

Important Contacts

Call 911 to report any emergency

City of Milpitas Police
408-586-2400

City of Milpitas Fire
408-586-2800

County of Santa Clara
Hazardous Division
408-918-3400

Silicon Valley Surgi-Tech Institute Emergency Preparedness and Response Plan

2020

**Emergency Evacuation
Meeting Location**

**Please meet at sidewalk in
front of the building on
Main St.**

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Introduction and Purpose

SVSTI is committed to the safety and well-being of its staff, students and guests. Upholding this commitment requires planning and practice. This plan exists to satisfy those needs and to outline the steps to be taken to prepare for and respond to an emergency affecting the department or the College.

Goals

The goals of SVSTI in responding to an emergency situation include:

- The safety of all staff, students, and guests.
- The physical and emotional well-being of staff, students, and guests.
- The timely stabilization of an emergency situation.
- The protection of SVSTI facility, property, and the belongings of staff, students, and guests.

Applicability and Scope

This plan applies to all employees of SVSTI and any person occupying the physical plant of SVSTI; to include students, employees, and guests.

The scope of this plan is intended to encompass all hazards. This plan may be consulted when responding to any and all emergencies. When encountering a situation which has not been expressly addressed in this plan, use good judgment and the guiding principles outlined below.

Responsibility

SVSTI emergency plan is the responsibility of Julie Hamrick. CEO, Chief Academic Officer will review and update this plan at least once annually. Revisions will be made as needed throughout the year. Any suggestions, comments, or questions should be directed to Julie Hamrick.

Order of Succession

Leadership authority during an emergency shall flow downward through the following list of people:

1. Julie Hamrick CEO, Chief Academic Officer
2. Nanette Broderick
3. Marijane Valdez

Emergency Communications

During an emergency, SVSTI will use the following means and methods of communication.

Possible means and methods:

Landline telephones

Cell phones

Texting

Two way radios

Email

Social Media

Media Inquiries

Inquiries from the media during or after an emergency will be addressed by Julie Hamrick. The Office of Communications will be consulted in releasing any information to the media. At any time the media can simply be referred to the Office of Communications.

Emergency Contact Directory

Name	Primary Phone	Secondary Phone	Pager
Julie Hamrick	408-640-2991		
Nanette Broderick	831-345-3888		
Marijane Valdez	408-640-9924		
Gina Little	408-449-6866		
Suzanne Duran	408-752-6537		

Emergency Protocols

Fire and Evacuation

In the Event of a Fire:

Pull the **Fire Alarm** and Call **911**

If you see smoke or flames:

Use **CARE**:

- **Contain** the fire by closing all doors as you leave
- **Activate** the nearest Fire Alarm pull station (Pull stations are located near all building exits)
- **Report** the fire by dialing 911
- **Evacuate** or extinguish (In most cases, it is best to Evacuate)

Use a **Fire Extinguisher** only if:

- You have been trained
- You have your back to an unobstructed exit
- You have a fully charged and proper type unit for the fire you are fighting
- The fire is contained, and you have reported the fire by **Fire Alarm** or **911** activation
- Everyone else has left the area
- There is little smoke or flames

Never fight a fire if:

- You lack a safe way to escape should your efforts fail
- It has left its source of origin
- You are unsure of the type of extinguisher you need or have

- If you can't control the fire within 30 seconds, abandon your efforts, close the door(s) and evacuate immediately.

Building Evacuation

You should familiarize yourself with the evacuation routes posted in all campus buildings. If an evacuation order is issued for your building, or if it were necessary to evacuate due to an emergency, fully cooperate with Safety and Security/emergency personnel and:

- Take only keys, wallets and essential belongings with you
- If possible wear weather appropriate clothing
- If you are the last one to exit your room close, and lock doors
- Leave the building immediately
- Do not investigate the source of the emergency
- Walk, don't run, to the nearest exit
- Use stairs, not elevators
- Assist people with special needs
- Get input from the individual how you can help before attempting any rescue technique or giving assistance. Ask how he or she can best be assisted or moved and whether there are any special considerations, methods, or any items that need to be brought with the person during the evacuation.

Individuals who are Blind or have a Visual Impairment

- Ask the person who is blind/VI if s/he would like assistance or guidance in leading her/him out of the building to the Emergency Evacuation Meeting Location.
- Give verbal instructions to the person who is blind/VI regarding the safest exit route by using compass directions, estimated distances, and directional terms. (i.e. "from where we're standing, the exit door leading to the main floor of the Collis Center 10-20 feet down the hall on the right past the kitchen. There is a stairwell leading to the side exit onto Wheelock Street. The stairwell has 28 steps and there are handrails on both sides, etc.")
- Do not walk up and grasp the arm of a visually-impaired person and attempt to lead her/him out of the building. First ask if s/he would like to hold onto your arm as you exit, especially if there is debris in the area or you need to exit through a crowd.
- Give other relevant verbal instructions or information (e.g., "elevators cannot be used", "door handle is on the left and the door opens outward", "this exit leads to the eastside of the Collis Center", etc.).

Individuals who are Deaf or Hard of Hearing

- Get the attention of a person with a hearing disability by either touch or by making eye contact.
- Clearly state the situation and reason for evacuation. Have a pen and paper handy to write a brief statement if the person does not seem to understand.
- Offer visual instructions by pointing toward exits or evacuation maps showing the safest exit routes.
- If there is no immediate danger, persons with disability/mobility limitations should shelter in place.
- If there is imminent danger and evacuation cannot be delayed, the person with a disability should be carried or helped from the building in the best and fastest manner (the person with the disability is the best authority as to how to be moved out of the building)
- As you make your way out, encourage those you encounter to exit as well
- Wait for instructions before returning to your building after an evacuation.

Medical Emergency**If someone is injured or becomes ill:**

- Stay Calm
- Dial **911** and explain the type of emergency, the location, condition, and number of victims
- Let the dispatcher know of any safety hazards - chemical spill, fire, fumes, etc.
- Do not hang up unless told to do so by the dispatcher
- Do not move the victim unless there is danger of further injury if s/he is not moved
- Render first-aid or CPR only if you have been trained
- Do not leave the injured person except to summon help
- Comfort the victim until emergency medical services arrive
- Have someone stand outside the building to flag down the ambulance and/or Safety and Security when they reach the vicinity

Bomb Threat

If you receive a bomb threat, **remain calm** and:

1) Obtain as much information as possible:

- Write down the number from where the call is coming
- Write down the exact time of the call
- Write down as accurately as possible the statements made
- Listen to the voice to determine the sex, age, accents, lisps, tone, etc. (Note any distinguishing feature)
- Listen for background noises
- Try to signal a for someone else to also listen on the telephone line, if possible
- Do not hang up and stay on the line a long as possible; wait for the caller to hang up

2) Keep the bomb threat caller talking, and ask as many questions of the caller as you can:

- When will the bomb go off? How much time remains?
- Where is the bomb located?
- What does it look like?
- What kind of bomb is it?
- How do you know about this bomb?
- Why was it placed here?
- Who are you?
- What is your name?

3) Call **911** immediately and then

4) Complete a [**Bomb Threat Checklist**](#) form and have it ready, along with your notes from the call, for responding Officers. It is recommended to have a [**Bomb Threat Checklist**](#) form handy, and follow it while receiving the threat

Hostile Intruder/Active Shooter

If a hostile intruder/active shooter is Outside your building:

1. Get to a room that can be locked; close and lock windows and doors
2. Turn off the lights
3. Try to get everyone down on the floor (so that no one is visible from outside the room)
4. Call 911. The Dispatcher will ask for, at least, the following information:
 - a. Your name
 - b. Location of the incident (be as specific as possible)
 - c. Number of shooters (if known)
 - d. Identification or description of shooter
 - e. Number of persons who may be involved
 - f. Your location
5. Stay in place (calls from unfamiliar voices to come out may be the attacker attempting to lure you)
6. Do not respond to any voice commands until you are sure that they come from a Police Officer, or a Campus Safety & Security Officer

If a hostile intruder/active shooter is INSIDE your building:

1. Exit (get out of) the building immediately
2. Notify anyone you may encounter to exit the building immediately
3. Call 911. The Dispatcher will ask for at least the following information:
 - a. Your name
 - b. Location of the incident (be as specific as possible)
 - c. Number of shooters (if known)
 - d. Identification or description of shooter
 - e. Number of persons who may be involved
 - f. Your location

If exiting the building is not possible, the following actions are recommended:

1. Go to the nearest room or office
 - a. If you are locked out of all rooms, seek refuge in the nearest restroom, lock yourself in a stall and keep quiet
2. Close and lock the door and/or block it (try barricading the door with desks and chairs)
3. Cover the door windows
4. Call 911 (the Dispatcher will gather information from you)
5. Keep quiet and act as if no one is in the room (silence cell phones)
6. DO NOT answer the door
7. Stay in place (calls from unfamiliar voices to come out may be the attacker attempting to lure you)
8. Do not respond to any voice commands until you are sure that they come from a Police Officer, or a Campus Safety & Security Officer

If a hostile intruder/active shooter Enters your office or classroom:

1. Remain calm
2. Dial 911 (if you can't speak, leave the line open so the Dispatcher can listen to what's taking place)
3. Try to escape, but if unable, you must take action to survive!! Make a quick survival decision, either:
 - a. Try to negotiate with the hostile intruder/active shooter (perhaps not the most effective measure), or
 - b. Try to hide; bear in mind that being hidden (i.e. behind a wooden door) is not the same as being covered (i.e. behind a steel door), or
 - c. Play dead (pretend to be unconscious), or
 - d. Try to overpower the hostile intruder/active shooter by force (use anything at your disposal and fight for your life); **Only you can decide if this is something you should do**
 - e. If someone other than yourself acts to overpower the hostile intruder/active shooter it is recommended that you assist, as this will increase the chances of success and survival. **Again, only you can decide if this is something you should do**

If the hostile intruder/active shooter leaves your area, and as soon as it is safe to do so:

1. Close and lock the door and/or block it (try barricading the door with desks and chairs)
2. Call 911 (if not on the line already)
3. DO NOT answer the door and stay in place behind cover
4. Do not respond to any voice commands until you are sure that they come from a Police Officer, a Campus Safety & Security Officer

If you decide to flee during a hostile intruder/active shooter situation:

1. No matter what the circumstances, make sure you have an escape route and plan in mind
2. Do not attempt to carry anything while fleeing
3. Do not attempt to remove injured people (leave wounded victims where they are and notify authorities of their location as soon as possible)
4. Move quickly, keep your hands up high and visible
5. Follow the instructions of any Police Officers you may encounter

What to expect from responding police officers:

Police Officers responding to an active shooter are trained in a procedure known as "Rapid Deployment" and proceed immediately to the area in which shots were last heard. Their purpose is to stop the shooting as quickly as possible. The first officers to arrive will not stop to aid injured people; rescue teams composed of other officers and emergency medical personnel will follow the first officers after areas have been secured to treat and remove injured persons.

Please understand that the police will be treating all those they encounter (including you) as possible suspects. When you encounter the police:

1. Remain calm
2. Do as the officers tell you
3. Put down any bags or packages you may be carrying
4. Keep your hands up and visible at all times
5. If you know where the hostile intruder/active shooter is, tell the officers
6. Once out of harm's way remain at whatever assembly point authorities designate
7. Keep in mind that the entire area is still a crime scene; police will usually not let anyone leave until the situation is fully under control and all witnesses have been identified and questioned
8. Do not leave until you have been interviewed and released

Utility Failure and Natural Disaster

Utility Failures

These may include electrical outages, plumbing failure/flooding, gas leaks, steam line breaks, ventilation problems, elevator failures, etc. Remain calm

- If the building must be evacuated, follow the instructions on [Building Evacuation](#)
- Unplug all electrical equipment (including computers) and turn off light switches
- Use a flashlight: Do not light candles or use other kinds of flames for lighting

Floods

Minor or area flooding on campus could occur as a result of a water main break, loss of power to sump pumps, or major multiple rainstorms. Safety and Security monitors the National Weather Service, and other emergency advisory systems to stay abreast of weather and alert related conditions and will provide instructions should they be necessary. For imminent or actual flooding, and only if you can safely do so:

- Secure vital equipment, records, and other important papers
- If present in your area, report all hazardous materials (chemical, biological, and/or radioactive)
- Move to higher, safer ground
- Shut off all electrical equipment
- Do not attempt to drive or walk through flooded areas
- Wait for further instructions on immediate action from Safety and Security
- If the building must be evacuated, follow the instructions on Building Evacuation
- Do not return to your building if you have been evacuated by flooding until you have been instructed to do so by College personnel
- If you are assisting with flood cleanup, report immediately to Environmental Health and Safety any oil, chemical, or radioactive materials suspected of mixing with flood waters

Earthquakes

Earthquakes are more common in the western United States, but they do occur in the New England area as well. In the event of an earthquake:

- Stay away from large windows, shelving systems, or tall room partitions
- Get under a desk, table, door arch, or stairwell
- If none of these is available: move against an interior wall and cover your head with your arms
- Remain under cover until the movement subsides
- After the shaking stops, survey your immediate area for trapped or injured persons and ruptured utilities (water, gas, etc.)
- If it is safe to do so, remain at your location and await further instructions from College personnel
- Do not evacuate until instructed by emergency personnel
- If out in the open:
 - Stay in an open area away from buildings, power lines, trees or roadways
 - If in a car, pull over and stop. Do not park under an overpass or near a building. Be cautious about driving again, in the event roads are damaged
- After an earthquake:
 - Put on enclosed shoes to protect against broken glass
 - If the power is out use a flashlight. Do not light a match or candle
 - Be alert for safety hazards such as fire, electrical wires, gas leaks, etc.
 - Give or seek first aid. Assist any disabled persons in finding a safe place for them
 - Evacuate if the building seems unsafe or if instructed to do so:
 - Use stairs, not elevators
 - Unplug small electrical appliances
 - Bring keys, purses, wallets, warm clothing
 - Be prepared for aftershocks
 - Cooperate with emergency personnel, keep informed, and remain calm

Shelter in Place/Safe Shelter/Lock Down

Shelter in Place is useful when evacuation is not an option. Refuge is sought in an interior room with few or no windows. It is helpful to identify these locations within your department ahead of time and to ensure employees are familiar.

It may be necessary to shelter in place following the intentional or accidental release of chemical, biological, or radiological contaminants into the environment. Shelter in place may also be necessary in the event of a hostile intruder on campus.

Shelter in place procedures will be initiated through the various notification systems used by Dartmouth.

- Stop classes and/or other operations in the building.
- If there are visitors in the building, provide for their safety by asking them to stay—not leave. When public safety officials provide directions to shelter in place, they want everyone to take those steps immediately, where they are.
- Close and lock all doors, windows, and other openings to the outside.
- If necessary/possible, turn off heating or cooling system.
- Select interior room(s) above the ground floor with the fewest windows and vents. The room(s) should be large enough for everyone to sit comfortably and quietly. Use multiple rooms if necessary.
- Lock the door to any rooms being used and draw the curtains/shades or cover the windows. You should not be visible from the outside or from the corridor.
- Ideally, choose room(s) with hardwired telephones as cellular networks may be unavailable. Use these phones to report any emergencies.
- Stay away from windows and doors.
- In the event of a hostile intruder, remain absolutely quiet and follow steps outlined in the “Hostile Intruder/Active Shooter” section.
- Remain calm and await further instructions.

DO NOT leave the room until directed to do so by a public safety official.

Suspicious Package or Object

If you have any reason to believe that a letter or parcel is suspicious, **DO NOT** take a chance or worry about embarrassment.

- **DO NOT** touch the package or object.
- **DO NOT** tamper with the package or object.
- **DO NOT** attempt to move the package or object.
- **DO NOT** open the package or object.
- **DO NOT** put the package or object in water or an enclosed space, such as a drawer or box.
- Isolate the package or object and evacuate the immediate area.

Characteristics of Suspicious Packages

- Special deliveries, foreign mail, or air mail.
- Restrictive markings such as “Confidential” or “Personal.”
- Excessive postage.
- Handwritten or poorly typed addresses.
- Incorrect titles.
- Misspelled words.
- Stains or discoloration on the package.
- Excessive weight.
- Rigid, lopsided, or uneven envelopes.
- Protruding wires or aluminum foil.
- Excessive tape or string.
- Visual distractions such as illustrations.
- No return address.