

Potential Hazard Review

Chemical Hazards

- Absorption
- Inhalation
- Skin Contact

Physical Hazards

- Caught In/On/Between
- Electrical
- Fire/Explosion
- Flying Object
- Slips/Falls
- Striking Against

Biological Hazards

- Bloodborne Pathogens

Related Safe Work Practices

- Electrical Safety
- Fire Safety
- First Aid
- Hazardous Substances
- Gas Powered Generator
- Infectious Materials

Personal Protective Equipment

- Various, depending on situation

Authority

- CCR Title 8, Section 3220
- CCR Title 24, Part 9, Section 404 (California Fire Code)

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Use this Site Emergency Action Plan before and during an event, so you and your staff can succeed in meeting your disaster and emergency responsibilities.

This safe work practice is organized into the following sections:

- I. General Disaster Instructions
 - (1) Before (Preparedness)
 - (2) During (Response)
 - (3) After (Recovery)
- II. Disaster Specific Instructions:
 - (1) Bomb Threat
 - (2) Earthquake
 - (3) Fire
 - (4) Hazardous Substances Spills
 - (5) Medical Emergency
 - (6) Storm and Flood
 - (7) Suspicious Mail or Packages
 - (8) Utilities
 - (9) Workplace Violence
- III. Resources

Appendix A	Site Summary Page
Appendix B	Evacuation Map
Appendix C	Bomb Threat Report Form
Appendix D	Critical Equipment Checklist
Appendix E	Emergency Phone Number List
Appendix F	Unaccompanied Minor Sign Out Form

This SWP is dedicated to helping you avoid an injury or illness from known hazards and their consequences - chemical irritation or overexposure; infection or disease; crush or amputation; shock, burn, cardiac arrest, death; laceration, cut, puncture, foreign object in eye, abrasion; inflammation of the lungs, respiratory failure; burns, allergic reaction, dermatitis; bruise, contusion, sprain, strain, fracture from fall and impact.

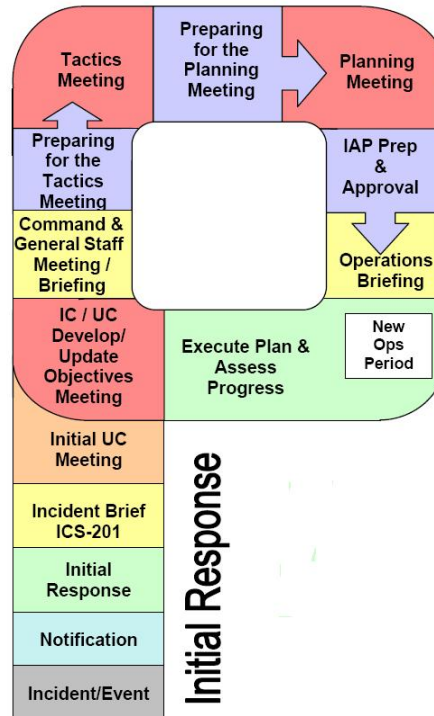
All tasks require that you complete required training. This includes:

- Using any emergency response equipment in accordance with the guidelines set forth by the manufacturer. This includes following all signs and labels, and reviewing any manufacturer's operating manuals.
 - If the instructions provided in the operating manual conflict with this SWP, then follow the instructions in the manual. The manufacturer's instructions prevail over this SWP.
- Review of the safety data sheets (SDSs) for each chemical stored at your site. Pay special attention to any emergency response protocols listed on the SDS.

- Training on this SWP and those listed above as related. Training on SWPs must be completed before initial assignment. It is also recommended that you complete refresher training every two years.

This document is a template plan for you to add to so that you have a site specific plan in place for your site. The template was created in accordance with FEMA's Planning P of Incident Response and is part of the Department's larger Disaster Management Framework that includes the Department's Disaster Management Plan and Departmental Operations Center.

This template applies largely to the base of the Planning P, as it defines initial incident notification and response procedures for both general and disaster-specific situations.



Instructions to Site Supervisors:

- 1) Complete the Site Summary Page (Appendix A) and Evacuation Map (Appendix B).
- 2) Copy and post the completed Site Summary Page and Evacuation Map in a secure location where it can be seen by staff.
- 3) Train your staff on the entire Site Emergency Action Plan (including the Site Summary Page and Evacuation Map), and any related Safe Work Practices before initial assignment. It is also recommended that you complete refresher training every two years.

I. GENERAL DISASTER INSTRUCTIONS

This section applies to all disasters and is split into three main sections: (1) before (preparedness), (2) during (response) which includes instructions on responsibility, notification, evacuation, and reporting for duty, and (3) after (recovery).

Before (Preparedness):

- 1) Familiarize yourself with this Site Emergency Action Plan before an emergency.
- 2) Familiarize yourself with the Evacuation Map (Appendix B) so you can easily evacuate no matter where you are.
- 3) Know where your facility's emergency phone numbers are posted. See Appendix E for a list of general emergency phone numbers.
- 4) Keep hallways and pathways clear at all times.
- 5) Keep flashlights at your site that will be available for disasters (available in Maintenance Yard Storeroom).
- 6) If your site is a designated shelter site in the Department's Disaster Management Plan, then be sure you have the following on hand at all times:
 - a) Floor mats
 - b) Toilet paper
 - c) Restroom cleaning supplies
 - d) Soap
 - e) Hand towels
 - f) Garbage cans
 - g) Garbage bags
 - h) Copies of the Emergency/Disaster Payroll Timesheet, which is available on the RPD Intranet site
- 7) Take photos of all critical equipment and infrastructure at your site. This is vital in the reimbursement process to ensure we recover all costs associated with the emergency response. Examples of critical equipment include buildings, equipment, vehicles, and other infrastructure.
- 8) Take steps to mitigate any potential hazards that may result from an emergency. This includes reporting incidents at your site to EHS using the Incident Report Form.
- 9) Prepare at home
 - a) If you are not confident that you are prepared at home or that those you care for are well, it may be difficult to fulfill your role during an emergency. The American Red Cross offers preparedness information: www.bayarea-redcross.org/prepared1.html
 - b) Consider keeping a personal emergency kit in your office or car in case an emergency prevents you from going home directly. Information on

preparing personal disaster and first-aid kits is available from the Red Cross or at their web-site (above).

- c) Take First Aid/CPR classes as a disaster volunteer through American Red Cross or our own in-house trainer (831-2792). Become a Neighborhood Emergency Response Team member (415) 558-3456/ www.nertnews.com.
- d) Set up your own Neighborhood Watch group with SAFE (415) 553-1984 / www.sfsafe.org.

During (Response):

Responsibility of Staff and the Department

- 1) Employees are responsible for the following in the event of a disaster:
 - a) Government Code Section 3100 et seq. makes all public employees “Disaster Service Workers” in the event that a disaster is declared. As a City employee, you are therefore a Disaster Service Worker and have an absolute obligation to serve the public in a time of need in whatever you are directed to perform by a superior or by law. This applies to all RPD staff, including permanent employees and temporary as needed employees.
 - b) In addition to the roles and responsibilities described elsewhere in this document and the Department’s Emergency Operations Plan, employees are responsible for knowing that the Mayor:
 - i) May require emergency service of any City officer, employee, or citizen;
 - ii) May requisition necessary personnel or material or any City department or agency;
 - iii) May assign City employees, regardless of civil service class, to any duties that they are capable of performing safely.
 - c) Employees are also responsible to know the following:
 - i) No supervisor is authorized to release any employee from work in the event of a disaster without the approval of the department head after consultation with the Mayor. Employees who leave without such authorization may be subject to disciplinary measures.
 - ii) During an emergency, the City is organized under the National Incident Management System (NIMS), and all employees must be familiar with the basics of the system. The Recreation and Park Department’s organization under NIMS is described in the Department’s Disaster Management Plan.
 - iii) Emergency Response Districts (Fire Battalion District Stations) are equipped with emergency communications, including HAM radios, and Battalion Fire Chiefs have the authority to direct employees in emergency work if the employee can not communicate with their department’s emergency operations center.

- d) Remember not to make any statements regarding the incident to the media, patrons, family, etc. until you are debriefed by the appropriate City personnel and authorized to do so.
- 2) The Department is responsible for the following in the event of disaster:
 - a) Ensuring that visitors are evacuated from affected areas and accounted for.
 - (1) Child visitors must be transferred to the care of the Human Services Agency (HSA) for reunification purposes or to their parent/guardian depending on the relative size of/proximity to the disaster.
 - (2) Use Annex F, "Unaccompanied Minor Sign Out Form" to account for all unaccompanied minors.
 - b) Supporting the Department of Public Works by use of our heavy equipment and man-power to keep streets passable for emergency vehicles and demolishing buildings or structures that are unstable or pose a fire hazard.
 - c) Supporting the Red Cross and Human Services Agency in establishment of Mass Care Facilities within recreational facilities listed in the Emergency Operations Plan.
 - d) Tracking all time and expenses related to catastrophe response for FEMA reimbursement. These include time/expenses related to: (1) Labor; (2) Materials; (3) Equipment; and (4) Contractors.
- 3) The Department Operations Center is responsible for coordinating the Department's response in a disaster. The first and most likely location of a RPD Department Operations Center (DOC; (415) 750-4661) will be the McLaren Lodge Annex Conference Room. From there, Senior Management works to coordinate RPD's response.

Disaster Notification of Staff and Clients

- 1) If a disaster occurs at your site:
 - a) Notify your supervisor.
 - b) Notify Park Rangers at 242-6391 for assistance with security, evacuation, notifying authorities, and providing on-site public information as appropriate.
 - c) To request Police, Fire, or Medical assistance during an emergency, call the police (911 or if using a cell phone, (415) 553-8090) if able. Provide the following information:
 - (1) Your name
 - (2) The nature of problem
 - (3) The name of the structure or building
 - (4) Address of the facility
 - (5) Exact location of incident within the facility
 - (6) Access or entry into the building
 - (7) If the emergency involves hazardous materials, such as during a fire or spill, specify the names of the materials to the dispatcher.
 - (8) Additional information as requested from the dispatcher.

- (9) Do not hang up on the Dispatcher. Let the Dispatcher hang up on you. You may be asked to stay on the line or at the site in a safe place until help arrives.
- (10) During major disasters, 911 may be flooded with calls. Be prepared to wait.
- d) If the emergency requires evacuation, the immediate supervisor shall notify the Site Supervisor.
- e) Where evacuation is necessary, the Site Supervisor shall notify the Site Search Team and initiate evacuation procedures.
- f) Each supervisor is responsible for determining whether to escalate notice up the chain of command. For instance, a minor medical emergency may be handled at the site level. A building fire requiring structural repair will require notification up to a Superintendent.
- g) As appropriate, supervisors at the Superintendent level and higher may activate the Department's Operations Center (DOC). Depending on the nature of the emergency, external local, state, and federal agencies such as the Office of Emergency Services may need to be notified.

Evacuation of Facilities

- 1) Notice to begin evacuation may be given by one of the following methods:
 - a) An alarm
 - b) The site supervisor
 - c) A member of the site's Search and Rescue Team
 - d) San Francisco Fire Department (SFFD) personnel
- 2) When notice is given, you are required to evacuate. Quickly gather personal belongings, shut down computer, shut windows, and secure confidential documents. Seconds count -- do not spend too much time on these tasks (it is better to leave these things undone than expose yourself to high risk).
- 3) Don't return to your desk or work area before exiting the building.
- 4) Evacuate.
 - a) If you are working in a different location than usual, use the exit closest.
 - b) Direct visitors as needed.
 - c) Help those who need assistance.
 - i) Under the Americans with Disabilities Act (ADA) of 1990, individuals who are deaf/hard of hearing, blind/partially sighted, have mobility disabilities, and/or have intellectual or psychological disabilities must be assisted. This means that evacuation plans must address the following:
 - (1) The population of people with disabilities.
 - (2) Appropriate signage and equipment (e.g., EVAC chairs) needed for individuals with disabilities.
 - (3) Training for staff to assist individuals with disabilities.
 - (4) Coordination with first responders.

- ii) Keep children and adults with disabilities and their caregivers, mobility devices, other durable medical equipment, and/or service or support animals together during mass evacuation.
 - d) Shut, but do not lock, doors behind you.
 - e) Do not return once you have left.
 - f) In the event of earthquake, check for falling objects as you exit any room or the building.
 - g) In case of fire, stay low to avoid breathing super-heated, smoke-filled air. If your ears are tingling or hot, get lower. Crawl if necessary.
 - h) In case of fire, feel doors before opening. If a door feels hot, do **not** open it. Find another exit. Use the **back** of the hand to avoid burning the palm.
 - i) Proceed to the Evacuation Assembly Area listed in Appendix A. Report to your supervisor. Do not leave until instructed.
- 5) Shelter-in-Place may be directed if there is a danger in the community that could present a danger to clients or staff if they are outdoors.
- a) Shelter: Move all clients and staff inside.
 - b) Shut: Lock all doors and close windows.
 - c) Listen: Remain quiet to hear critical instructions from emergency responders.
- 6) If an alarm activates, evacuate the building as described in section 4.
- a) If you have a facility manager for that building, contact them.
 - b) If not, contact the department's contractor for fire alarms –
 - i) Pacific Auxiliary Fire Alarm Co. (PAFA), 467-9393 or 467-8430.
 - ii) Their address is 95 Boutwell St., SF 94124.
 - c) If your facility has been recently remodeled or renovated and may be under warranty, then contact the project manager to see if the repair should be done by the firm that installed it under the warranty.
 - d) If false alarm, contact Park Rangers to turn off alarm (415) 242-6390.

Reporting for Duty during a Disaster

At 12 o'clock every Tuesday afternoon, the City tests the outdoor warning system for San Francisco. If you hear these sirens continuously at any other time, tune to AM radio stations listed below for emergency broadcasts.

Always carry your Recreation and Park ID and Disaster Service Worker badge if you have been issued one. In the event of disaster, you will need to wear it so transit operators, police authorities, and others can identify you as a Disaster Service Worker.

On-Duty Disaster:

- 1) Report to your supervisor for assignment. Be prepared to assist in emergency response and recovery.

- 2) In the event that the usual work location is not available because of structural damage, report to your Emergency Assembly Station listed in Appendix A. The following employees should report to the location specified below:
 - a) DOC members shall report to the Department's Department Operations Center (2nd Floor Conference Room, McLaren Lodge Annex).
 - b) The Animal Curator should report to Randall Museum.
- 3) Your supervisor will be advised of appropriate actions to take by the Department Operations Center. Assignments given will vary depending on the nature of the emergency.

Off-Duty Disaster:

- 1) Ensure that your family is safe and secure.
- 2) DOC staff and employees referenced in the Site Summary Page of this document should respond according to their emergency response instructions.
- 3) Turn on the radio to the Emergency Alert System stations listed below and listen for directions on when and where to report. Do NOT re-enter the City unless you receive instructions to do so from the DOC, a Human Resources representative, Supervisor, or through instructions via radio, television, or other emergency communications. If contacted by a Department representative, you should expect to report to your Emergency Assembly Station listed in Appendix A or indicated above.
 - i) Radio Stations:
 - (1) KNBR (680AM)
 - (2) KCBS (740AM)
 - (3) KGO (810AM)
 - (4) KQED (88.5FM)
 - (5) KSJO (92.3FM)
 - ii) If you are required to report for duty and bridges and freeways are down (collapsed or inaccessible), listen for instructions on how to return to the City and where to report. It is likely that you will report to one of the following pick-up points:
 - (1) Vallejo-Mare Island Ferry Terminal (Solano County)
 - (2) Larkspur Landing Ferry Terminal (Marin County)
 - (3) Sausalito Ferry Terminal (Marin County)
 - (4) Berkeley Marina (Alameda County)
 - (5) Richmond Marina (Contra Costa County)
 - (6) Jack London Square Ferry Terminal (Alameda County)
 - (7) Bay Farm Island Ferry Terminal (Alameda County)
 - (8) Port of Redwood City Terminal (San Mateo/Santa Clara Counties)

- 4) If no location is specified, report to your Emergency Assembly Station listed in Appendix A or indicated above.
- 5) If you were not called back to duty either by your supervisor or informed over the Emergency Alert System or other media, report to your usual work location, to your usual supervisor, during your normal shift.

After (Recovery):

General

- 1) After evacuation, do not re-enter any site until cleared by your Site Supervisor. The Site Supervisor will determine the safety of the building in conjunction with the Fire Department and/or other authorities.
- 2) The Site Supervisor will take responsibility for seeing that child visitors are picked up by their parents or guardian if re-entry is not possible.
- 3) Report names and locations of people trapped, injured, or refusing to evacuate to the Site Supervisor. Report any existing or potential problems with hazardous substances.
- 4) The Site Supervisor will call the RPD Department Operations Center with staff, building, and client status as needed.
- 5) The Site Supervisor will take photos of any damage to RPD property resulting from the disaster.
- 6) If volunteers arrive at your site, report this activity to the DOC.
- 7) If an RPD employee was injured, follow the Injury and Illness Reporting and Management SWP.
- 8) File an Incident Report with EHS within 48 hours of the incident occurring.

Account for Staff and Clients

- 1) The Site Supervisor shall account for employees and clients after the evacuation has been completed. Gather clients in a safe place away from hazards. Count the number of employees on duty at the time of the emergency and identify any missing employees. Report this information immediately to first responders and the RPD DOC.
- 2) Count the number of clients under your care and identify any missing clients according to your roster. Report this information immediately to first responders and the RPD DOC.
- 3) Once clients have been gathered away from hazards, obtain the following information from all unaccompanied minors and seniors:
 - i. Name
 - ii. Age
 - iii. Address
 - iv. Parents and or guardians' names and contact information
 - v. Who they came to the facility with
 - vi. Date of birth
 - vii. Language needs (if any)
 - viii. Nick name (if any)

- 4) Report the following information to the RPD DOC. The RPD DOC will contact the HSA DOC to coordinate the transfer of unaccompanied minors to their care.
 - i. The number of unaccompanied minors in your care
 - ii. The number of seniors in your care
 - iii. The exact location of the children and seniors
- 5) Await instructions from the RPD DOC about coordination with HSA.
- 6) If a parent or guardian comes to the site to pick up their child in their care prior to transferring the clients to HSA, you must have the parent sign the child out on a formal Sign-Out Sheet (see Appendix F). This sheet will have columns for child name, legibly printed name of the person who the child was released to, date and time of release, and signature of acceptance of minor. They must also show a valid ID prior to picking up their child.
- 7) Do your best to keep all unaccompanied minors and seniors at the site until otherwise directed, although please note that RPD staff cannot legally keep someone from leaving the facility if that person is above the age of 18 or not registered in RPD programming. RPD staff only have the authority to keep minors registered in RPD programming at the site.

Provide Shelter Space for Sheltering the Public

- 1) HSA is responsible for coordinating shelter sites. However, immediately following an incident, it may be appropriate to temporarily shelter the public in our facilities. Therefore, in advance of HSA's direction or action, you may provide shelter space for the public as appropriate. When doing so,
 - a) Alert the RPD DOC immediately that you are sheltering the public.
 - b) Require that all members of the public sign in upon entering the shelter location. Required fields should include name, city of residence, and date of sign in.
 - c) Track all supplies that were used for the purposes of sheltering the public. Specifically, note the following:
 - i) Starting supply levels
 - ii) Number of people served
 - iii) Quantity of supplies distributed
 - iv) Ending supply levels
 - d) Track all staff time on the Emergency/Disaster Payroll Timesheet.

II. DISASTER-SPECIFIC INSTRUCTIONS

BOMB THREAT

Before (Preparedness):

- 1) In the event of bomb threat, you will be asked to check your work area before leaving. Since you are most familiar with what is normally in your work area, you are best equipped to recognize the unusual.
- 2) Report (but do not disturb) unusual packages, boxes, or parcels to your supervisor or a member of the Search and Rescue Team.

During (Response):

- 1) In the event of receiving a bomb threat by phone:
 - a) Use the Bomb Threat Report form to record relevant information (see Appendix C).
 - i) Keep the caller on the line as long as possible. Do not hang up on the caller.
 - ii) Record every spoken word as well as background sounds.
 - iii) If the caller does not indicate an exact location or time, ask them to provide that information.
 - iv) Inform the caller that the building is occupied and that a detonation or fire could result in death or serious injury to innocent people.
 - v) Listen closely for voice quality, accents and speech impediments.
 - vi) Determine sex and age of caller if possible.
 - vii) Determine education level and mentality. These items may be ascertained by close attention to the caller's logic and word selection.
 - b) Notify your supervisor immediately. Provide to them:
 - i) Your name
 - ii) Call back phone number
 - iii) Exact street location and nearest cross street
 - iv) Nature of incident
 - v) Number and location of people involved and/or injured
 - c) Prepare for evacuation (see Evacuation procedures).
 - i) Instruct all staff and clientele to turn off all cellular devices and radios. Avoid using any cell phone, if possible.
 - d) Call the police (911 or if using a cell phone, (415) 553-8090) if able (See Emergency Notification procedures).
 - e) Follow direction from authorized site staff (i.e. the Site Manager, Facility Coordinator, the Search and Rescue team, etc.) and the Police Department for evacuation and re-entry.
- 2) In the event of receiving a bomb threat by mail:

- a) Notify your supervisor immediately.
- b) Call the police (911 or if using a cell phone, (415) 553-8090) if able. (See “Disaster Notification of Staff and Clients” section of this document.)
- c) Prepare for evacuation (see Evacuation procedures).
 - i) Instruct all staff and clientele to turn off all cellular devices and radios.
 - ii) Follow direction from authorized site staff (i.e. the Site Manager, the Search and Rescue team, etc.) and the Police Department for evacuation and re-entry.

EARTHQUAKE (General, Tsunami)

General Earthquake

Before (Preparedness):

- 1) Know the “Safe Spots” to go to during an earthquake – under sturdy tables or desks.
- 2) Know the “Dangerous Spots” during an earthquake – near windows, mirrors, hanging objects, and unsecured furniture.
- 3) Keep heavy and objects on lower shelves.
- 4) Have heavy objects above 5 feet bolted or otherwise secured.
- 5) Designate one or more persons at the site to know how to shut off water and gas in the building. Note that only Structural Maintenance is authorized to turn the water back on, and only Structural Maintenance and PG&E are authorized to turn the gas back on.

During (Response):

- 1) Avoid building entrances, exits, and windows during shaking. Don’t run into or out of a building during shaking. Most injuries occur at entrances or exits due to falling objects.
- 2) If you are indoors:
 - a) DROP to the ground. For those who are physically unable to drop to the ground, remain seated and cover your heads with your arms and hands.
 - b) COVER under or near desks, tables, or chairs in a kneeling or sitting position. Turn away from windows and/or objects which may fly toward you.
 - c) HOLD on to table or chair legs. Protect eyes from flying glass and debris by using your arm to cover your eyes. Hold your position until the ground stops shaking.
 - d) Remain in the DROP position until ground movement ends. Be prepared to DROP, COVER, and HOLD during aftershocks.
- 3) If your are outdoors:
 - a) Stay outside. Do not enter buildings until it is safe to do so.
 - b) Move away from overhead hazards such as power lines, trees, and buildings. DROP to the ground and COVER the back of the neck with your hands.
- 4) If you are in a car:
 - a) Pull to the side of the road.
 - b) Avoid overpasses, bridges, and power lines.
 - c) Stay inside your car until the shaking stops.

After (Recovery):

- 1) After the shaking subsides:
 - a) Do not smoke or strike a match.
 - b) Turn off electrical appliances. Shut off utilities if necessary.
 - c) If safe, open windows for fresh air.
 - d) Use the phone and two-way radios **only** for emergency communications.
 - e) Evacuate (see Evacuation procedures). If you cannot evacuate, find a safe, accessible place to wait for help.
 - f) If injured or trapped, do not panic. Listen for people approaching. When you hear people call out, respond to the best of your ability, by tapping on pipes, walls, whistling, or shouting.
 - g) Do not move seriously injured persons unless they are in danger of further injury. Note their location for emergency responders.
 - h) Walk around the facility and check for damage.
 - i) Do not enter unstable areas to check damage.
 - ii) Report damage to Structural Maintenance (242-6360).

Tsunami

Large earthquakes under the sea floor will sometimes cause a tsunami (soon-ahh-me). This is a series of waves that vary in size and frequency. The waves carry debris off the sea floor and can rise to over 30 feet in height. The Office of Emergency Services anticipates that tsunami may affect the coastline of San Francisco up to 46th Ave.

During (Response):

- 1) If the ground shakes for more than 20 seconds or if you see the water recede dramatically, evacuate to higher ground immediately.
- 2) Stay away from large bodies of water until authorities indicate that it is safe.

FIRE

Before (Preparedness and Prevention):

- 1) Ensure portable fire extinguishers are recharged annually.
- 2) Keep access to exits and emergency equipment (e.g. fire extinguishers) clear.
- 3) Keep flammable or hazardous liquids in cabinets or secured on lower shelves and away from ignition sources.
- 4) Maintain good housekeeping, especially in corridors, stairwells, and storage rooms. In case of fire, garbage and debris act as fuel and may hinder a safe and timely escape.
- 5) Dispose oily rags in metal containers that have a covered lid designed to suppress flames flashing up out of it.
- 6) Keep equipment cords in good repair.
- 7) Connect appliances to a permanent power supply (such as wall outlet with face plate.)
- 8) Keep 18" clearance below sprinkler heads.
- 9) Maintain 30-inch clearance in front of electrical panels.
- 10) Do not smoke. Smoking is not allowed in City and County of San Francisco facilities. To stay in accordance with CCSF and RPD policy – there is to be no smoking in buildings, parks, or vehicles.
- 11) When fire extinguishers are being serviced off-site, be sure to have a functional back up fire extinguisher on-site for the interim period.

During (Response):

- 1) If available, immediately sound the fire alarm.
- 2) Call the police (911 or if using a cell phone, (415) 553-8090) if able.
- 3) Extinguish the fire if you have been trained to use a portable fire extinguisher, and if it is safe to do so (see Fire Extinguishers below).
- 4) Confine. Close doors and windows around fire and smoke. Close doors upon evacuating.
- 5) Evacuate (see Evacuation Procedures). Search and Rescue Team staff shall supervise evacuations.
- 6) If unable to escape, keep doors closed.
 - a) If smoke is entering, stuff coats or materials in the cracks around the door.
 - b) Signal for help from the windows.
 - c) Do not break windows as long as there is clear air to breathe.
- 7) If your clothes catch on fire, STOP, DROP, and ROLL to smother flames.
- 8) Guide the SFFD. The Site Manager shall direct someone to meet the SFFD at the entrance (if it is safe) to help instruct them to the fire and provide details about the configuration of the building.

After (Recovery):

- 1) Do not reoccupy the building until SFFD gives approval.

Fire Extinguishers:

- 1) Fire extinguishers shall be checked on a monthly basis:
 - a) Confirm the extinguisher is visible, unobstructed and in its designated location
 - b) Verify the locking pin is intact and the tamper seal (sometimes a zip tie) is unbroken.
 - c) Examine the extinguisher for obvious physical damage, corrosion, leakage or clogged nozzle.
 - d) Confirm the pressure gauge or indicator is in the operable range or position, and lift the extinguisher to ensure it is still full.
 - e) Make sure the operating instructions on the nameplate are legible and facing outward.
 - f) Check the last professional service date on the tag, and ensure it has been serviced within the last year.
- 2) Replace discharged or partially discharged extinguishers immediately. Return them to the area designated for recharging. Notify your supervisor of the incident requiring the use of fire extinguishers.
- 3) Fire extinguishers shall be serviced and recharged annually. The Structural Maintenance Yard provides this service at this time (exception is the Marina Yacht Harbor who must do their own).
- 4) Familiarize yourself with the location of fire extinguishers in your area. All extinguishers must be located in accessible, conspicuous places along normal paths of travel and exit. Portable fire extinguishers are to be placed within 75 feet of work areas. Do not cover the extinguishers or place items in front of them. Maintain free access at all times.
- 5) Evacuate an area immediately where a fixed fire extinguishing system (sprinkler or halon) alarm has sounded.
- 6) Do not enter areas where a fixed fire extinguishing system (sprinklers or halon) has activated until the fire department has released the area.
- 7) Carbon tetrachloride, and chlorbromomethane, and methyl bromide fire extinguishers are prohibited. If you find one of these types, it must be disposed of as hazardous waste (see *Hazardous Materials*).
- 8) If transporting the extinguishers, put in the back of a vehicle (trunk or truck bed) and ensure they are secured so as to prevent the rolling about of the cylinders.
- 9) To use a fire extinguisher:
 - a) Use appropriate extinguisher
 - i) Class A for ordinary combustibles (wood, paper, cloth)

- ii) Class B for flammable liquids (gas, oil, grease, paint) & chemicals
- iii) Class C for electrical Fires (circuit breakers, switches)
- iv) Class D for Metals such as magnesium or sodium.
- b) Pull. Hold extinguisher upright, pull pin, and lift handle.
- c) Aim. Stand back 8 feet and aim at base of fire.
- d) Squeeze and sweep. Squeeze lever and sweep side to side.
- e) Step away from fire when extinguisher is empty.
- f) Never direct a water stream on flammable liquids, electrical, or metal fires.

HAZARDOUS SUBSTANCES SPILLS

Before (Preparedness):

- 1) Obtain spill kits for chemicals used. At minimum, the spill kit must contain the items below. Many of the items are available from the Storeroom. For help choosing and purchasing a spill kit, contact Hilary Stoermer in EHS at (415) 831-2736.
 - a) Non-spark shovel (plastic/fiberglass)
 - b) Plastic dust pan
 - c) Push broom
 - d) Roll of caution tape
 - e) Roll of duct tape
 - f) Traffic cones
 - g) Adsorbent material
 - h) Booms/pigs/plugs
 - i) Hazardous waste disposal bags
- 2) Store chemicals appropriately (as per the Safety Data Sheets).
- 3) Train staff on the Hazardous Substances SWP.

During (Response):

- 1) For small spills (i.e. spills for which you have the resources to clean it up; this includes training on how to clean up a spill and availability of spill kit.):
 - a) Notify those around you.
 - b) Ensure you are trained and comfortable cleaning the spill and using the spill kit.
 - c) Verify exactly what the material is.
 - d) Approach safely (are you upwind? Are there non-chemical hazards, e.g. traffic?).
 - e) Wear recommended personal protective equipment, such as gloves and eye protection.
 - f) Eliminate spark sources: cigarettes, motors, heaters, etc.
 - g) Ventilate area. Open doors and windows. Stay upwind.
 - h) Contain and clean up according to guidelines given by the manufacturer on the Safety Data Sheet. Use spill kit.
 - i) If you must leave the area even for a short time before the spill is cleaned up, notify those around you of the spill and mark the spill with caution tape, chairs, cones or other means to prevent others from walking through the area.
 - j) Place damaged or leaking containers in holding drums, cans, or plastic.
 - k) Arrange for proper disposal. Do not dispose of waste materials as part of regular refuse or flush hazardous waste down the drain or sewer.

- 2) For large spills (i.e. spills for which you don't have the resources to clean it up):
 - a) Notify those around you of the spill. Caution tape or otherwise block area.
 - b) Eliminate spark sources: cigarettes, motors, heaters, etc.
 - c) Call the police (911 or if using a cell phone, (415) 553-8090) if able. During a declared emergency, call the RPD Department Operations Center (750-4661) to report spill. Advise if spill is discharging offsite or into water or sewage systems. At all other times contact RPD Environment, Health and Safety at (415) 831-2780.
 - d) If there are hazardous vapors and gases, and you are not trained to wear respiratory protective equipment, leave area immediately. Close doors. Begin evacuation.
 - e) If safe to do so, block drains with absorbent pads and erect berms using pads or other absorbent materials to contain spill.
 - f) Send someone to meet the fire truck.
 - g) Provide copies of Safety Data Sheets or at least an inventory of chemicals involved to SFFD personnel upon their arrival.
 - h) Arrange for proper disposal of remaining material. Do not dispose of waste materials as part of regular refuse or flush hazardous waste down the drain or sewer.
- 3) Shelter-in-Place may be directed if there is a hazardous materials spill that could present a danger to clients or staff if they are outdoors.
 - a) Shelter: Move all clients and staff inside.
 - b) Shut: Lock all doors and close windows.
 - c) Listen: Remain quiet to hear critical instructions from emergency responders.
 - d) Advise clients to cover their mouths and nose with a damp cloth or handkerchief to protect from any airborne hazards.
 - e) Close all vents and turn off ventilation systems.
 - f) Advise clients to maintain shelter-in-place procedures until the all clear or evacuation signal is given by emergency responders.

MEDICAL EMERGENCY

Before (Preparedness and Prevention):

- 1) Inspect office and vehicle first-aid kits as part of your facility's annual Periodic Inspection. Replenish any exhausted supplies. See the First Aid Safe Work Practice (SWP) for suggested contents.
- 2) Canvass personnel under your supervision who may have allergies or other medical conditions which may create a medical emergency at work. Ask them to consider:
 - a) Wearing a medical ID bracelet.
 - b) Having required prescription antidotes or remedies in their possession.
 - c) Informing you of special instructions or needs which should be carried out if a medical emergency occurs.

During (Response):

- 1) Ensure your own safety.
- 2) Observe on-coming traffic, electrical lines, or other hazards.
- 3) Call the police (911 or if using a cell phone, (415) 553-8090) if able. Meet the ambulance. Send someone to meet emergency responders and direct them to the victim's location.
- 4) If you are the Medical Duties Lead for the site as indicated in Appendix A, provide medical duties such as:
 - a) Providing first aid/CPR, as needed and only if you are trained and certified.
 - b) Checking vital signs. Even if you are not CPR/First Aid trained, you can still check vital signs. Without moving the person, check for breathing, pulse, laceration, head injuries, bleeding, and obvious bone breakage.
- 5) Talk to the injured person to get personal information that may help evaluate the nature of their condition. Report findings to 911 and/or arriving medical personnel.
- 6) Avoid moving the injured. Do not attempt to move persons involved in an accident unless you are sure that there is no injury to the spinal cord or unless it is a life and death situation. Moving an injured person may cause a more serious injury.
- 7) Provide or coordinate non-medical assistance including:
 - a) Letting the injured person know that help is on the way and that you will stay with them until help arrives.
 - b) Turning away gawkers and on-lookers.
 - c) Assisting with traffic control.
 - d) Blocking bright light from shining into the injured person's eyes.
 - e) Covering the person with a warm coat.

- f) Calling the person's family if they are able to provide you with phone numbers.

- 8) Avoid contact with blood and body fluids. If this happens, wash your hands thoroughly. See the Infectious Materials SWP for more information.
- 9) If the injury does not require a call to 911, and involves an employee, arrange transportation to medical treatment. Do not let a seriously injured employee drive him or herself to medical facilities. Employees should seek medical attention from approved medical providers. See Section IV Resources, or the Injury and Illness Reporting and Management SWP.

STORM AND FLOOD

During (Response):

- 1) Severe storms in San Francisco can cause landslides or flooding. Be aware of unplanted hillsides that can slip as well as stream, drainage channels, and other areas that may flood.
- 2) Use sand bags to protect entrances from water incursion. In the event of flood, contact Structural Maintenance (242-6360) to request sand-bags.
- 3) Do not walk across a flowing stream where water is above your knees. Water as low as 6 inches deep can sweep you away.
- 4) Do not drive over flooded ground. If your vehicle stalls in rising water, leave it and go to higher ground.
- 5) Do not allow children to play around high water, storm drains, or viaducts.
- 6) If flooding water is near electrical equipment, turn off the power at the main breaker or fuse on the service panel. Once you have shut power, do not turn the electricity back on. Only Structural Maintenance is authorized to turn the electricity back on once the circuit breaker is tripped.
- 7) Never handle a downed power line. If you are assigned to clear trees and brush or perform other work near a downed line, contact PG&E (800/743-5000) to discuss de-energizing and grounding or shielding the lines before start of work.
- 8) If using gasoline or diesel generators to supply power to a building, refer to the Gas Powered Generator SWP.
- 9) Operate gasoline or diesel powered pumps, generators, and pressure washers outdoors only. These devices release carbon monoxide, a deadly, colorless, odorless gas and are not suitable for use indoors where ventilation may be inadequate.
- 10) Standing or working in water which is cooler than 75 degrees F (24 degrees C) will remove body heat more rapidly than it can be replaced, resulting in hypothermia. To reduce the risk of hypothermia, wear high rubber boots, ensure that clothing and boots have adequate insulation, avoid working alone, take frequent breaks out of the water, and change into dry clothing when possible.
- 11) Flood waters can dislodge pipes, equipment, and drums which may contain hazardous materials such as pesticides or propane. Do not move unidentified dislodged containers without first contacting the fire department. In case of release, see the Hazardous Substances Spills section.

SUSPICIOUS MAIL OR PACKAGES

During (Response):

- 1) Common characteristics of suspicious packages and mail include:
 - a) Marked with restrictive endorsements, such as Personal or Confidential.
 - b) Shows a city or state in the postmark that does not match the return address.
 - c) No return address or strange return address.
 - d) Excessive postage or mailed from a foreign country.
 - e) Addressed to title only or incorrect title.
 - f) Lopsided or bulky packages.
 - g) Strange odor.
 - h) Badly typed or written.
 - i) Misspelling of common words.
 - j) Oily stains, discolorations or crystallization on wrapper.
 - k) Excessive wrapping tape or string.
 - l) Powdery substances fall through or appear on item.
 - m) Ticking sounds, protruding wires or exposed aluminum foil.

- 2) How to handle suspicious packages and mail:
 - a) Stop and stay calm.
 - b) Do not open.
 - c) Do not move the object; do not show it to others nor allow others to examine it.
 - d) Do not taste, smell, or touch substances.
 - e) Do not use your cell phones or walkie-talkies in the immediate vicinity of the object.
 - f) Do not touch your skin, eyes or other mucous membranes.
 - g) Immediately notify your supervisor and call the police (911 or if using a cell phone, (415) 553-8090) if able.

After (Recovery):

- 1) If possible, create a list of persons who were in the room or area that were in the room or area when this suspicious letter package was recognized.

UTILITIES (Gas Leaks, Electrical Short-Circuit, and Power Outage)

Gas Leaks

During (Response):

- 1) In the event of a gas leak:
 - a) Keep sources of ignition away from the area.
 - b) Do not turn light switches on or off.
 - c) Notify those around you. Report the gas leak to your supervisor and the Site Manager.
 - d) If directed to do so by the Site Manager or the Search and Rescue Team, evacuate until gas flow has been stopped and area ventilated (see evacuation procedures).
 - e) Get help immediately. Do not simply leave a message. Be sure you speak to someone, and that help is on the way.
 - i) Call the police (911 or if using a cell phone, (415) 553-8090) if able and if the situation is potentially serious or fatal. Provide:
 - (1) Building address
 - (2) Site Name
 - (3) Description of the odor
 - (4) Location of the odor
 - ii) Contact Structural Maintenance (242-6360) and the Plumbing Shop (242-6380) to report the leak and request gas shut-off.
 - iii) After-hours, contact Park Rangers (242-6390) who will page a plumber on your behalf.
 - iv) If neither the Plumbing Shop nor Park Rangers are available, call PG&E at (800) 743-5000.
 - v) During a disaster, if phone service is not available, use a RPD radio to contact Structural Maintenance on Channel A2. Identify your name and position, your location, and the nature of your emergency.
 - vi) During a disaster, if phone service is not available and *you do not have a radio*, contact the RPD Department Operations Center (DOC) in the McLaren Lodge Annex Conference Room *in person*. DOC will help you contact assistance by radio. All other times, you can contact the DOC at (415) 750-4661.
 - f) If possible, determine where the odor of gas is emanating from. Do not go looking for gas leaks inside a damaged structure.
 - g) Follow directions from the Plumbing Shop or SFFD regarding doors and windows.

- h) Only Structural Maintenance or PG&E or are authorized to turn gas back on.

After (Recovery):

- 1) Secure the area after evacuation.

Electrical Short Circuit

During (Response):

- 1) In the event of an electrical short-circuit:
 - a) If a piece of equipment is short-circuiting and burning up, unplug the machine.
 - b) If this does not work, turn off the circuit breaker (do not bother with the on/off switch as this may be the part that is short-circuiting).
 - c) If you turn the circuit breaker off for any reason or if it goes off on its own, do not turn the electricity back on. Only Structural Maintenance is authorized to turn the electricity back on once the circuit breaker is tripped.

Power Outage

During (Response):

- 1) In the event of a power outage:
 - a) To prevent harmful power surges, turn off all appliances, computers and lights, except for one that will indicate when power has been restored.
 - b) Use flashlights or glow-sticks, not candles.
 - c) To prevent a fire, walk around your work area to make sure there are no open flames, and appliances are switched off.
 - d) If a traffic signal is not working, treat it as a stop sign. Treat intersections as a 4-way stop.

WORKPLACE VIOLENCE

Before (Preparedness and Prevention):

1. Understand that violence may come from a member of the public or a co-worker.
2. Be familiar with existing policies. There are several policies relevant to workplace violence (copies are available from the Human Resources Personnel office).
 - a. They are:
 - The CCSF Policy Prohibiting Violence in the Workplace
 - The RPD Respect in the Workplace Policy
 - The RPD Harassment Policy
 - Procedures for Property Found in Parks and Recreation Facilities
 - b. All employees must treat co-workers and members of the public with courtesy and respect. This includes:
 - Valuing co-workers' expertise and opinions
 - Setting and respecting appropriate personal boundaries
 - Building trust by behaving with integrity
 - When necessary, finding ways to criticize while leaving dignity intact
 - c. Violence includes both acts and threats of violence. For example, violence includes any conduct, verbal or physical, which causes another to reasonably fear for his or her own personal safety or that of his or her family, friends, associates, or property. Assaults, battery, or threats or acts of violence by employees in the workplace will not be tolerated.
 - d. Employees are also prohibited from bringing weapons to the job, unless required by the City and County Department in the performance of the employee's official duties. Weapons include, but are not limited to, firearms, knives or weapons defined in the California Penal Code Section 12020.
 - e. Employees are required to report threats or acts of violence to their supervisor. This includes what they experience or witness, or of which they otherwise become aware.
3. Familiarize yourself with the contents of this plan. Be sure you are familiar with:
 - a. Locations of all exits
 - b. Locations of fire alarm pull-boxes
 - c. Evacuation procedures
4. Call ahead if visitors are requesting to see another employee. As general good practice, whether or not someone is angry or upset, if they ask to see another employee, whenever possible you should call that person first and ask them if they are available.

5. Minimize bantering and/or joking. Not everyone will take this the way you may intend it to be taken. This includes other employees as well as the public¹.
6. To prevent robberies at work; Prevention measures to lessen the risk of a robbery:
 - a. Removing clutter, obstructions and signs from the windows so that an unobstructed view of the work area exists.
 - b. Keeping the area brightly lit.
 - c. Keeping an eye on what is going on outside the work area and reporting any suspicious persons or activities to the police.
 - d. Posting emergency police and fire department numbers by the phone.
 - e. Mounting mirrors, including on the ceiling to help staff keep an eye on hidden corners of the work area.
7. Some other ways to prepare for and prevent workplace violence include²:
 - a. Set up speed dial on work phones that directly dials a supervisor or alternate work contact. Prior arrangement for the response would have to be made (e.g. calling SFPD or Park Rangers, or arranging for someone else to come to the site).
 - i. Some phones allow for hitting the home button three times to dial 911. Voice activated phones (e.g. Siri) can also be used to dial 911 during a situation.
 - b. Working in pairs when possible, particularly as hot spots emerge.
 - c. Providing a sign that states a facility is closed that the employees can carry around in their vehicles, and use when working in a closed facility.
 - d. Additionally, supervisors can work towards getting more employees city-issued cell phones. They can also have employees stay away from a site if an assault or like-incident has occurred for at least one day, thus giving the employee time away from the site to recover mentally.

During (Response):

1. Report suspicious persons to the police. If necessary, call the police (911 or if using a cell phone, (415) 553-8090) if able. If the situation does not represent immediate danger, but may constitute a crime, call the nearest possible Police Station and file a report.
2. OPTIONS FOR RESPONDING TO A HOSTILE OR ANGRY PERSON (no threats or violence)
 - a. Don't take anger personally. Take a deep breath, and remain calm. Remember that the person's anger is usually with the situation, not with you. Therefore, focus on the situation, not on yourself.

¹ RPD Industrial Investigation, EHS Case #3175, DOI 8/11/06

² RPD SOHR Investigation, EHS Project #5919

- b. Hear them out. Let the person vent his or her feelings. Let the person know you are listening by maintaining eye contact.
 - c. Be respectful. Remember that Recreation and Park is a customer-oriented organization! Address the person respectfully, both in the terms you use and in your tone of voice. With members of the public, use their last name such as by saying, "Mr. Jones" or "Ms Jones." If this isn't possible, use "Sir" or "Ma'am."
 - d. Restate the problem. If the person is expressing a problem, calmly restate the problem in your own words. If necessary, ask questions to clarify meaning.
 - e. Let them see that you take the situation seriously. As appropriate, take notes so the person sees that you take the situation seriously, and so you don't make the person repeat him or herself. Speak in an adult to adult manner. Do not talk down to the person.
 - f. Take responsibility. If you or someone else in Recreation and Parks made a mistake, apologize, and mean it. Take responsibility for correcting the problem. Don't pass the buck. Don't say, "That's not my problem" or "That's not my job." Offer meaningful advice or appropriate references. Explain all options.
 - g. Keep your promises. If you promise to get back to someone, then do it. Don't make promises you can't keep.
 - h. Use your head. If you cannot reason with someone, remain calm, but firm. Do not talk down to them. Keep talking in an adult to adult manner, but use your common sense. You'll soon know when you can no longer reason with someone. You may have to say something like, "Sir, I would like to help you, but I can't. I'll have to speak to my supervisor and ask her to get back to you."
 - i. If you sense danger, leave the area, and consult your supervisor on how to resolve the problem.
3. OPTIONS FOR RESPONDING TO DISRUPTIVE OR THREATENING BEHAVIOR
- a. In addition to the steps above, let the person know how you feel about the behavior, if you feel safe and able to speak out. Example: "I am not comfortable when you keep using profanities. I want you to stop."
 - b. Respectfully set boundaries. Example: "Unless you stop shouting at me, this conversation will have to end."
 - c. Get help from your supervisor. If you are unable to speak directly to the harasser or if the behavior doesn't stop, get help. Report the incident and your concerns to a supervisor or appropriate person in Human Resources.
 - d. Report any unwelcome, disrespectful behavior and threats or acts of violence from either members of the public or fellow employees.
 - e. Expect that supervisors take complaints seriously and respond immediately.
 - f. If you sense danger, leave the area. Do not attempt to negotiate with either a member of the public or a fellow employee who verbally or physically threatens you or who wields a weapon. Leave the area and consult with your supervisor on how to resolve the problem. If necessary, call the police (911 or if using a cell phone, (415) 553-8090) if able.

- g. If you feel that you can continue the interaction and the person is threatening you, tell them so and that you will need to stop the conversation if they do not change their behavior. For example:
 - 1. Sir, I would like to help you, but you must stop yelling at me. If you can't, I need to stop this discussion and continue it another time.
 - h. If you would like non-emergency assistance to deal with a potentially threatening situation, contact Park Rangers at (415) 242-6390 after 5PM. During business hours, call the Police on their non-emergency line at (415) 553-0123.
 - i. In the event of violent behavior, call the police. Report suspicious persons to the police. If necessary, call the police (911 or if using a cell phone, (415) 553-8090) if able.
 - j. In the event of civil disobedience or disruptive activities:
 - a. Secure the work area. Lock doors. Call for help. Do not leave.
 - b. Prepare for further instructions that may include an evacuation.
 - c. Civil disturbance and/or disruptive activities include:
 - i. Obstructing or restraining the passage of persons in the building.
 - ii. Seizing control of any portion of the building, or outside area for the purpose of interfering with business.
 - iii. Participating in mass disorder such as a march or protest, disturbance of the peace, unlawful assembly, infliction of physical violence, destruction or damage to the property.
 - iv. Persons loitering, harassing clients or employees, under the influence of drugs or alcohol, and/or posing danger to him/herself or others.
 - v. Persons caught or suspected of removing CCSF or personal property from the premises.
4. OPTIONS FOR RESPONDING TO IMMINENT VIOLENT ACTS
- a. Call the police (911 or if using a cell phone, (415) 553-8090) if able.
 - b. Do not attempt to intervene physically or deal with the situation yourself.
 - c. Get yourself and others to safety as quickly as possible.
5. OPTIONS FOR RESPONDING TO AN ACTIVE SHOOTER
- a) Evacuate
 - i) If there is an accessible escape path, attempt to evacuate the premises.
 - ii) Have an escape route and plan in mind.
 - iii) Evacuate regardless of whether others agree to follow.
 - iv) Leave your belongings behind.
 - v) Help others escape, if possible.
 - vi) Prevent individuals from entering an area where the active shooter may be.
 - vii) Keep your hands visible.
 - viii) Follow the instructions of any police officers.
 - ix) Do not attempt to move wounded people.
 - x) Call the police (911 or if using a cell phone, (415) 553-8090) if able.

- b) Hide out
 - i) If evacuation is not possible, find a place to hide where the active shooter is less likely to find you. Your hiding place should:
 - (1) Be out of the active shooter's view.
 - (2) Provide protection if shots are fired in your direction (i.e., an office with a closed and locked door).
 - (3) Not trap you or restrict your options for movement
 - ii) To prevent an active shooter from entering your hiding place:
 - (1) Lock the door.
 - (2) Blockade the door with heavy furniture.
 - iii) If the active shooter is nearby:
 - (1) Lock the door.
 - (2) Silence your cell phone and/or pager.
 - (3) Turn off any source of noise (i.e., radios, televisions).
 - (4) Hide behind large items (i.e., cabinets, desks).
 - (5) Remain quiet.
 - (6) If evacuation and hiding out are not possible:
 - (a) Remain calm.
 - (b) Call the police (911 or if using a cell phone, (415) 553-8090) if able to alert police to the active shooter's location.
 - (c) If you cannot speak, leave the line open and allow the dispatcher to listen.
- c) Take action against the active shooter. As a last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter by:
 - i) Throwing items and improvising weapons.
 - ii) Yelling.
 - iii) Committing to your actions.
 - iv) Acting as aggressively as possible against him/her.
- d) Responding when law enforcement arrives
 - i) Remain calm, and follow officers' instructions.
 - ii) Put down any items in your hands (i.e., bags, jackets).
 - iii) Immediately raise hands and spread fingers.
 - iv) Keep hands visible at all times.
 - v) Avoid making quick movements toward officers such as holding on to them for safety.
 - vi) Avoid pointing, screaming and/or yelling.
 - vii) Do not stop to ask officers for help or direction when evacuating, just proceed in the direction from which officers are entering the premises.
- e) Information to provide to law enforcement or 911 operator:
 - i) Location of the active shooter.
 - ii) Number of shooters, if more than one.
 - iii) Physical description of shooter/s.

- iv) Number and type of weapons held by the shooter/s.
 - v) Number of potential victims at the location
 - f) The first officers to arrive to the scene will not stop to help injured persons. Expect rescue teams comprised of additional officers and emergency medical personnel to follow the initial officers. These rescue teams will treat and remove any injured persons. They may also call upon able-bodied individuals to assist in removing the wounded from the premises
 - g) Once you have reached a safe location or an assembly point, you will likely be held in that area by law enforcement until the situation is under control, and all witnesses have been identified and questioned.
 - h) Do not leave until law enforcement authorities have instructed you to do so.
6. OPTIONS FOR DEALING WITH PEOPLE ENGAGED IN ILLEGAL ACTIVITIES (this may include public campers, or habitual substance abusers)
- a. Do not have them do work on park property, paid or not.
 - b. Do not give them money or food on park property while working.
 - c. Do not offer them things that are not offered to the public (e.g. showers in buildings closed to the public).
 - d. Do not allow them to loiter in recreation centers or on playgrounds.
 - e. For people in distress, you may contact the MAP program (431-7400).
 - f. To report homeless situations with children, contact the HOT program (203-9963).
 - g. Ask them to move if their presence is prohibiting you from doing your work, or if they are blocking access to a public facility. If you are not comfortable doing this, you must call your supervisor or the police.
7. OPTIONS FOR DEALING WITH DISRUPTIVE MEMBERS OF THE PUBLIC (this may include people loitering outside of RPD facilities, groups using the facility as a meeting place, etc.)
- a. If you think someone might be hiding in a back room, don't call out. Go to a safe place and phone for help.
 - b. If you find someone in an unauthorized area, don't block the exit. A person who feels trapped is more likely to panic and become violent.
 - c. If you are responding to a break-in, do not enter the building unless you know it is safe. Call the police and wait for them to arrive first.
 - d. Remember that you have the legal right to ask people to leave the premises.
8. OPTION FOR DEALING WITH A ROBBERY: What to do during and after a robbery
- a. If robbed at gunpoint, stay calm and speak to the robber in a cooperative tone.
 - b. Do not argue or fight with the robber and offer no resistance whatsoever.
 - c. Hand over the money.

- d. Never ever pull a weapon during the event--it will only increase the chances of getting hurt.
- e. Always move slowly and explain each move to the robber before making them.
- f. Make no attempt to follow or chase the robber.

After (Recovery):

1. Call the police (911 or if using a cell phone, (415) 553-8090) if able or provide first aid as necessary.
2. REPORT THREATS, HARRASSMENT OR VIOLENT BEHAVIOR. If you have been threatened or harassed in any way, or if threats have been made towards you, report the incident to your supervisor so that they can be adequately documented. Employees have the responsibility to reports any threats or acts of violence from either members of the public or fellow employees to their respective supervisors.
 - a. EHS investigates these incidents as a suspect occupational hazard. Report these incidents by completing a Suspect Occupational Hazard Report (SOHR).
3. RESPONDING TO ONGOING THREATENING OR MENACING BEHAVIOR. If you feel that you are continually harassed in some way by a member of the public, there are several options:
 - a. Talk with your supervisor.
 - b. File an Suspect Occupational Hazard Report (SOHR) with EHS.
 - c. If you suspect the person is homeless, you may contact the Homeless Outreach Team (HOT) at (415) 203-9963. They have the power to detain the person for up to 72 hours if that person is a threat to his/herself or the public.
 - d. If that is not succesful, you can request that a restraining order be pursued. Restraining orders done in the name of the department must have proof of some sort of physical damage or threat. Restraining orders done in the name of an individual are not as restrictive and may be granted if an ongoing pattern of harassment can be proved. Please see EHS or HR for more inforamtion.
4. What to do after a robbery:
 - a. Stay in place until certain the robber has left the immediate area, then lock the door (as appropriate) and call the police immediately.
 - b. Do not touch anything robber has handled.
 - c. Write down everything remembered about the robber and the robbery while waiting for the police to arrive.
 - d. Do not open the door of the store until the police arrive.

III. EMERGENCY PHONE NUMBERS & RESOURCES

American Red Cross, Bay Area Chapter

Disaster preparedness, First Aid and CPR training: 1-888-4-HELP-BAY

www.redcross.org/ca/san-francisco

Animal Care and Control

To report dangerous animals: (415) 554-9400

General info: (415) 554-6364

www.sfgov2.org/index.aspx?page=942

Auxiliary Communications Service (ACS)

For OES bulletins: www.sfacs.org

Center for Disease Control - CDC

(800) 232-4636 or www.cdc.gov

Employee Assistance Program (EAP)

Free assistance for resolving personal problems.

(800) 795-2351

Federal Bureau of Investigation (FBI)

For information regarding criminal activity

(415) 553-7400 or www.fbi.gov/sanfrancisco/

Federal Emergency Management Agency (FEMA)

For information on federal disaster preparedness and coordination: 1 (800) 621-FEMA

(3362) or www.fema.gov/fema-region-ix-arizona-california-hawaii-nevada-pacific-islands

Neighborhood Emergency Response Training (NERT)

For schedule and location information

(415) 970-2022 or www.sf-fire.org/index.aspx?page=859

Mobile Assistance Patrol (MAP)

Assistance with and for homeless persons

(415) 431-7400

PG&E

For 24-hour emergency and customer service.

(800) 743-5000 or www.pge.com

Poison Control Center

(800) 222-1222

Public Health, San Francisco Department of

Environmental Health for abandoned hazardous waste, or the HMUPA program to register as a hazardous materials user:

(415) 252-3800 or www.sfdph.org/dph/EH/

Public Health Crisis Line

For mental health assistance (415) 781-0500

24 hour Crisis Line (415) 970-3800

Public Works, San Francisco Department of

Report abandoned hazardous waste on streets

Call 311

Recreation and Park Department

Department Operations Center* (415) 750-4661

*Only during catastrophe

Auto Shop: (415) 753-7010

Main Switchboard: (415) 831-2700

Environment, Health & Safety (EHS):(415) 831-2780

Injury Reporting Hotline: (415) 831-2772

Park Rangers: (415) 242-6391

Public Relations: (415) 831-2740 or 831-2782

Structural Maintenance: (415) 242-6360

Tree Hazard Reporting: (415) 831-6335

Safety Awareness for Everyone (SAFE)

Community safety information including neighborhood watch: (415) 553-1984 or

www.sfsafe.org

Salvation Army

(415) 553-3500 or www.salvationarmy.org

San Francisco General Hospital, Needle Stick Hotline

(415) 469-4411

SF Fire Department

For information on fire safety.

(415) 558-3200 or www.sf-fire.org/

SF Police Department

911

If using a cell phone, call (415) 553-8090.

For non-emergency, call (415) 553-0123.

sf-police.org//

Treatment Sites for Injured Employees: See Injury and Illness Reporting SWP for a current list of treatment sites for employees.

United States Geological Survey

(650) 853-8300 or www.usgs.gov

United States Postal Service

1 (800) 275-8777 or www.usps.gov

Volunteer Center of San Francisco

Disaster Volunteer Registry

(415) 982-8999 or www.thevolunteercenter.net/

Appendix A Site Summary

Facility Name	
Facility Address	
Facility Coordinator Name	
Facility Coordinator Phone Number	
Evacuation Assembly Area	
Emergency Assembly Area	
Staff Member(s) Trained in Utility Shut Off	
Water Shut Off Location	
Gas Shut Off Location	
Staff Member(s) Trained in Security Alarm Use	
Search/Rescue Team Members	
First Aid Team Member(s)	
Medical Duties Team Member(s)	
Method for Notifying Occupants in an Emergency	<input type="checkbox"/> Alarm <input type="checkbox"/> Loudspeaker <input type="checkbox"/> Phone System <input type="checkbox"/> Staff <input type="checkbox"/> Other _____

Description of Alarm Communication System, if applicable	
List of Potential Fire Hazards	<input type="checkbox"/> Kitchen <input type="checkbox"/> Hot Work (Welding) <input type="checkbox"/> Storage of combustible materials <input type="checkbox"/> Storage of flammable materials/liquids <input type="checkbox"/> Objects that generate heat <input type="checkbox"/> Other _____
Responsible Party for Maintenance	Structural Maintenance
Responsible Party for Housekeeping	
Responsible Party for Controlling Fuel Hazards, if applicable	
Responsible Party for Maintenance of Systems and Equipment Installed to Prevent or Control Fires	Structural Maintenance
Responsible Party for ensuring appropriate signage and equipment needed to assist individuals with disabilities/special needs	
Responsible Party for staff training to assist individuals with disabilities/ special needs	
Responsible Party for coordinating with first responders to assist individuals with disabilities/ special needs	
Specialized Emergency Procedures	Attach separately
Prepared By	
Date Prepared	
For EMERGENCY ACCESS PROBLEMS: Contact the Structural Maintenance Assignment Desk at (415) 242-6360 or after hours, call Park Rangers at (415) 242-6391.	
For further information or if you have any questions about this Safe Work Practice, contact EHS at (45) 831-2780.	

Appendix B Evacuation Map

Include site plan here (if not available, contact the GIS/Web section of the MIS division for assistance in finding a site plan). As applicable, mark the following symbols onto the Evacuation Map:

- A:** Manual Fire Alarm Box
- E:** Electrical Shut-Off (Location: _____)
- F:** Portable Fire Extinguisher
- M:** Evacuation Assembly (or Meeting) Area. (Highlight this symbol.)
- W:** Water Shut-Off (Location: _____)
- X:** Exit
- FH:** Fire Hydrants
- FV:** Fire Vehicle Route and Access Point
- HS:** Occupant Use Fire Hose Stations (Interior)
- FA:** Fire alarm control panel (annunciator)
- AR:** Exterior areas for assisted rescue
-Emergency escape routes (1° and 2°)
- xxxxx Emergency escape routes for people with disabilities

Appendix C Bomb Threat Report

Place this sheet under your telephone. DO NOT hang up on the caller.

Questions to Ask:

- 1) When is the bomb going to explode?
- 2) Where is it right now?
- 3) What does it look like?
- 4) What kind of bomb is it?
- 5) What will cause it to explode?
- 6) Did you place the bomb?
- 7) Why?
- 8) What is your address?
- 9) What is your name?

Exact Wording of the Threat:

Sex of Caller: _____ Race: _____

Approx. Age: __ Length of Call: _____

Phone # where call received: _____

Time: _____ Date: _____

Background Sounds:

- | | |
|---|--|
| <input type="checkbox"/> Street noises | <input type="checkbox"/> Factory machinery |
| <input type="checkbox"/> Crockery | <input type="checkbox"/> Animal Noises |
| <input type="checkbox"/> Voices | <input type="checkbox"/> Clear |
| <input type="checkbox"/> PA system | <input type="checkbox"/> Static |
| <input type="checkbox"/> Music | <input type="checkbox"/> Local |
| <input type="checkbox"/> House noises | <input type="checkbox"/> Long distance |
| <input type="checkbox"/> Motor | <input type="checkbox"/> Booth |
| <input type="checkbox"/> Office machinery | <input type="checkbox"/> Other: _____ |

Caller's Voice:

- | | |
|--|--|
| <input type="checkbox"/> Calm | <input type="checkbox"/> Nasal |
| <input type="checkbox"/> Angry | <input type="checkbox"/> Stutter |
| <input type="checkbox"/> Excited | <input type="checkbox"/> Lisp |
| <input type="checkbox"/> Slow | <input type="checkbox"/> Raspy |
| <input type="checkbox"/> Rapid | <input type="checkbox"/> Deep |
| <input type="checkbox"/> Loud | <input type="checkbox"/> Ragged |
| <input type="checkbox"/> Laughter | <input type="checkbox"/> Clearing throat |
| <input type="checkbox"/> Crying | <input type="checkbox"/> Deep breathing |
| <input type="checkbox"/> Normal | <input type="checkbox"/> Cracking voice |
| <input type="checkbox"/> Distinct | <input type="checkbox"/> Disguised |
| <input type="checkbox"/> Slurred | <input type="checkbox"/> Accent |
| <input type="checkbox"/> Familiar (If voice is familiar, who did it sound like?) _____ | |

Threat Language:

- | | |
|---|---|
| <input type="checkbox"/> Well spoken (educated) | <input type="checkbox"/> Incoherent |
| <input type="checkbox"/> Foul | <input type="checkbox"/> Taped |
| <input type="checkbox"/> Irrational | <input type="checkbox"/> Message read by threat maker |

Remarks:

Report call immediately to:

_____ Phone #: _____

Date: _____

Name: _____

Position: _____

Phone Number: _____

Appendix D Critical Equipment Checklist

For the purposes of this document, critical equipment can be defined as equipment that appears on the Department's Resource List (Disaster Management Plan) or that is needed for the site to function as a shelter or support site in a disaster response.

Date	Equipment Name	Equipment No.	Quantity	Is the equipment in good operating condition?	If "no", what corrective actions are needed to ensure that the equipment will be available for emergency response?	If "no," was the deficiency reported to EHS?
				<input type="checkbox"/> Yes <input type="checkbox"/> No		<input type="checkbox"/> Yes. Date reported: ____/____/____ <input type="checkbox"/> No. Report to EHS immediately.
				<input type="checkbox"/> Yes <input type="checkbox"/> No		<input type="checkbox"/> Yes. Date reported: ____/____/____ <input type="checkbox"/> No. Report to EHS immediately.
				<input type="checkbox"/> Yes <input type="checkbox"/> No		<input type="checkbox"/> Yes. Date reported: ____/____/____ <input type="checkbox"/> No. Report to EHS immediately.
				<input type="checkbox"/> Yes <input type="checkbox"/> No		<input type="checkbox"/> Yes. Date reported: ____/____/____ <input type="checkbox"/> No. Report to EHS immediately.
				<input type="checkbox"/> Yes <input type="checkbox"/> No		<input type="checkbox"/> Yes. Date reported: ____/____/____ <input type="checkbox"/> No. Report to EHS immediately.
				<input type="checkbox"/> Yes <input type="checkbox"/> No		<input type="checkbox"/> Yes. Date reported: ____/____/____ <input type="checkbox"/> No. Report to EHS immediately.
				<input type="checkbox"/> Yes <input type="checkbox"/> No		<input type="checkbox"/> Yes. Date reported: ____/____/____ <input type="checkbox"/> No. Report to EHS immediately.
				<input type="checkbox"/> Yes <input type="checkbox"/> No		<input type="checkbox"/> Yes. Date reported: ____/____/____ <input type="checkbox"/> No. Report to EHS immediately.

Appendix E Emergency Phone Number List

Cal-OSHA requires that you post this list at your site. Add any numbers in the empty cells at the bottom that may be important to you and your staff in an emergency situation.

CALL 911 FOR ANY EMERGENCY ("emergency" means a situation in which property or human life is in jeopardy and the prompt summoning of aid is essential)		
Animal Care & Control	415-554-9400	Report dangerous animals and dog bites.
Health and Safety Incident Reporting (RPD EHS)	415-831-2772	Report an injury or illness.
Needle Stick Hotline	415-469-4411	Report any needle sticks at the time they happen.
Park Rangers	415-242-6390 415-218-9353 (after 4 p.m.)	
Poison Control Center	800-222-1222	
Police Department	911 or 415-553-8090 from a cell 415-553-0123	Emergency Non-emergency
Structural Maintenance Yard	415-242-6360	
PG&E	800-743-5000	Gas leak
RPD Department Operations Center	(415) 750-4661	
DPH 24-hour Crisis Line	415-970-3800	

Emergency Radio Stations	AM:680, 740, 810	FM:88.5,92.3
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Appendix F
Unaccompanied Minor Sign Out Form

<u>Child Name</u>	<u>Person Released To</u>	<u>Date and Time of Release</u>	<u>Signature</u>

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3. Workplace Violence Prevention Strategies and Needs, NIOSH, Publication No. 2006-144, September 2006.
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http://www.dir.ca.gov/dosh/dosh_publications/worksecurity.html