

PACIFIC CENTER EMERGENCY PROCEDURES GUIDELINE

1455 Frazee Road
&
1615 Murray Canyon Road
San Diego, CA 92108

INTRODUCTION

The purpose of this Emergency Procedures Guideline is to save lives, and to establish a safe, orderly method for the timely and systematic evacuation of occupants from the Pacific Center facility in the event of an emergency.

The most effective way to deal with unforeseen emergencies of any kind is to plan and prepare in advance those actions which can be taken to minimize the emergency situation, and provide for the safety and well-being of building occupants.

This guideline offers both detailed and general instructions to follow under conditions of emergency. It is primarily designed for use during business hours and enlists the services of available personnel.

By following this plan, evacuation can be accomplished in the least possible time, to a safe area by the nearest safe means of egress.

EMERGENCY INFORMATION

EMERGENCY INFORMATION QUICK VIEW

FIRE DEPARTMENT

911

Alternate Emergency (619) 533-4300

POLICE DEPARTMENT

911

Alternate Emergency (619) 531-2065

PARAMEDICS

911

Alternate Emergency (619) 285-6429

BOMB SQUAD

911

If you encounter any problems with the 911 system, call the alternate emergency number.

OFFICE OF THE BUILDING EMERGENCY CONTACTS

SECURITY (24/7/365)

(619) 250-6335

PROPERTY MANAGEMENT

Amber Molina & Emily Young

(619) 618-2955

FIRE SAFETY DIRECTOR

Gary Giguere

(619) 250-6335

CHIEF BUILDING ENGINEER

Gerald Izaguirre

(619) 618-2960

OUTSIDE SAFE REFUGE AREAS

PCI (1455 Frazee Road):



PCII (1615 Murray Canyon Road):



FIRE

If You Discover Fire or Smoke

- Safety of life is the first priority. Remove anyone in the area from immediate danger. Confine the fire by closing as many doors as possible as you leave the area.
- Notification: Call the fire department at 911. If you encounter problems with the 911 system, dial (619) 533-4300 and provide the following information:

Building Name	Pacific Center
Building Address	1455 Frazee Rd. & 1615 Murray Canyon Rd. San Diego, CA 92108
Nearest Cross Street	Frazee & Murray Canyon
Nature of the Emergency	_____
Your Suite Number	_____
Your Call Back Number	_____

DO NOT HANG UP UNTIL THE EMERGENCY OPERATOR HANGS UP.

- Evacuate adjoining areas and begin your assigned duties:
 - a. Insure that any emergency team members are in place
 - b. Begin directing the evacuation
 - c. Once all occupants have evacuated, clear the facility and exit
 - d. Relocate to the designated outside refuge area and account for all employees
 - e. Report any missing employees immediately to the fire department
 - f. Report the location of any physically impaired persons who need assistance.
- Fighting the fire is an option only if you are trained, you have someone with you, it is safe to do so, and if it does not interfere with the performance of your emergency duties.

If Trapped in an Office or Area

- Wedge material along the bottom of the door to keep smoke out.
- Close as many doors as possible between you and the fire.
- Call the fire department and notify them of your situation.
- Break windows only as a last resort. Smoke may enter the room and it will be impossible to stop it.
- If unable to perform your assigned duties notify other staff members.

EARTHQUAKE

General Information

Earthquakes will occur suddenly with little or no advance warning. Tremors, vibration and shaking of the ground will occur. The shaking may become violent with subsequent upheaval and lateral displacement of the ground. Structures above ground level may become unstable or toppled.

While such occurrences are unpredictable, advance preparation, planning, and training may help protect people from injury or death.

Before the Earthquake

Assess Your Own Space:

- WINDOW/GLASS - If your space has windows or glass partitions, have a plan as to where you will take cover to avoid injuries by flying glass.
- HEAVY OBJECTS - Insure that heavy objects are securely anchored.
- LOOSE OBJECTS - If you have materials stored on top of cabinets or shelves, insure that they can be secured or moved.

During the Earthquake

- REMAIN CALM - Do not panic, and do not attempt to go outside. Protect yourself.
- ACT QUICKLY - Move away from windows, temporary walls or partitions, and/or freestanding objects such as files, cabinets, shelves and hanging objects.
- DUCK - Duck or drop down to the floor.
- COVER - Take cover under a sturdy desk, table or other furniture. If that is not possible, seek cover against an interior wall and protect your head and neck with your arms.
- HOLD - If you take cover under a sturdy piece of furniture, hold on to it and be prepared to move with it.
- STAY PUT - Hold this position until the ground and/or building stops shaking and it is safe to move. Stay inside. Do not attempt to exit during the shaking.
- If you are outside when the quake occurs, stay there. Move away from structures, power poles, lampposts, or retaining walls that could fall during the quake, and avoid fallen electrical lines. If possible, move to an open area.

After the Earthquake

- Be prepared for aftershocks
- Keep occupants quiet and calm.
- **Do not smoke or use matches or lighters in case of gas leaks.**
- CHECK FOR DAMAGE - Carefully inspect your area for damage and potentially dangerous situations, and plan for AFTERSHOCKS.

- LIMIT TELEPHONE USE - Check all telephones to make sure the receivers have not been shaken off the hook.
- CHECK FOR INJURED PERSONS - Render first aid if you are certified to do so, or find someone who can render first aid to any injured personnel. *Do not move victims unless absolutely necessary.*
- LOCATE A BATTERY-POWERED RADIO. Use the radio to receive important instructions and information.
- RUMORS - Discourage the spreading of rumors. Misinformation can cause confusion and panic.
- OPEN DOORS CAREFULLY. Watch for falling objects.
- WEAR SHOES AND GLOVES for protection from debris and broken glass.
- STAY AWAY from windows/glassed areas.
- Cooperate with all public safety officials and Pacific Center management.

Earthquake Evacuation

Determine in advance the safest exit from your space and route you will follow to reach that exit in the event an evacuation is necessary. Also establish an alternate route to be used in the event your first route is blocked or unsafe to use.

- DO NOT evacuate unless told to do so or if danger is imminent.
- FOLLOW INSTRUCTIONS given by emergency personnel.
- DO NOT RUN. Walk and keep noise to a minimum.
- DO NOT USE ELEVATORS.
- DO NOT PUSH OR CROWD. Use handrails in stairwells and move to the opposite side if you encounter emergency personnel.
- MOVE to your designated evacuation area unless otherwise instructed.
- ASSIST PHYSICALLY IMPAIRED/CHALLENGED persons if they are present.
- If you have relocated away from your suite, DO NOT return until you have been notified that it is safe to do so.

WHEN CAN YOU GO HOME?

HAVE A PLAN FOR REUNITING YOUR FAMILY. You will not be able to effectively function at work if you are worried about your family, make sure they know what to do. Have an out of state contact person. When you are able to use a phone, you can check on your family. In the event of earthquake or community-wide disaster during normal working hours, it may be too dangerous to attempt to go home right away. Listen to radio reports for areas and roads that have sustained damage. Wait until you know that the roads you need to get home on are safe to use.

BOMB THREAT

Upon Notification of Bomb Threat

1. Immediately notify 911 and Pacific Center Management/Security.
2. Insure that the bomb threat conversation is documented accurately as possible and as soon as possible. To assist the police and to aid in completing reports, use the "Bomb Threat Check List" for guidance that is included in this guideline.
2. Tenant employees in conjunction with Pacific Center Management will decide how to handle the situation. They will decide whether to notify law enforcement, search and/or evacuate.

Conducting a Search

A visual search should be conducted by those persons FAMILIAR WITH THE AREA. These individuals are the best people to determine whether something doesn't belong or if something has been moved, or is out of place.

Work from the walls to the center of room, and the floor to the ceiling. LOOK and LISTEN.

All suspicious objects should be immediately reported to Pacific Center Management / Security and the Police.

If a device is found, do not touch it:

- Isolate the object
- Evacuate the area
- Notify the authorities

If an unidentified or suspicious article is found, immediately notify the Police and they will call the bomb squad.

If a Suspicious Device is Found

- Insure that the device is not moved or covered, noting its description and exact location. Walkie-talkie sets should NOT be used in the area.
- Immediately report to Pacific Center Building Management / Security and the police.
- Stop entry to the area until relieved of responsibility or given further instructions from the Police Department Bomb Squad.
- Begin evacuation of the area/building. Direct all employees to evacuate to the outside safe refuge area. Notification should be handled in a low key manner to help reduce the chance of panic.

FBI *Advisory*

If you receive a suspicious letter or package

What should you do?

- 1** Handle with care
Don't shake or bump
- 2** Isolate and look for indicators
- 3** Don't Open, Smell or Taste
- 4** Treat it as Suspect!
Call 911



No Return Address
Restrictive Markings

Possibly Mailed from a Foreign Country
Excessive Postage

Misspelled Words
Addressed to Title Only or Incorrect Title
Badly typed or written

Protruding Wires

Lopsided or Uneven

Rigid or Bulky

Strange Odor

Wrong Title with Name

Oily Stains, Discolorations, or Crystallization on Wrapper

Excessive Tape or String

If parcel is open and/or a threat is identified...

For a Bomb

Evacuate Immediately
Call 911 (Police)
Contact local FBI

For Radiological

Limit Exposure - Don't Handle
Distance (Evacuate area)
Shield yourself from object
Call 911 (Police)
Contact local FBI

For Biological or Chemical

Isolate - Don't Handle
Call 911 (Police)
Wash your hands with soap and warm water
Contact local FBI



Police Department _____

Fire Department _____

Local FBI Office _____

(Ask for the Duty Agent, Special Agent Bomb Technician, or Weapons of Mass Destruction Coordinator)



Bomb Threat Check List

Place This Sheet At Any Telephone That Can Receive An Outside Call

Your Name _____
Date of call: _____
Time Received: _____
Time Ended: _____

Speech

- Slow Excited Disguised
- Rapid Angry Sincere
- Normal Calm Slurred

Other Voice Characteristics

Other Comments About Tone of Speech

Questions to Ask

1. When will it explode?

2. Where is the bomb?

3. What kind of bomb is it?

4. What does it look like?

5. Why are you doing this?

6. Where are you calling from?

7. What is your name?

Background Noise

- Office Airport Music
- Factory Street Quiet
- Animals Railroad Voices

Origin of the Call

- Local Internal Phone Booth Long Distance

Exact words of the caller:

Notifications (indicate who and when)

Police _____

Others _____

Description of the caller's voice:

- Loud Deep Distorted
- Soft Raspy Intoxicated
- Normal Stutter Foul
- Pleasant Distant Nasal

Male _____ or Female _____
Young _____ Middle Aged _____ Old _____
Estimated Age _____
Describe Accent _____
Was the voice Familiar? _____
If so who did it sound like? _____

Remarks

MEDICAL EMERGENCY

When notified of a medical emergency:

1. Obtain the following information:
 - The victim's name
 - The victim's location
 - The nature of the emergency
 - A call back number
2. Notify the Paramedics 911 or if there is a problem with 911 dial alternate Paramedic's telephone number (619) 533-4300 and give the following information:

Give them the following information:

Building Name	Pacific Center
Building Address	1455 Frazee Rd. & 1615 Murray Canyon Rd. San Diego, CA 92108
Nearest Cross Street	Frazee & Murray Canyon
Nature of the Emergency	_____
Your Store Number	_____
Your Call Back Number	_____

DO NOT HANG UP UNTIL THE EMERGENCY OPERATOR HANGS UP.

3. Notify Pacific Center Management / Security.
4. Send someone to meet and direct emergency personnel to the injured or ill person.

POWER OUTAGE

Assemble your monitors together and assess your resources. Send the Elevator Monitor to the elevator lobby to stop people and to listen for possible people trapped in an elevator. Carry out the guidelines below as needed.

- REMAIN CALM.
- DETERMINE if an evacuation of your floor or area is necessary.
- NOTIFY Security at (619) 250-6335 and/or Office of the Building at (619) 618-2955.
- TURN ON BATTERY POWERED RADIO to find out what is happening in your area.
- UNPLUG ALL ELECTRICAL equipment. Turn off light switches unless needed. This will lessen the electrical load on circuits when the power is restored.

WHEN POWER RETURNS IT MAY SURGE AND BLOW OUT LIGHTS AND ELECTRICAL EQUIPMENT LEFT ON.

- OPEN WINDOW coverings to provide natural lighting.
- IF EVACUATION is necessary, use flashlights or light sticks to evacuate to your designated Outside Area of Safe Refuge.
- BE PREPARED TO ASSIST any physically challenged occupants if evacuation is necessary.
- IF YOU ARE TRAPPED in an elevator, the elevator is designed to stop where it is. **DO NOT ATTEMPT TO LEAVE THE ELEVATOR ON YOUR OWN.** Each cab has emergency lights and a two-way communication system. To activate, lift receiver.
- Follow directions from Building Management and emergency personnel.

CIVIL DISTURBANCE

The plan for civil disorders shall be activated, on a limited basis, upon decision by Pacific Center Management.

- If Pacific Center has advance notice of an impending emergency, Pacific Center Management/Security will notify of the situation.
- If necessary lock all exterior doors to the area.
- Follow instructions of Pacific Center Management.
- When the Office of the Building receives information that the emergency has ended and it is safe to go into the lobby of the building and the streets, this information will be passed on to all tenants by a member of the building staff/Fire Safety Director.

EVACUATION OF PHYSICALLY IMPAIRED/CHALLENGED PERSONS

Physically disabled individuals may need assistance during an emergency. A person needing assistance could be anyone who without the aid of another person would have difficulty evacuating or relocating to a safe refuge area alone.

The impairment may be permanent or temporary, and may include but not be limited to the following:

- Persons confined to wheelchairs
- Persons dependent on crutches
- Persons recovering from surgery
- Persons with significant hearing or sight impairment
- Extreme cases of obesity
- Pregnant women

The primary objective of those providing assistance should be to get the person in need, to a place of safety. Once achieved, someone may then be sent to inform the Fire Department of the person's location, wait for further assistance, or proceed to another acceptable safe refuge area.

FIRE PREVENTION TIPS

1. Never throw matches or cigarette butts into waste containers.
2. Observe NO SMOKING signs.
3. Check for frayed or damaged electrical cords. Report them to your supervisor.
4. Do not run electrical cords under carpets or chair pads.
5. Do not overload electrical or power strips; only one power strip per outlet.
6. Do not use power strips as extension cords by plugging one power strip into another.
7. Make sure all electrical equipment has been tested by an approved laboratory. You will see a UL stamped on the equipment.
8. Refrain from using space heaters. Flammable items [paper, curtains, etc.] within 36 inches of the space heater could create conditions for a fire.
9. Do not let trash overflow in wastebaskets or collection areas.
10. Do not block corridors and emergency exits.
11. Do not prop open corridor or other fire doors. If these doors are propped open and there is a fire, smoke can easily spread throughout the area.
12. Check lighting in corridors and exit signs. Report any malfunctioning lights.
13. When you leave your area, close doors. In the event of a fire, closed doors will limit the spread of fire and smoke.

FIRE PREVENTION INSPECTION REPORT

HOUSEKEEPING / MAINTENANCE

NO OK

- | | | |
|-----|-----|---|
| ___ | ___ | 1. All NO SMOKING regulations are being observed. THIS IS A NON-SMOKING BUILDING. |
| ___ | ___ | 2. Combustible waste placed in proper/approved containers. |
| ___ | ___ | 3. Trash/rubbish removal made on a regular basis. |
| ___ | ___ | 4. Flammable liquids safely stored in approved containers. |
| ___ | ___ | 5. All electrical plugs, power strips, surge protectors are legal and in good working order. |
| ___ | ___ | 6. No extensive use of cords from outlet (octopus). |
| ___ | ___ | 7. No overloading of power strips. |
| ___ | ___ | 8. All power strips, surge protectors and electrical equipment must have a laboratory stamp of approval, i.e., UL approval. |
| ___ | ___ | 9. No cords or wires under carpeting or chair pads. |
| ___ | ___ | 10. Adequate clearance maintained at all sub-panels (3 ft.). |
| ___ | ___ | 11. Electrical devices turned off when not in use, i.e., coffee pots. |
| ___ | ___ | 12. Accumulations of lint, dust, grease removed. |

FIRE / LIFE SAFETY SYSTEMS

NO OK

- | | | |
|-----|-----|---|
| ___ | ___ | 1. Adequate lighting in corridors, exits and stairwells. |
| ___ | ___ | 2. EXIT signs illuminated as required. |
| ___ | ___ | 3. All evacuation signs maintained – none defaced or missing. |
| ___ | ___ | 4. Fire doors not wedged or blocked open. |
| ___ | ___ | 5. Stairwells free of obstacles, storage, refuse, etc. |
| ___ | ___ | 6. Corridors and exits are unobstructed. |
| ___ | ___ | 7. Fire Sprinkler heads clean and unobstructed (18" clearance). |
| ___ | ___ | 8. Adequate clearance (3 ft.) for all fire extinguishers. |
| ___ | ___ | 9. Fire equipment in proper locations. |
| ___ | ___ | 10. List of Floor Wardens and Monitors updated. |
| ___ | ___ | 11. List of occupants with a physical disability updated and submitted to the Fire Safety Director. |
| ___ | ___ | 12. Documentation of new employees instructed on emergency procedures. |
| ___ | ___ | 13. Documentation of training of all occupants on an annual basis. |
| ___ | ___ | 14. Other observations (Use back of page.) |

Report submitted by: _____

Date: _____

Additional Emergency Information Sources

SHARP HOSPITAL 7901 FROST ST. SAN DIEGO, CA 92123 (858) 939-3400
SCRIPPS MERCY HOSPITAL 4077 5th Ave. San Diego, CA 92103 (619) 294-8111

CALIFORNIA POISON CONTROL SYSTEM
PUBLIC TELEPHONE LINE (800) 876-4766

NATIONAL RESPONSE CENTER
TOXIC CHEMICALS & OIL SPILLS (800) 424-8802

National Security and Safety Web Sites

Department of Homeland Security	www.dhs.gov
Secondary Web site	www.ready.gov
<hr/>	
Centers for Disease Control	www.cdc.gov
<hr/>	
ASIS International	www.asisonline.org
<hr/>	
FBI	www.fbi.gov
San Diego Police Department	www.sandiego.gov/police/
American Red Cross	www.redcross.org
<hr/>	
Calif. Office of Emergency Services	http://www.oes.ca.gov
Federal Emergency Management Agency	http://www.fema.gov
