
- *Larkspur Building:*
 - *Master Key Holders:* Sandra Lew, Kitty Whitaker, Denis Viscek, Janet Evans, Mark Giosso, John Schmicher and Trish Lepore.
 - *Lock Box:* The lock box is located on the doorframe outside the electrical room in the lobby. Contact the Disaster Committee for access.

HEALTH or ACCIDENT

POWER OUTAGE

TOXIC SPILL or BIOHAZARDOUS MATERIALS

EMERGENCY CALL LIST

In case of a power outage:

- Keep cell phones on and available.
- The 17 E. Sir Francis Drake Blvd. facility is equipped with a standby generator that will power the IT and Data areas, life, safety and other vital building systems during a power outage **(outlets are red in color)**. These systems include all alarm systems, life-safety systems and limited emergency lighting in all areas.
- During a power outage, the elevator will automatically lower to the first floor, where the doors will remain *closed*.
- The Facilities staff will provide you with updates and status reports.

POWER OUTAGE

TOXIC SPILL or BIOHAZARDOUS MATERIALS

EMERGENCY CALL LIST

The goal of the following instructions is to protect patients, families, caregivers and HBTB personnel from injury and exposure to potentially infectious or harmful substances.

In the field:

- Call Admin On Call immediately, and follow instructions. Admin may choose to call in toxic cleanup professionals.
- When appropriate, a spill cleanup kit and/or infectious disease kit will be made available by Hospice By The Bay personnel to the patient and family/caregiver with instructions for use. The kit should include: gloves, gown or apron, head and shoe covers, mask, goggles, absorbent material, paper towels, plastic bags and disinfectant wipes.

In any of our office sites:

- Call Facilities or Admin On Call (after hours) immediately, and follow instructions. Facilities or Admin may choose to call the Fire Department or other toxic cleanup professionals.
- If contact is unavoidable, wear personal protective equipment, such as rubber gloves, goggles, etc.
- Block access to the contaminated area.
- If possible, determine what the hazardous material is.
- If instructed by Facilities or the Fire Department, call the 3E Company for instructions or advice on handling hazardous spills. The 3E toll-free number is 1-800-451-8346.

TOXIC SPILL or BIOHAZARDOUS MATERIALS

EMERGENCY CALL LIST

SONOMA

FIRE: 911	From cell: 707-996-2102	FEDERAL HELP LINE	1-800-333-4636
POLICE: 911	From cell: 707-996-3602	COMMUNICATIONS	707-565-1980 (radio maintenance)
AMBULANCE: 911	From cell: 707-996-2102	ROAD CONDITIONS	707-565-2961 (General Info -Sonoma)
FACILITIES	415-526-5615 From cell: 415-720-7880	CITY OFFICE OF EMERGENCY SERVICES	707-565-1152
RECEPTION	707-935-7504 or 778-6242	KAISER PERMANENTE	707-393-4000
PETALUMA VALLEY HOSP	707-778-1111	QUEEN OF THE VALLEY	707-252-4411
SANTA ROSA MEM	707-546-3210	ST. JOSEPH'S	707-546-3210
SONOMA VALLEY HOSP	707-935-5000	SUTTER MEDICAL CENTER	707-576-4000
POISON CENTER	1-800-876-4766		
WEATHER: Radio: KZST-FM	1-831-656-1725		
Studio:	707-284-1000		

WHEN REPORTING AN EMERGENCY:

- ✓ State the nature of the emergency.
- ✓ Give your name, company name, address and your location within the building.
- ✓ **STAY ON THE LINE** until given the okay to hang up.
- ✓ Notify your office's receptionist immediately of any emergency call, so emergency crews can be met at the site's main door.

EMERGENCY CALL LIST

LARKSPUR

FIRE: 911	From cell: 415-472-0911
POLICE: 911	From cell: 415-472-0911
AMBULANCE: 911	From cell: 415-472-0911
FACILITIES	415-526-5615/ cell: 415-720-7880
RECEPTION	415-927-2273 or x5500
KAISER PERMANENTE	415-444-2000

WEATHER	1-800-333-4636
POISON CENTER	1-800-876-4766
ROAD CONDITIONS	1-800-427-7623
MARIN CNTY EMERG SRVCS	415-499-6584
MARIN GENERAL HOSP	415-925-70 00
NOVATO COMMUNITY HOSP	415-209-1350

SAN FRANCISCO

FIRE: 911	From cell: 415-558-3200
POLICE: 911	From cell: 415-553-0123
AMBULANCE: 911	From cell: 415-252-7690
FACILITIES	415-526-5615/ From cell: 415-720-7880
RECEPTION	415-626-5900
KAISER PERMANENTE	415-833-2000 (operator)
ST. LUKE'S	415-641-6625
SETON	650-991-6455
CA Emergency Physician	650-991-6455
WEATHER	1-831-656-1725

RADIO: KCBS AM 740	415-765-4000
ROAD CONDITIONS	415-557-1094 (Highway Patrol)
SF GENERAL HOSP	415-206-8000
24-HR EMERGENCY SF COUNTY	415-206-8111
ST. FRANCIS MEMORIAL	415-353-6300
CPMC	415-641-6000
UCSF	415-353-1037
POISON CENTER	1-800-876-4766

Disaster Preparedness:

WHAT TO DO IN AN EMERGENCY



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