

Appendix 4.5-3

Hope Gardens Family Center Emergency Action Plan



HOPE GARDENS FAMILY CENTER

EMERGENCY ACTION PLAN

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TABLE OF CONTENTS

INTRODUCTION	I
ORGANIZATIONAL EMERGENCY RESPONSE	II
EMERGENCY PROCEDURES	III
• MEDICAL	
• POWER FAILURE	
• FIRE	
• EARTHQUAKE	
• BOMB THREAT	
• ACTIVE SHOOTER	
• FLOODING	
• CHEMICAL SPILLS	
• EXPLOSIONS	
EMERGENCY NUMBERS AND INFORMATION	IV
SHUT-OFFS AND GENERATOR	V
EVACUATION PLAN	VI
EVACUATION ROUTES	VII

I

INTRODUCTION

INTRODUCTION

The objective of this Emergency Action and Evacuation Plan (Emergency Plan) is to develop procedures that will allow persons responsible for the Union Rescue Mission Facility in Sylmar, Ca. (Hope Gardens Family Center), achieve successful solutions to various emergencies.

This plan is designed with the intention to be a comprehensive, thorough and easy to use handbook, which can be utilized during any major emergency. The plan addresses emergency procedures to follow in cases of fire, flood, power failure, earthquakes, explosions, chemical spills, bomb threats and medical emergencies. Also included are major areas of supervisory responsibilities, logistical sources, and maps and post emergency procedures.

II

ORGANIZATIONAL EMERGENCY RESPONSE

ORGANIZATIONAL EMERGENCY RESPONSE

The following section gives a brief overview of the major areas of responsibility, which need to be addressed during most emergencies.

Each area includes a brief statement of general responsibilities and an action checklist to assist the individual overseeing each area. Remember that the checklist is only a guide and is not intended to limit initiative, collaboration or common sense.

No one can predict in advance how quickly and serious an emergency or incident may become. It is extremely important for staff to understand the need to establish an Emergency Plan Organizational Chart and a chain of command. Properly planned and implemented, these measures will assist the staff in doing what they would normally do, without interference and with greater efficiency.

Someone must be in charge of an emergency. All members of the staff may volunteer information, suggestions and opinions, but each one must be prepared to take orders as well.

The Line of Succession is based upon The HGFC & URM staff positions, not individuals, in order to eliminate the need to keep up with personnel changes.

It is the job of the Emergency Advisor (person in charge) to decide which jobs are needed, and when.

In the event that an emergency occurs at a time when none of the people in a given line of succession are present, the person who assumes the role of Emergency Advisor must make the necessary staff assignments.

NOTE: If an emergency occurs during off-hours, the Security staff on duty may be required to juggle a number of responsibilities with severely limited staff personnel, until additional help can be summoned. These duties will then be turned over to appropriate staff personnel as soon as they arrive or take charge at the Hope Gardens Family Center (HGFC).

All staff, and particularly those in the line of succession, needs to spend time periodically reviewing their various possible roles and their responsibility in the overall picture. Familiarization and training are the keys to success in any emergency situation.

EMERGENCY ADVISOR

During an emergency situation when it becomes necessary to implement the Emergency Plan, the following personnel, in the order indicated, will be responsible for the execution of the plan.

LINE OF SUCCESSION

1. Emergency Advisor
2. President
3. CFO
4. VP of Operations
5. VP of Emergency Services
6. Director of Facilities
7. Security Supervisor

During the time when the above staff personnel are absent from the HGFC, the Security Shift Supervisor on duty will be in charge until relieved by the Emergency Advisor.

RESPONSIBILITIES: Assesses the need for the Emergency Plan and declares it to be operational, when necessary. Directs all operations while the HGFC is in emergency status; continues to assess the emergency accurately, its progress, potential damages, and directs the staff based on these assessments; and determines cessation of state of emergency.

ACTION CHECKLIST

- ___ Assesses incident and declares the Emergency Plan is in effect; must evaluate any incident, which may become a serious emergency.
- ___ Declares that all radio traffic, storage and charging of radio batteries be routed through the - emergency command post, the location and composition of which is determined by the needs of the emergency. All radio traffic will be on the main Security Department frequency (Channel 1), unless directed otherwise.
- ___ Quickly gathers information and develops initial strategy based on staff available and the nature of the emergency.
- ___ Takes immediate steps to reduce or eliminate risk (for example: stop the flow of water, unclog the drain, etc.).
- ___ When applicable appoints security shift supervisor, staff managers, maintenance lead, public relations director, safety coordinator, and duty chaplains.

EMERGENCY ADVISOR *(continued)*

___ Obtains a two-way radio and a First-Aid/Emergency kit.

___ Establishes a command post and clearly announces its location and who is in charge.

Possible Locations:

- Gate 3
- Gate 4
- Operations Building
- Administration Building

___ Arranges for chronological documentation of significant events using an assistant if possible.

___ Receives and evaluates reports from all subordinates.

___ Coordinates with officials of the Union Rescue Mission.

___ Ensures the protection of guests, program residents and staff during the emergency.

___ Authorizes the mutual aid efforts with other service providers. (See fact sheets on Other Service Providers).

___ Continually reevaluates state of emergency and priorities.

___ Ensures long-term clean-up and salvage operations are initiated.

___ Thoroughly briefs his/her replacement.

___ Declares emergency is over.

Facilities Director

RESPONSIBILITIES: The Human Resource Department or their designee as Safety Coordinator is responsible for general safety and welfare of persons on the property during emergency operations.

ACTION CHECKLIST

- Quickly gathers information and develops initial strategy based on available staff and the nature of the emergency.
- Assembles and directs a team of workers trained in first aid when possible. Coordinates with the Security Supervisor, Maintenance Manager and Site VP.
- Establishes and maintains the first aid station(s).
- Supervises evacuation of the sick and injured as possible.
- Reports hospitalization needs of the injured to the Emergency Advisor.
- Coordinates the identification, removal and storage of deceased persons.
- Arranges for chronological documentation of activities using an assistant if possible.
- Regularly reports to Emergency Advisor on progress/problems.
- Thoroughly briefs his/her replacement.

SECURITY SUPERVISOR

RESPONSIBILITIES: Maintains the security of all buildings and grounds to ensure the protection of guests, program resident sand staff. Supervises the staff personnel assigned to this team and is responsible for their development as well as the enforcement of all emergency security regulations.

ACTION CHECKLIST

- Quickly gathers information and develops initial strategy based on personnel available and the nature of the emergency.
- Investigates all accidents, injuries, or deaths related to the emergency, and maintains accurate chronological records, including confidential lists of the injured and dead, citing causes when know. Reports this information to the Emergency Advisor.
- Obtains the necessary supplies from the emergency supply kit and a portable radio.
- Oversees immediate distribution of emergency supplies and assigns available two-way radios to key personnel.
- Assembles and directs a team of workers, primarily using security department staff personnel when possible. Uses runners as necessary. **Coordinates staffing needs with the Safety Coordinator and Emergency Advisor.**
- Is responsible for locating and establishing a command post; assigns additional operators as necessary.
- Arranges for the coverage of the minimum necessary security posts and establishes security and fire prevention patrols in the HGFC site buildings and grounds as appropriate.
- Provides security for designated areas, such as kitchens and food storage, warehouse, Operations Building, parking lots, etc.
- Establishes perimeter security.
- Provides security for the Emergency Advisor command post.
- Maintains Emergency Key Log.
- Enforce The HGFC rules and regulations, adapting for emergency conditions. Uses sound judgment.
- Attempts to deter trespassing, looting and other violations. May detain violators by citizen's arrest if necessary.

SECURITY SUPERVISOR (*continued*)

- ___ Coordinates with local law enforcement on all internal security matters.
- ___ Assesses impact of the emergency upon overall security efforts and reports to Emergency Advisor.

Traffic Control

- ___ Coordinates evacuation of visitors, guests, program residents and staff.
- ___ Enforces emergency traffic patterns.
- ___ Screens all incoming traffic.
- ___ Controls all pedestrian traffic
- ___ Thoroughly briefs his/her replacement.
- ___ Arrange for the chronological documentation of significant events, using an assistant if possible.
- ___ Regularly reports to Emergency Advisor on progress/problems.

HUMAN RESOURCES COORDINATOR

RESPONSIBILITIES: Under the direction of the Emergency Advisor, is responsible for the efficient deployment and redeployment of all staff personnel on The HGFC property. This includes utilizing essential personnel and establishing a safe area for non-essential personnel outside of the emergency area(s). Must make rapid decisions based on existing conditions and available staff.

ACTION CHECKLIST

- Quickly gathers information and develops initial strategy based on personnel available and the nature of the emergency.
- Establishes a base of operations, which can accommodate the anticipated staffing pool, and clearly announces its location.
- Assembles all available personnel and deploys them individually or in teams to report to other managers or staff as needed, based upon primary skills.
- Under the direction of the Emergency Advisor, establishes and continually revises the relative staffing priorities of various teams.
- Maintains emergency notification files and handles the recall of off-duty staff as necessary.
- Maintains a status board of all current deployment of onsite personnel. (See attached emergency Line of Succession.)
- Clearly instructs all personnel to return to the personnel pool, as determined by Human Resources Coordinator, for reassignment upon completion of task and release by the requesting manager.
- Identifies whether any personnel are missing and believed trapped in hazardous areas, and informs the Safety Coordinator.
- Coordinates the use of arriving staff, ensuring that all needs are met.
- Surveys available visitors and program participants for special skills.
- Recruits outside medical personnel as required.
- Regularly reports to Emergency Advisor on progress/problems.
- Establishes records of known missing, injured or deceased persons, and coordinates to information with Public Relations Coordinator. Thoroughly briefs his/her replacement.
- Arranges for chronological documentation of significant events, using an assistant if possible.

MAINTENANCE COORDINATOR

RESPONSIBILITIES: Maintains the maximum functioning of all physical plant systems. Reduces or eliminates risk to people, buildings, and objects through repair work and anticipation of structural, electrical, mechanical and other problems.

ACTION CHECKLIST

- Quickly gathers information and develops initial strategy based on personnel available and the nature of the emergency.
- Obtains a two-way radio. The Universal Channel for emergencies is: **1**
- Assembles and directs a team of workers, primarily from Maintenance Department, to immediately conduct initial structural, systems and utility damage assessments. Report location(s) and severity of problems to the Emergency Advisor, and the Maintenance Coordinator.
- Provides emergency power. Coordinates use of the emergency generator.
- Directs necessary emergency shutdown procedures for heating, ventilating, air conditioning, water, and electrical systems.
- Shuts off water heaters and gas supply lines as necessary. Earthquake gas valve automatically shuts off all gas equipment and manual reset is necessary.
- Restores and maintains essential services as possible.
- Repairs emergency equipment by priority, including alarms.
- Inspects and clearly marks hazards and hazardous areas.
- Constructs emergency facilities as needed, in coordination with Safety Coordinator. Provides mechanical maintenance as necessary.
- Secures contractor support (establishes phone list of sources) to supplement staff in the repair of damaged utilities, buildings, fire protection systems, equipment, etc.
- Regularly reports to Emergency Advisor on progress/problems.
- Arranges for chronological documentation and time line for records of significant events, using an assistant if possible. Thoroughly briefs his/her replacement.

PROJECT COORDINATOR

RESPONSIBILITIES: Designated by the Emergency Advisor, coordinates all procurement, supply and maintenance of equipment and services.

ACTION CHECKLIST

- Quickly gathers information and develops initial strategy based on staff available and the nature of the emergency.
- Arranges for sanitation and disposal of human waste. Refer to the “**ADDITIONAL EMERGENCY RESPONSE INFORMATION**” in Section VI of this document.
- Obtains the emergency supply kits and conducts an audit of available supplies.
- Establishes a base of operations and clearly identifies its location.
- Ascertains the logistical needs of the Emergency Advisor; his/her staff and institutes a plan to fill those needs; ensuring that all needs are met by priority.
- Coordinates the contacts with outside suppliers.
- Arranges for outside support for identification and removal of hazardous materials.
- Continually reevaluates state of emergency, priorities and submit report to the Emergency Advisor.
- Arranges for chronological documentation of all activities using an assistant if possible.
- Regularly reports to Emergency Advisor and Facilities Manager on progress/problems.
- thoroughly briefs his/her replacement.

PUBLIC RELATIONS COORDINATOR

RESPONSIBILITIES: The Public Relations Coordinator oversees all external communications for the duration of the emergency. Gathers, compiles, and coordinates information for dissemination through the media and acts as liaison with outside agencies and the community through the Public Affairs Department. Works closely with Safety Coordinator to ensure appropriate information is circulated about emergency. Serves as liaison to families of employees (through Human Resources Department) and visitors, and manages all outside telephone communications.

ACTION CHECKLIST

- Quickly gathers information and develops an initial strategy based on staff available and the nature of the emergency.
- Prepares a media statement and appropriate key messages.
- Obtains a portable radio.
- Prepares key messages for URM's internal audience. Establishes a base of operations preferably in an area with functional telephones (e.g., HGFC Administration Building or URM's 2nd Floor Conference Room), and clearly announces its location.
- Coordinates all media management operations.
- Sets up and facilitates Press conference(s) if necessary.
- Receives all external communications and requests for information.
- Disseminates information through the media; including updates on the emergency and changes in daily procedures, hours of operation, etc. Organizes press releases and any information released to the public.
- Updates information for website.
- Arranges for chronological documentation of significant events
- Regularly communicates with Emergency Advisor on progress/problems/status.
- Thoroughly briefs his/her replacement.
- Participates in a debriefing session after the emergency is over.

DUTY CHAPLAIN

RESPONSIBILITIES: Responsible for the physical, spiritual and emotional welfare of all persons on the property.

ACTION CHECKLIST

- Establishes food and shelter station(s).
- Provides special services as required for the care of unaccompanied children, the aged and the handicapped.
- Coordinates with Public Relations Coordinator to facilitate outside communications with concerning guests, program participants, visitors and staff.
- Coordinates with Red Cross as appropriate.
- Arranges for chronological documentation of significant events, using an assistant if possible.
- Regularly reports to Emergency Advisor on progress/problems.
- Provides counseling and spiritual support.
- Thoroughly briefs his/her replacement.

III

EMERGENCY PROCEDURES

EMERGENCY PROCEDURES

The following section provides a brief overview of some of the types of emergencies, which the HGFC might face in the future. As you read the material, understand that it is intended to assist a staff member as an individual in understanding what to expect and how to respond initially.

The key to effective response in any emergency is prior familiarization and training in the use of the emergency plan.

INTRODUCTION TO MEDICAL EMERGENCIES

The Safety Committee Team will provide bi-annual training in first aid and cardiopulmonary resuscitation (CPR) to all designated URM staff. The Safety Committee shall also maintain first aid kits, in clearly marked locations, in buildings occupied by employees.

In the event you see or are informed of a medical emergency, please stay calm and follow the instructions on the following pages.

MEDICAL EMERGENCIES

When a person appears to be ill or injured:

1. Notify Security at extension **7050 IMMEDIATELY**, or tell a Security Officer if one is nearby.
2. Security will dispatch First-Aid trained responders with first-aid supplies to the medical emergency. **Two adults will examine the person in need of medical assistance.** The first-aid responders will render the minimum first aid necessary and determine what additional treatment is required (i.e., call the Fire Department, paramedics, ambulance, etc.)
3. Security (Gate 3) will be responsible for the notification of emergency personnel.
4. Do not attempt to move a person who has fallen and who appears to be in pain.
5. Avoid unnecessary conversation with, or about, the ill or injured employee, guest, visitor, or members of his/her party. You might increase the person's distress or fears, and thereby contribute to medical shock. Limit your communication to quiet reassurances.
6. Do not discuss the possible cause of an accident or any conditions that may have contributed to the cause.
7. Under no circumstances should an employee or security officer discuss any insurance information with members of the public.
8. After the person's needs have been taken care of, and the incident is concluded, remain on call to assist the investigating Security Shift Supervisor or HGFC manager with pertinent information for an accident/incident report.
9. Contact the Human Resources Department at extension 2205 to report the employee medical emergency, request paperwork to fill out an accident report and for any questions concerning Workers' Compensation.

POWER FAILURE

A. General Procedures

1. Note of the time of the power failure time (i.e.am-pm) and log the length of time.
2. Contact the following staff members:
 - a. HGFC Maintenance Manager
 - i. VP responsible for the Site (Site VP)
 - ii. VP of Operations
 - iii. Director of Facilities
 - iv. Safety Coordinator
3. Remain calm. Do not panic.
4. Be alert for potential vandalism or theft.
5. The Operations (Maintenance) Department shall respond with the appropriate equipment to a power failure.
6. All staff members will remain in there assigned areas and stand by for further instructions.
7. Hope Gardens is equipped with emergency lighting which will be energized in the event of a power failure. When feasible, staff members will also pull open the drapes/blinds covering the windows for additional lighting.
8. Security will assist residents as needed if an evacuation is necessary.
9. Security and Operations will check to see if anyone is stranded in a functioning site elevator(s). **The HGFC site elevators are currently turned off.**
10. If a HGFC Site evacuation is required, it will begin with an announcement to evacuate the buildings. Security and Operations will assist with a controlled, calm evacuation of the Site.
11. The Maintenance Manager, the Site VP or assigned building monitors will coordinate a walk through and inspection of all areas, securing doors and ensuring everyone has left the Site buildings.
12. If the emergency continues, the Safety Coordinator shall ensure that the following are contacted:
 - a. Los Angeles County Sheriff's Department
 - b. L. A. Department of Water & Power
 - c. The Gas Company
 - d. Other emergency services as needed

POWER FAILURES (*continued*)

B. Normal Office Hours Procedures

1. Contact the following staff members:
 - a. HGFC Maintenance Manager
 - b. Site VP or Director
 - c. Security
2. If an evacuation is required, all persons will need to obtain their personal items and proceed to designated exits.
3. Security will assist with the evacuation.
4. The Security Supervisor, Maintenance Manager and/or assigned building monitors will coordinate a walk-through and inspect all areas to ensure that all employees, residents, and visitors are out of all the buildings and located at the designated evacuation site areas.

C. After Hours Procedures

1. Contact the following staff members:
 - a. HGFC Maintenance Manager
 - b. Site VP or Director
 - c. Security
2. Secure the perimeter of the Hope Gardens Family Center (HGFC).
3. The Security Supervisor, Maintenance Manager and/or assigned building monitors will coordinate a walk-through and inspect all areas to ensure that all employees, residents, and visitors are safe, sheltered-in-place or evacuated to the designated evacuation site areas.
4. The Los Angeles County Sheriff's Department and the Los Angeles Department of Water and Power (DWP) will need to be contacted and, if possible, for cause of the power failure and the anticipated duration of the power outage.
5. Conduct continuous checks of Hope Garden Campus perimeter until power is restored.
6. All security personnel shall remain on post (duty) until relieved.

FIRE PROCEDURES

When discovering a fire:

1. Move residents, staff, and visitors in immediate danger away from the fire.
2. Confine the fire by closing all necessary doors and windows.
3. Activate the nearest fire alarm pull station or call Security Gate 3 and,
4. Notify Security and they will notify the Los Angeles County Fire Department.

In case of a wildfire in the canyon or surrounding areas:

1. The HGFC will be notified by the the Fire Department or HGFC will notify the Fire Department of the canyon wildfire.
2. Employees working or living on the premises (Site) and the HGFC Department heads will be informed.
3. A general alarm or notification will be made at the HGFC.
4. All employees and residents will meet in the front of the Administration or Sequoia Building's Front Parking Area until further instructions are given.
5. The necessary vehicle drivers will be contacted and prepared to evacuate employees and residents off of the premises depending on fire location in the canyon.
6. The Site VP will determine if the residents need to be transported to the Union Rescue Mission or a predetermined off-site location.
7. Security, the Maintenance Manager and/or assigned building monitors will check the HGFC buildings, **if it is safe to do so**, make sure everyone is out, accounted for and then secure all the buildings.
8. Appropriate arrangements will be made at the Union Rescue Mission or off-site location(s) for residents to stay temporarily if needed.

FIRE ALARM REPORT FORM

Fire Alarm Report

REMAIN CALM DO NOT USE THE ELEVATOR DURING A FIRE ALARM!

Fire Department will be notified only in an actual fire incident

Name _____ Department _____ IR# _____

Date of Alarm _____ Time of Alarm _____

Location of the Alarm according to the Alarm panel _____

Reason for alarm (Please circle) Actual Fire Pull Station Smoke Detector Duct Detector

Exact Location of the Fire / Incident. (Example: Floor, Room, Hall, etc.)

Please circle the correct responses below:

Was the building evacuated? Yes No Were there any injuries? Yes No

Was the Fire Department notified? Yes No

The time the Fire Department was called: _____ Arrival time: _____

Fire Station Responding: _____ Unit Number: _____

Name of Fire Captain: _____

Signature: _____ Department: _____ Date: _____

Maintenance / Facilities Supervisor Report Only:

Service required? Yes No Service Requested: Date _____ Company _____

Alarm Condition: Active Inactive Disabled

Signature: _____ Date: _____ Time: _____

EARTHQUAKE

Even in a severe earthquake, much can do to prevent or minimize personal injuries or damage to HGFC's property.

DURING AN EARTHQUAKE

If you are inside of a building:

1. Stay inside.
2. Watch for falling objects.
3. Crawl under and hold onto a table, desk or find safe place and cover you head with your arms.
4. Stay away from windows, mirrors, overhead fixtures, filing cabinets, bookcases, and electrical equipment.

If you are outside:

1. Move to an open area away from trees, buildings, and power lines.
2. If forced to stand near a building watch for falling objects.

If you are in a vehicle:

1. Stop your vehicle in the nearest open area. Avoid bridges and overhead wires.
2. Stay in the vehicle until the shaking stops.

AFTER AN EARTHQUAKE

1. Remain calm.
2. Be prepared for after-shocks (additional earthquakes).
1. Do not move seriously injured persons unless they are in obvious, immediate danger (i.e. fire, building collapse, etc.) and they consent to being moved.
3. Do not use elevators. Use stairways only.
4. Avoid using telephones.
5. Do not announce or discuss private information.
6. If an evacuation is ordered, Security, Site VP and/or the Maintenance Manager will guide you.
7. The evacuation will begin with an announcement to all persons on site, with instructions to exit through the nearest safest exit. Security will assist in a controlled and calm manner to help evacuate the premises.

AFTER AN EARTHQUAKE (continued)

8. The designated point of refuge is in front of the Administration Building or the open grass area in front of the Sycamore Building. The HGFC Managers will ensure that all persons are accounted for.
9. The Site VP and/or the Maintenance Manager will coordinate a walk through and inspection of the property, securing all doors and ensuring that all persons have left the building.
10. **If the emergency continues, contact the following:**

Los Angeles County Fire Department (fire/rescue) 911 or (818) 889-8017

Los Angeles County Sheriff's Department (crime) 911 or (818) 898-2773

Department of Water & Power 800-342-5397

Gas Company 800-427-2200

TelePacific (Voice and Data Communications) 800-399-4925

AFTER HOURS

1. Security Officers must maintain radio contact with fellow officers.
2. Security will attempt to ascertain any damage to the HGFC.
3. Security will contact the Site VP, Director of Facilities and the HGFC Maintenance Manager.
4. Be prepared to brief the persons in charge on the HGFC's Site condition.

BOMB THREATS AND SUSPICIOUS OBJECTS

It is possible, that any staff member may receive a suspicious telephone call, a letter, or suspicious parcel.

If you receive a telephone threat:

1. Remain calm.
2. Listen carefully. Be polite and show interest. Try to keep the caller talking, so that you can gather more information about the caller and the nature of the conversation.
3. If possible write a note and send a person to inform security or as soon as the caller hangs up, notify security.
4. DO NOT USE THE TELEPHONE – REMEMBER, THAT THERE MAYBE MORE THAN ONE EXPLOSIVE DEVICE, SO BEWARE OF SECONDARY DEVICES. Security will notify appropriate law enforcement and public safety agencies.
5. Promptly complete a bomb threat report (see security forms) for writing down as many details as you can remember. Security and the local law enforcement agencies (Police) will need this information.
6. Do not discuss the threat with other staff.
7. Security and the Police will give you instructions if an evacuation is ordered.

NOTE: Please be aware that as a matter of policy, Everyone with the exception of Security personnel will be evacuated from HGFC Campus prior to a bomb search is conducted.

If you receive or find a threatening letter or suspicious envelope:

1. Remain calm.
2. Take the letter or envelope to or your manager. If the envelope is sealed, contact the Police. Do not try to open the envelope.
3. The Security Supervisor, Maintenance Manager and the Police will give you instructions if an evacuation is ordered.
4. Promptly complete a Bomb Threat Report (see attached form) for writing down as many details as you can remember. The HGFC Security and the local Police will need this information.

If you receive or find a suspicious object (i.e. explosive device):

1. Do not handle the object. Have a person (runner) go to Gate 3 Security Post immediately and have the Security Supervisor come to the object's location.
2. Do not give the runner any information regarding the threat.
3. Keep anyone from handling it or going near it.
4. Where an explosive device or devices are involved ALL RADIO USE SHALL BE TERMINATED IMMEDIATELY - BEWARE OF SECONDARY DEVICES. Any further communication should be conducted orally to avoid possible detonation.

BOMB THREATS AND SUSPICIOUS OBJECTS *(continued)*

5. DO NOT USE ANY TYPE OF PHONES or TWO-WAY RADIOS. Security will notify appropriate law enforcement and public safety agencies.
6. Promptly write down everything you can remember about finding the object. The Security and Police Departments will need this information.

Note: Please beware that as a matter of policy, all visitors and staff will be evacuated from the Mission prior to conducting a bomb search.

ACTIVE SHOOTER

Safe response is imperative because active shooter incidents are often over within 10 to 15 minutes and before law enforcement arrives. It is imperative that employees know how to respond.

First Option: Run

The U.S. Department of Homeland Security recommends you should “Run, Hide, Fight” if an active shooter strikes. If there’s an accessible escape path, attempt to evacuate the building. Remember to:

- have an escape route in mind
- evacuate regardless if co-workers agree to follow
- leave your belongings behind
- help others escape, if possible, and
- call 911 when you’re safe.

Second Option: Hide

If evacuation isn’t possible, find a place to hide where the shooter isn’t likely to find you. Your hiding place should:

- be out of the shooter’s view
- provide protection if shots are fired in your direction, and
- not trap you or restrict your options for movement.

To prevent a shooter from entering your hiding place, you should:

- lock or barricade the door
- silence your cell phone and keep quiet, and
- hide behind large items, like desks and cabinets.

If evacuation or hiding isn’t possible, remain calm and dial 911. If you can’t speak, leave the line open to let the dispatcher listen.

The Last Resort: Fight

As a last resort, and only when your life is in danger, attempt to disrupt the shooter by:

- acting as aggressively as possible toward him or her
- yelling
- throwing items and improvising weapons, and
- committing to your actions.

When Law Enforcement Officers arrive they will usually:

- arrive in teams of four
- wear regular patrol uniforms or bulletproof vests, Kevlar helmets and other equipment, and
- shout commands and push people to the ground for their safety.
- **you should react by:** remaining calm and following their instructions; putting down any items in your hands (such as bags, jackets, etc.); keeping your hands visible at all times; not stopping to ask for help – just evacuate in the direction the officers are entering from; and not grabbing onto officers for safety or making any quick movements toward them.

Telephone Bomb Threat Report and Procedures

Write the conversation down verbatim. Be calm. Be courteous. Obtain this vital data if not volunteered by the caller:

Bomb location(s) _____

Time set for detonation(s) _____

Time & date of call _____ Line or extension _____

Size of bomb(s) _____

report of secondary device(s) _____

Keep the caller talking until the vital data above is obtained. The text of conversation. Be accurate. Listen for other sounds.

Signature

Date

If caller is willing to continue conversation, ask:

Why our company? _____

Where are you? _____

What is your name? _____

What is your address? _____

Phone number? Etc. _____

IMPORTANT INSTRUCTIONS:

Before reporting to security, complete in writing, the five items on the checklist and submit your report in person. Refer all questions from outside organizations or individuals to the **Communications Director**. Following initial report, complete the “**Bomb Threat Profile Questionnaire**” while the incident is fresh in your mind.

BOMB THREAT PROFILE QUESTIONNAIRE

(To be completed immediately following bomb threat)

Submitted by: _____

Position: _____

Date of Threat: _____ Time of Threat: _____

Caller Data: Sex _____ Estimated age _____ Voice Accent & type _____

Voice

Characteristics

- Loud
- High pitch
- Raspy
- Intoxicated
- Soft
- Deep
- Pleasant
- Other _____

Language

- Excellent
- Fair
- Foul
- Good
- Poor
- Other _____

Background Noises

- Factory Machines
- Bedlam
- Music
- Office Machines
- Mixed
- Street Traffic
- Trains
- Animals
- Quiet
- Airplanes

Speech

- Fast
- Distinct
- Stutter
- Slurred
- Slow
- Distorted
- Nasal
- Lisp
- Muffled
- Other _____

Language

- Calm
- Party Atmosphere
- Rational
- Coherent
- Deliberate
- Righteous
- Angry
- Irrational
- Incoherent

Accent

- Local
- Foreign _____
- Race _____
- Not Local Region

Phrases or words used repeatedly: _____

Other Remarks: _____

Note: Use a separate report if more than one caller. – Signature: _____

FLOODING AND WATER DAMAGE

Serious water damage can occur from a number of sources: Faulty water sprinkler heads, ruptured water pipes, clogged drains, broken windows or rain water runoff from surrounding hills.

If a water leak occurs:

1. Remain calm.
2. Notify Security and the HGFC Maintenance Manager immediately. Convey the exact location and severity of the leak or flooding. Security or the Maintenance Manager will notify the appropriate people including the Fire Department if conditions dictate.
3. Also notify your supervisor if possible of the extent and location of the leak. If it is a faulty sprinkler head, immediately notify the Maintenance Manager.
4. If there are electrical appliances, electrical outlets and/or electrical power cables near the leak, **DO NOT GO NEAR THE AREA OR WALK OR STAND IN ANY WATER.** If there is any possible danger to people, evacuate the area.
5. If you know the source of the water and are confident of your ability to stop it (i.e., unclog the drain, turn off the water, etc.) do so cautiously. Inform Security and the Maintenance Manager of what the problem is and any actions taken to control it.
6. Be prepared to assist others.

EMERGENCY RAIN PROCEDURES – All Hours

In the event of prolonged periods of rainfall, the Security and Operations staff on duty will:

1. Conduct a continuous visual check of exterior drains. Check underground equipment vaults and basements for flooding.
2. Notify Gate 3, Site VP and the Maintenance Manager of any emergency conditions. They will ensure proper notifications are made.
3. If conditions so dictate contact Los Angeles County Fire Department prior to any other notifications. (Security and or the Maintenance Manager will ensure the fire department has been notified).
4. Be prepared to assist others.

CHEMICAL SPILLS

If a chemical spill occurs:

1. Notify Gate 3 at extension 7050, the HGFC Maintenance Manager and identify the location, type of spill (i.e. liquid, solid, fumes) and if the chemical has been identified. The Maintenance Department will assemble trained HAZWOPER personnel and equipment, and investigate the reported chemical spill.
2. Restrict persons from getting near the chemical spill location. If there is any possible danger (i.e. toxic or flammable liquid, dust or fumes) evacuate the immediate area(s) **uphill and upwind**.
3. If the chemical is known, go directly to the Right to Know Station, if nearby, and check the chemical information on the SDS (MSDS). Read Sections V-VIII.
4. If toxic chemicals come in contact with your skin, immediately flush the affected area with clear water for 15 minutes.
5. Notify your supervisor of the extent and location of the spill, if possible.

If a chemical fire occurs:

1. Remain calm.
2. Notify Security, at extension 7050, and the Maintenance Manager IMMEDIATELY. Try to identify and locations of the chemicals burning.
3. Refer to the EMERGENCY FIRE PROCEDURES.

Special Note:

1. If a liquid Chlorine leak is found at the Waste Water Treatment Plant (WWTP):
 - a. Contact the Maintenance Department or Site Security and explain the leak condition.
 - b. If a moderate to strong Chlorine odor is in the air, move all persons 150 ft. away from the spill/leak, notify Maintenance and Security about the odor and contact the Fire Department (HAZWOPER team).
 - c. Be available to any HAZWOPER team that responds to the spill or leak.

EXPLOSIONS

Chemical accidents, leaking gas, faulty boilers, bomb threats, vehicle accidents or even falling aircraft could all be the cause of life endangering explosions.

1. Remain calm.
2. Be prepared for possible further explosions.
3. Contact Security and the Maintenance Manager. Refer to **EVACUATION PROCEDURES**.
4. Stay away from windows, mirrors, overhead fixtures, filing cabinets, bookcases, and electrical equipment.
5. Security and assigned Staff will guide you to your designated area of refuge if an evacuation is ordered. Do not move seriously injured persons unless they are in obvious immediate danger (i.e. fire, building collapse, etc.) and they consent to being moved.
6. Open doors carefully. Watch for falling objects.
7. Do not use the elevators. Use stairways only.
8. Use telephones for emergencies only.
9. Do not announce private information.

EXPLOSIONS - AFTER HOURS

1. Remain calm.
2. Be prepared for further explosions.
3. Stay away from windows, overhead fixtures and be aware of falling objects.
4. Contact Security and the Maintenance Manager. Refer to **EVACUATION PROCEDURES**
5. **Additional Contact Procedures:**
 - Gate 3 Security at extension 7050. Gate 3 will contact:
 - Los Angeles County Fire Department (fire/rescue) 911 or (818) 889-8017
 - Los Angeles County Sheriff's Department (crime) 911 or (818) 898-2773
 - HGFC Site VP
 - HGFC Maintenance Manager
6. Secure perimeters of the HGFC Site if necessary.
7. Await further instructions from the Emergency Advisor or the person in charge.

IV

EMERGENCY NUMBERS & INFORMATION

UNION RESCUE MISSION – HGFC CAMPUS (Sylmar, CA)
EMERGENCY PLAN PHONE LISTING
 For Emergency Use Only

<u>URM Department</u>	<u>User Name</u>	<u>Cell Phone No.</u>	<u>Phone Ext. No.</u>
CEO/President	Andy Bales	Contact numbers will be listed at Gate 3	
VP of Emergency Svcs.	Latonja Lindsey	Contact numbers will be listed at Gate 3	
VP of Operations	Joy Flores	Contact numbers will be listed at Gate 3	
Director of Facilities	Maurice Ochoa	Contact numbers will be listed at Gate 3	
HGFC Maint. Manager	David Fuentes	Contact numbers will be listed at Gate 3	
Transportation Manager	Albert Juanico	Contact numbers will be listed at Gate 3	
VP of Public Relations	Kitty Davis-Walker	Contact numbers will be listed at Gate 3	
Human Resources	Yeilen Willis	Contact numbers will be listed at Gate 3	
Safety Coordinator	Brian Hall	Contact numbers will be listed at Gate 3	

<u>Support Agencies</u>	<u>Telephone No.</u>
Los Angeles Department of Water and Power	(800) 342-5397
The Southern CA Gas Company	(213) 427-2200
Los Angeles County Sheriff's Department (Non- Emergency)	(818) 898-2773
Los Angeles County Fire Department (Non-Emergency)	(818) 889-8017
Telephone and Data Service (TelePacific)	(800) 399-4925
ProHealth Medical Group (Workman's Comp. - Medical)	(818) 933-4440
Olive View – UCLA Medical Center (Hospital)	(818) 364-1555
Providence Holy Cross Medical Center (Hospital)	(818) 365-8051

OFF SITE RESOURCES

PUBLIC SAFETY AGENCIES

California Highway Patrol -Los Angeles 24hr#	(323) 906-3444
Cal-Trans Highway Condition Information	(800) 427-7623
FBI 24hr#	(310) 477-6565
Los Angeles County Coroner	(323) 343-0512
Los Angeles County Health Department	(213) 240-8203
Los Angeles County Sheriff Department-Los Angeles	(323) 526-5541
Los Angeles Police Department -Central Division	(213) 485-3294
Los Angeles Fire Department	
Emergency	911
Non-Emergency	(213) 485-6290
Weather Bureau	(213) 554-1212
Los Angeles Disaster Preparedness/Emergency Operating Ctr.	911
Non-Emergency	(800) 675-4911
Community Relations & Services	(800) 675-4911
Information (24 hours)	(800) 675-4911
Radio Stations -County Civil Defense Notification System	
KFI (640 AM)	(818) 559-2252
KNX (107.0AM)	(323) 460-3000
Verizon	
Los Angeles Water & Power	(800) 342-5397
Power Emergency-After Hours Trouble Calls Only	(800) 342-5397
Water Emergency -After Hours Trouble Calls Only	(800) 821-5278
The Southern CA Gas Company	(213) 244-1200
Poison Control	(800) 876-4766
Arson Hotline	(800) 233-3473
National Response Center for Toxic Chemical/Oil Spills	(800) 424-8802
Abducted, Abused/Exploited Children (Child Quest Int'l.)	(800) 248-8020
California Missing Children Hotline	(800) 222-3463
California Youth Crises	(800) 843-5200
Hotline Child Abuse Hotline	(800) 540-4000
Domestic Violence Hotline	(800) 978-3600
Los Angeles Commission on Assaults Against Women Rape and Battering Hotline – Los angeles County	(316) 392-8381

V

UTILITIES SHUT OFFS & EMERGENCY INFORMATION

SHUT OFFS AND GENERATOR

At Hope Gardens there are two ways of shutting off the utilities. The type of disaster we are experiencing will determine where and which utilities will be shut off. The utilities can be shut off at each building or the whole facility can be shut off. If the whole facility is shut off the emergency generator will automatically go on to provide emergency service. The Operations department will assess situations and shut off what is necessary at the time of incident.

GAS: All shut off valves are color coded “red” and wrenches are at the valve site.

1. **SEQUOIA:** In the basement near the garage door, color coded by a yellow pipe, the wrench is on the shut off valve.
2. **CHILD CARE CENTER:** Basement of the Administration Building.
3. **ADMINISTRATION BUILDING:** Basement of building.
4. **SYCAMORE:** North end of building. Next to the electrical room.
5. **CURRIE COURT:** South end of the building, behind on the first floor.
6. **OPERATIONS BUILDING:** Under the stairwell of the operations, near the gardener’s area.

WATER: All shut off valves are color coded “blue” and no equipment is needed to turn off.

1. **SEQUOIA:** In the basement near the garage door color coded by a blue shut off valve. Turn the wheel to the left until it stops.
2. **CHILD CARE CENTER :** Inside the mechanical closet by Room 9
3. **ADMINISTRATION BUILDING:** Basement of building.
4. **SYCAMORE:** Inside the boiler room on the second floor near Room 105.
5. **CURRIE COURT:** Inside the Fire Hydrant closet by the first floor center stairwell.
6. **OPERATIONS BUILDING:** Under the stairwell of the operations near the gardener’s area.
7. **ENTIRE FACILITY:** City water pump across the bridge leading to the sewage area and the water tower on top of the hill across from the facility.

ELECTRIC: All electric shut off with the use of a clearly labeled switch(s).

1. **SEQUOIA:** In the basement in the “Electric Panel Room” located next to the laundry area.
2. **CHILD CARE CENTER :** In the linen room in the closet labeled “Fire Alarm Panel”
3. **ADMINISTRATION BUILDING:** In the basement. When entering the basement, go to the right and towards the middle of the basement, take the steps down and main is located against the wall.
4. **SYCAMORE:** On the bottom floor, past the stairwell by Rm. 98 in the electrical room.
5. **CURRIE COURT:** On the bottom floor, behind the elevator and next to the center stairwell in the electrical room.
6. **OPERATIONS BUILDING:** Behind the Operations Building.
7. **ENTIRE FACILITY:** In the basement. When entering the basement, go to the right towards the middle of the basement, take the steps down and the main is located against the wall.

SHUT OFFS AND GENERATOR *(continued)*

GENERATORS: There is one fixed power generator for this campus that is fueled by a propane gas tank. This fixed generator serves the Sewer Plant at the south end of the campus. There are also portable generators, located in the Operations Building, that operate with the use of gasoline. These portable power generators can be placed throughout the campus during power emergencies.

1. The stationary generator fuel storage is located at a nearby propane gas tank. Propane gas can be obtained from “Proflame” (818-7681988).
2. The portable generator’s fuel storage is located in two “Hazardous Materials Cabinets” located outside the Operations Building.

CHLORINE BARRELS: Chlorine barrels are required for the operation of our sewage treatment plant. These cylinders are located in a secured area of the treatment plant (far southwest of the facility property). The cylinders are secured and monitored for leakage at the treatment plant. Chlorine is provided by Hills Brothers Chlorine (818-333-2251)

ELEVATOR SHUT OFFS: The facility has two resident elevators and one food transport lift.

1. SYCAMORE: Electric Room by Room 95. (NOT IN OPERATION)
2. CURRIE COURT: Electric Room, first floor, by the center stairwell. (NOT IN OPERATION)
3. FOOD TRANSPORT LIFT: “Key” shut off is located next to the lift near the Administration, basement entrance. (NOT IN OPERATION)

EMERGENCY SYSTEMS

Fire alarm systems:

Local - These alarms only alert the facility personnel.

Testing Requirements:

1. Testing shall be conducted so that individual manual pull stations and other system components are tested at least annually. This is done by the Operations/Maintenance Department.
2. A record must be kept current and available upon request by authorized persons or agencies.

FIRE ALARM CONTROL PANEL

The following extra supplies shall be maintained by the Operations Department and kept ready for emergencies.

- Manual pull station tool and accessories

SHUT OFFS AND GENERATOR *(continued)*

FIRE SPRINKLER SYSTEM

This device will automatically distribute water upon a fire in sufficient quantity to extinguish a fire or prevent it from spreading. These sprinkler heads operate at an individual predetermined temperature.

A sprinkler test will include a pressure test and a flow test. Extra sprinkler heads will be available on the premises.

Testing requirements:

- The fire sprinkler systems will be tested as required by local fire regulations and by a certified fire sprinkler service vendor.
- A record of these tests will be kept and available upon request by authorized fire agencies.

Fire doors and or smoke barrier doors will be maintained and kept in a proper working condition.

Smoke Detectors will be continuously maintained in reliable operating conditions at all times. Proper testing shall be made at specific intervals required by local fire codes.

Note: Smoke/Heat detectors are connected to the Fire Alarm System in Currie Court.

EMERGENCY POWER

1. The generator provides automatic restoration of power for emergency circuits within 10 seconds after a power failure.
2. The following services will be powered by the emergency generator:
 - All electrical sewer equipment and lighting.

A written record of inspections, performance, and repairs will be maintained and available for inspection by the local regulatory agency.

Note: Extra flashlights must be available at the HGFC to support the portable power generators.

VI

EVACUATION PROCEDURES & PLAN

EVACUATION PLAN

GENERAL EVACUATION PROCEDURES

1. INTRODUCTION

The emergency evacuation of the URM Facility - Hope Gardens Family Center (HGFC) is a serious undertaking. Moreover, the need to evacuate staff, program residents, guest and visitors from the buildings or the campus can be unpredictable. Evacuations are certain to occur infrequently and each one will be unique: Why are we evacuating? Is staff present? Will staff, program residents, guests and visitors be allowed to reenter the Building(s) or campus later, or will they be sent away and/or relocated?

The evacuation of the HGFC will have certain public relations consequences, and the very act of moving large numbers of people rapidly is accompanied by a certain level of risk (the possibility of sprains, or of panic, etc). In all cases, those responsible for activating the evacuation plan will have to think on their feet. And, as with all other aspects of disaster preparedness, prior knowledge, training and rehearsal are the keys to effective building and campus (site) evacuations.

2. DECISION AND ANNOUNCEMENT

A decision to evacuate the HGFC Building(s) or campus will be made by the Emergency Advisor or other personnel, noted in Section II of this plan. If the emergency plan has already been put into operation or in the event of a situation requiring an urgent response, the ranking HGFC employee on the premises will make the decision to evacuate. In addition, any given site area might be spontaneously evacuated in response to a local emergency. These activities will be reported immediately to Security to assure the appropriate response which might require, for example, further evacuation measures.

The order to evacuate will be communicated to staff, program residents, guests and visitors by two principal means:

- a. **Direct Notification by Security and HGFC Management** - This is the primary means of giving notice to all staff, program residents, guests and visitors who are in the Facility.

In the event of an evacuation, HGFC Security and Management will be dispatched as quickly as possible to follow up on the evacuation of all staff, program residents, guests and visitors. However, if the evacuation occurs during off-hours, Security will be fully engaged in directing and assisting on duty staff members, program residents and guests.

Therefore, it is imperative that staff members are trained to always respond promptly and to wait for direct confirmation by Security and Operations personnel. In an emergency that calls for full evacuation, any delay could be dangerous or even fatal. It is also possible that direct notification by Security, Operations and Program personnel would be selected as the primary means of ordering staff to evacuate. This could occur, for example, in a situation where extreme haste is not required, or where discretion demands a quiet, unobtrusive exit.

GENERAL EVACUATION PROCEDURES (*continued*)

3. EVACUATION ROUTES

- a. Diagrams will be posted throughout the buildings.

4. DESIGNATED ASSIGNMENTS, ASSEMBLY AREAS AND ROLL CALL

a. Staff

- i. Each department will assign an initial evacuation area for all staff members.

b. Guests

- i. All guests staying at the HGFC Site will be directed by HGFC Security or Staff to the evacuation assembly area until further notice.

c. Visitors

- i. Outside persons who are visiting a particular department or staff member at the time of the evacuation should be escorted by those staff members to the evacuation assembly area until further notice.

- d. The Primary General Evacuation (mustering) Area at HGFC will be in front of the Administration and Sequoia Buildings area's parking lot and wait for further instructions.

- e. If the emergency is in the Administration or Sequoia Building, please evacuate to the Secondary Evacuation (mustering) Area located at the grassy area in front of the Sycamore Building.

- f. A temporary evacuation (mustering) area, in the Sequoia Building's front parking lot, will be used to evacuate all personnel in the Sequoia Building.

- g. One person from each department will report a head count to the assigned Safety Program Coordinator. If an assigned Safety Program Coordinator is not on site report the head count to the Security Supervisor, the HGFC Facilities Manager or the Site VP.

Note: **When it is safe to do so**, please assist any employees, residents, or visitors, who may have physical disabilities, to exit a building in a timely manner.

5. PERSONNEL TRAINING

- a. In advance, each staff person and resident should be trained to:

- i. Understand this evacuation plan.

- ii. Know at least two ways out of each building.

- iii. When you are told to evacuate the building:

1. Remain calm.

2. Immediately shut down operations

3. Leave quickly

- iv. When evacuating and if it safe to do:

1. Help direct others to your evacuation area.

2. Quickly check nearby restroom, copier rooms, closets, etc.

3. Accompany and assist handicapped personnel, visitors and any co-worker who appear to need calm direction or assistance.

- v. Take your car keys, purse or briefcase with you, but do not attempt to take large or heavy objects.

- vi. Shut all doors behind you as you go. Closed doors can slow the spread of fire, smoke, and water.

- vii. Proceed as quickly as possible, but in an orderly manner. Do not push or shove. Once out of your assigned building, move away from the area and go to the area of refuge in front of the Administration Building.

- viii. Once out of the building, move away from the structure to the designated evacuation area.

GENERAL EVACUATION PROCEDURES (*continued*)

PERSONNEL TRAINING (*Continued*)

- ix. Go to your assigned assembly area. All roadways that emergency vehicles might use should not be blocked. The Safety Program Coordinator or Security Supervisor on duty shall obtain a complete head count from each department at each designated area.
- x. Remain in your assigned area of refuge until all staff, residents, and visitors have been accounted for and/or until instructed to leave.
- xi. Unless conditions dictate otherwise, all staff, residents, and visitors will be instructed to exit to the nearest building exit.

6. FIRE ALARMS AND PANELS

1. Security & Operations as a team (one person per dept.) will proceed to the fire panel(s) or fire area and assess the situation. After the inspection team has evaluated all areas, the "ALL CLEAR" will be given.

At no time shall anyone enter the HGFC building(s) or campus after any fire alarm(s) has been activated and reset until the inspection team has given the "All Clear" signal by two way radio, telephone, or a runner. All HGFC employees who have radios shall have them in their possession in order to stay updated of all radio communications.

ADDITIONAL EMERGENCY RESPONSE INFORMATION

REMOVING TRAPPED PASSENGERS FROM AN ELEVATOR DURING A POWER FAILURE

Note: All Building elevators and lifts are currently NOT IN USE.

ESTABLISHING A TEMPORARY MORGUE

In the event of a major disaster within Los Angeles County, it may be some time before bodies can be collected and cared for by the L.A. County Coroner's Office. Therefore, mortality management guidelines have been prepared by the Department of the Chief of Medical Examiner-Coroner to assist our staff in handling the dead until the Coroner's Office can respond and assume responsibility.

When it becomes necessary to remove bodies from disaster sites due to rescue work or the health and safety of others, a set of specific procedures must be followed:

1. Do not remove any personal effects from the body. The personal effects must remain with the body at all times.
2. Obtain body identification tags from the Safety Coordinator and use two (2) or more identification tags for each body.
3. Attach one identification tag to the body with the following information:
 - a. Date and time found.
 - b. Exact location where found, including floor/room number.
 - c. Name and address of decedent, if known.
 - d. Identified, how and when.
 - e. Name and department of person making identification or filling out tag.
 - f. If the body is contaminated, state it on the tag.
4. Place the body in a disaster pouch or in plastic sheeting and tie securely to prevent unwrapping. Attach a second tag to the sheeting or pouch.
5. If personal effects are found and thought to belong to the body, place them in a separate container and tag it. Do not assume any loose effects belong to a body.
6. Move all properly tagged bodies with their personal effects to one location. The suggested site for a temporary morgue at the HGFC will be the Oaks building area not currently being used. Secure or safeguard the temporary morgue at all times until the arrival of Coroner's Office staff. Notify the Los Angeles County Sheriff's Department of the location.

ADDITIONAL EMERGENCY RESPONSE INFORMATION *(continued)*

SANITATION OF HUMAN WASTE

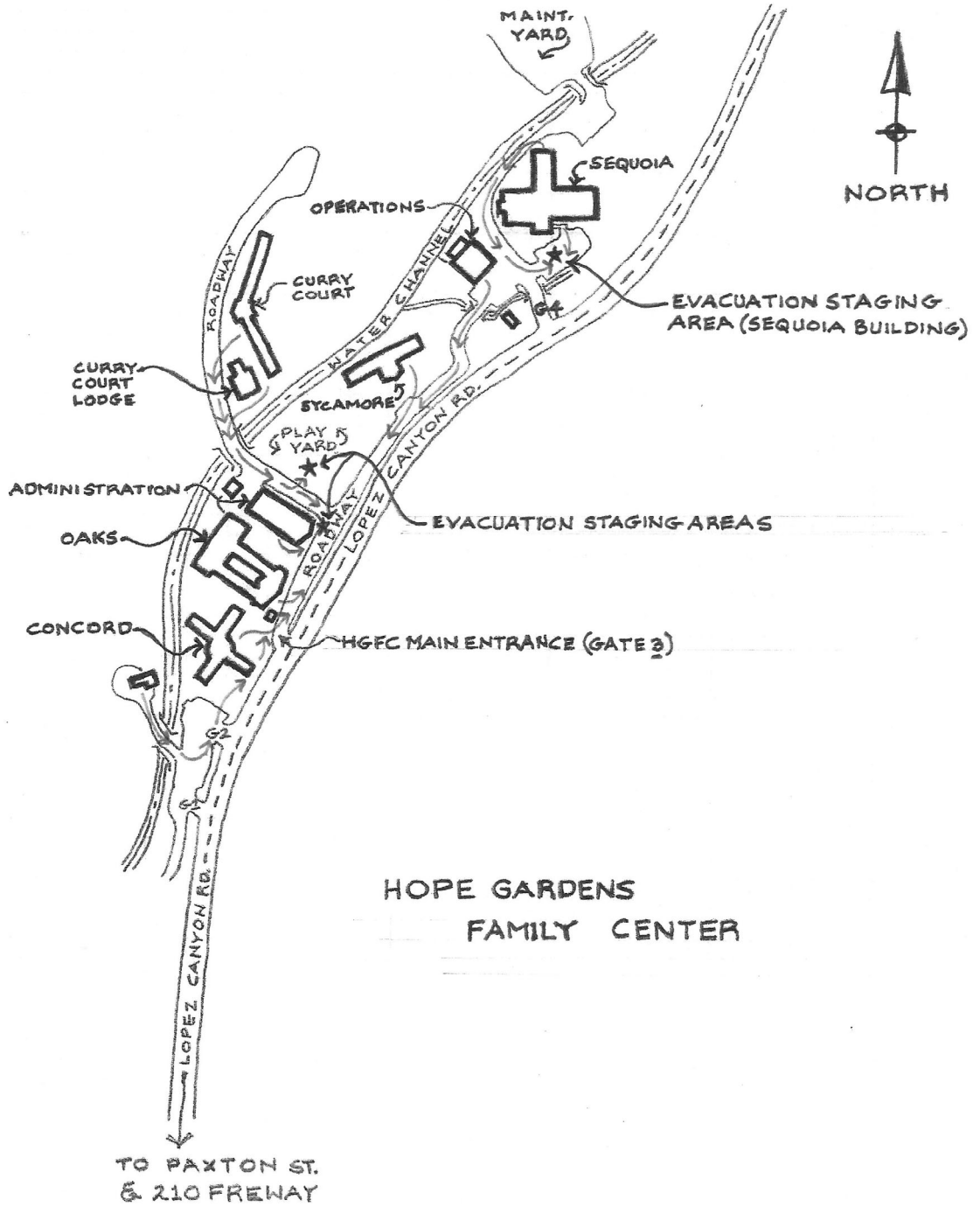
In disaster situations, our plumbing may not be usable due to broken sewer or water lines, unsafe building conditions, or other causes. Repairs might take days, or even weeks. Under these circumstances it is especially important to handle human waste in a sanitary manner to avoid sepsis and the possible spread of disease.

If the water or sewer lines are broken portable toilets may be utilized, if not feasible the toilet themselves are still usable, toilet bowls may be lined with plastic bags to collect waste and the toilets can then be used but not flushed. A small amount of disinfectant must be added to the waste bag. The bag should then be tightly sealed or placed in a covered container. The Environmental Services Group (EVS) will be in charge of sanitation and responsible for placing all necessary supplies in each location, with instructions for their use.

Covered plastic trash cans containing sealed bags of waste must be periodically removed to a collection station away from people and from anticipated activity on the ground.

VI
EVACUATION ROUTES

HGFC CAMPUS



Hope Gardens Family Center (HGFC) Emergency Evacuation Procedures for Guests and Families

Guests and families who are staying at the HGFC will need to be prepared to evacuate quickly during an emergency including wildfires and flooding. The following information will help to prepare to move to a safer area or location during the emergency.

- **Evacuation Notifications.** Notifications to you to evacuate your room or area will be communicated to the following ways:
 - A building emergency fire alarm will activate in your building.
 - An HGFC employee, Security officer, Fire dept. person or a Police officer will come to your group area or knock on your room door and announce the type of emergency and direct you to the appropriate area for further instructions.
 - An emergency response person will communicate with you by a megaphone or loud speech to and announce the type of emergency and direct you to the appropriate area for further instructions.
- **Guests, Families, Visitors and Employees Response.** Once you hear or see a fire alarm or receive instructions from the emergency response person:
 - Gather your belongings and family members and proceed to your planned or instructed gathering area.
 - Gather your emergency backpack or bag if you are told you will be evacuating the HGFC Campus.
 - Please check-in with your assigned HGFC Program employee, if possible, for roll call and coordination with your transportation to evacuate. The transportation will include your personal vehicle or HGFC supplied transportation.
 - Please make sure you receive information on the location where all HGFC persons will be relocating. The off-site relocation areas could include:
 - The San Fernando Home Depot parking lot, located at:
 - 12960 Foothill Blvd., San Fernando, CA 91340
 - The Union Rescue Mission in Downtown Los Angeles.
 - 545 S. San Pedro Street, Los Angeles, CA 90013
- **Special Considerations.**
 - Please input the URM/HGFC emergency contact numbers on your cell phone or on a piece of paper that you can keep with you.
 - Do your best to stay calm and focus on the evacuation. Your calm attitude will help others to stay calm.

See page 2 for the HGFC Campus Evacuation Plan and gathering areas. Thank you.

Hope Gardens Family Center (HGFC) Emergency Backpack or Bag for Guests and Families

Guests and families who are staying at the HGFC will need to have an emergency backpack or bag in the event of an evacuation offsite. This bag will need to be kept in your room, packed and easy to take with you in the event of an emergency evacuation. The bag(s) should include the following items for you and/or your family to use for 2 days or more.

- **Water.** This includes 2 -16 oz. bottles of water for each person per day.
- **Food and plastic utensils.** This includes 2 to 3 low sugar, high calorie energy bars in sealed wrappers for each person per each day. Infants will need baby formula, bottles, baby food and small plastic spoons.
- **Clothing and shoes.** This includes a change of underwear, diapers, compactable soft clothing and walking shoes for each person.
- **Medical supplies and prescriptions.** This includes epi pens and medicines for 2 weeks. A chemically activated “cold” packs in a plastic thermal bag can be used for refrigerated medicines.
- **Personal care.** This includes liquid soaps, sanitary wipes, tissues, paper towels, disposal bags, shampoo, skin lotions, deodorants and feminine hygiene items.
- **ID’s, important documents and money.** This includes a driver’s license, government documents, credit cards and cash in small denominations and coins.
- **Electronics devices.** This includes cell phones, battery chargers, batteries and a small radio.
- **Flashlight or light sticks.** The flashlight(s) and batteries need to be kept separated until used.
- **Emergency blankets or jackets.** These items need to be light and compactable.
- **A small First-Aid kit.**

Note: Please check the expirations dates on the perishable items stored in the backpacks or bags every three months. These items include water, food, medicines, personal care, batteries and First-Aid items.