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OPERATIONS MANUAL

STANDARD INSTRUCTION 10 INJURY AND ILLNESS PREVENTION PROGRAM

SECTION 15 FACILITY EMERGENCY ACTION PLAN

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<b>TITLE</b> O P E R A T I O N S   M A N U A L	<b>STANDARD</b> <b>INSTRUCTION</b> 10		<b>DEPARTMENT</b> F I R E - R E S C U E
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**I.     PURPOSE**

This policy outlines the steps and procedures to be used in response to an emergency at any San Diego Fire-Rescue (SDFD) facility, station and/or tower.

**II.    SCOPE**

This policy shall apply to all San Diego Fire-Rescue Department (SDFD) personnel.

**III.   AUTHORITY**

The fire chief authorizes the information within this policy.

**IV.    POLICY**

**A.     Introduction**

1.     Causes of disasters are varied, but common potential threats include water, fire, earthquake, and power failure. Damage will most likely result from water, smoke or soot, or from mishandling, vandalism, or accidents.
2.     In addition to those regulations identified in Cal/OSHA General Industry Safety Orders, Emergency Evacuation policies are also detailed in the following regulations:
  - a.     Federal Law – OSHA Code 1910.38 – Training – An employer with more than 10 employees must designate and train employees to assist in a safe and orderly evacuation of other employees.
  - b.     California Law – Title 19, section 3.09 California Code of Regulations and local ordinances/codes requires that each tenant within a high-rise building shall assist in the implementation of the building’s Emergency Plan.
  - c.     California Law – Title 8, section 3220 Cal/OSHA Regulations cover those designated actions the City of San Diego and City employees must take to ensure employee safety from fire and other emergencies.
3.     This Emergency Action Plan is intended to communicate the policies and procedures for all employees, visitors and contractors to follow in an emergency. This written plan should be made available, upon request, to employees and other interested parties by the Health and Safety Officer.

**B.     Emergency Evacuation**

Each location has its own Emergency Evacuation Plan. It should be practiced annually and updated as necessary. It is the supervisor’s responsibility to ensure every employee understands and is aware of:

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4. To be aware of surroundings and co-workers
5. To understand their location's evacuation procedure
6. To know the two nearest exits and the location of the 'assembly areas'
7. To dial 911 in case of a dangerous situation or emergency
8. To alert others about an evacuation

C. Active Shooter

The FBI, U.S. Department of Homeland Security, and the City of San Diego's Office of Homeland Security promote the principles of "Run-Hide-Fight" to prepare for and survive Active Shooter events.

1. RUN... if you can get out safely

Have an escape route and plan in mind before an event occurs.

- Know your environment and surroundings
- Take note of the two nearest exits wherever you are
- Leave your belongings behind!
- Evacuate regardless of whether others agree to follow you
- Help others escape, if possible
- Assist those with mobility, communication, or other challenges
- Do not attempt to move the wounded!
- Prevent others from entering the area where the shooter may be located
- **Keep your hands visible!**
- If in an open area:
  - Keep moving to a place of safety
  - Find protection
  - Call 911 when you are safe
  - Don't stop to call, get out of the "kill zone"

2. HIDE... if you can't get out

- Hide in an area out of the shooter's view
- If possible, hide behind something that can stop bullets
- Lock the door or blockade the entrance to your hiding place
- Use desks, bookcases, chairs, office equipment, etc.
- Turn the lights out
- Silence your cell phone (including vibrate mode)
- Turn off any source of noise (i.e. radio, TV)
- Remain quiet; control your breathing
- Don't limit your own movement in the event you must run or fight

3. FIGHT... if you can't run, hide, or are confronted by the shooter

Fight only as a last resort, when your life is in danger

- Don't make an unnecessary attempt to confront shooter
- Don't wait to be the next victim
- Don't be passive, don't be in denial

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- Act with as much physical aggression as possible
- Your goal is to incapacitate the shooter – be violent, hurt the attacker
- Include multiple people in the counterattack
- Swarm and overwhelm the attacker
- Distract, disrupt, confuse, control, incapacitate
- Improvise weapons or throw things at the attacker
- Use anything that will injure, stop or distract the attacker
- Use whatever is available to you:
  - Chairs or other furniture
  - Fire extinguishers
  - Computer equipment, phones
  - Office supplies: pens, books, or scissors
  - Kitchen items: Fork, knife, bottle, can
  - Personal body weapon: punch, kick, bite
  - Strike vital areas: face, head, neck, groin

4. When law enforcement arrives

If confronted by officers, *don't move until directed*

- Remain calm and follow instructions
- Keep moving in the direction the officers send you
- Do not stop to ask for help or direction when evacuating
- Avoid pointing, screaming or yelling, and don't pull fire alarms; it is already chaotic
- Put down any items in your hands
- Always keep hands visible
- Don't reach into pockets or clothing
- Raise hands and spread fingers
- Avoid sudden movements toward officers, such as holding on to them for safety

D. Bomb Threat

The potential for bomb threats or suspicious objects always exists. These may originate from unsatisfied employees, customers or others connected with the facility. They may be pranksters or individuals with no connection with the facility whatsoever. While most bomb threats and suspicious objects turn out to be harmless, they should be handled with the utmost seriousness.

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1. If a caller is making a threat
  - a. Attempt to keep the caller on the line. Advise the closest person to call the Police at 911 (9-911) to tell them a bomb threat is being received and the telephone number the caller is on. Be calm and courteous; do not interrupt.
  - b. Listen to the background noise (airplanes, traffic, etc.). Write down as many details as you can. Attempt to get the caller to answer the questions on the Bomb Threat Checklist below.
  - c. Notify the caller that the building is occupied, and the detonation of a bomb could result in a death or serious injury to many innocent people.
  - d. After the caller hangs up, call the police at 911 (9-911). Do not use a hand-held radio or cellular telephone near a bomb or suspicious object. Follow any instructions given by police.
  - e. Notify your supervisor immediately.

2. Bomb Threat Checklist

Date:  Time:

Time Caller Hung Up:  Phone Number Where Call Received:

**Ask Caller:**

Where is the bomb located? (Building, Floor, Room, etc.)  
 \_\_\_\_\_  
 When will it go off?  
 \_\_\_\_\_  
 What does it look like?  
 \_\_\_\_\_  
 What will make it explode?  
 \_\_\_\_\_  
 Did you place the bomb?    YES        NO  
 \_\_\_\_\_  
 Why?  
 \_\_\_\_\_  
 What is your name?  
 \_\_\_\_\_

**Exact Words of Threat:**

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**Information About Caller:**

Where is the caller located? (Background and level of noise)  
 \_\_\_\_\_  
 Estimate age:  
 \_\_\_\_\_  
 Is voice familiar? If so, who does it sound like?  
 \_\_\_\_\_  
 • Other points:  
 \_\_\_\_\_

**Caller's Voice**

- Accent
- Angry

**Background Sounds**

- Animal Noises
- House Noises

**Threat Language**

- Incoherent
- Message read

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- |  |  |                                      |
|--|--|--------------------------------------|
| <input type="checkbox"/> Calm            | <input type="checkbox"/> Kitchen Noises    | <input type="checkbox"/> Taped       |
| <input type="checkbox"/> Clearing Throat | <input type="checkbox"/> Street Noises     | <input type="checkbox"/> Irrational  |
| <input type="checkbox"/> Coughing        | <input type="checkbox"/> Booth             | <input type="checkbox"/> Profane     |
| <input type="checkbox"/> Cracking Voice  | <input type="checkbox"/> PA System         | <input type="checkbox"/> Well-spoken |
| <input type="checkbox"/> Crying          | <input type="checkbox"/> Conversation      |                                      |
| <input type="checkbox"/> Deep            | <input type="checkbox"/> Music             |                                      |
| <input type="checkbox"/> Deep Breathing  | <input type="checkbox"/> Motor             |                                      |
| <input type="checkbox"/> Disguised       | <input type="checkbox"/> Clear             |                                      |
| <input type="checkbox"/> Distinct        | <input type="checkbox"/> Static            |                                      |
| <input type="checkbox"/> Excited         | <input type="checkbox"/> Office machinery  |                                      |
| <input type="checkbox"/> <b>Female</b>   | <input type="checkbox"/> Factory machinery |                                      |
| <input type="checkbox"/> Laughter        | <input type="checkbox"/> Local             |                                      |
| <input type="checkbox"/> Lisp            | <input type="checkbox"/> Long distance     |                                      |
| <input type="checkbox"/> Loud            |  |                                      |
| <input type="checkbox"/> <b>Male</b>     |  |                                      |
| <input type="checkbox"/> Nasal           |  |                                      |
| <input type="checkbox"/> Normal          |  |                                      |
| <input type="checkbox"/> Ragged          |  |                                      |
| <input type="checkbox"/> Rapid           |  |                                      |
| <input type="checkbox"/> Raspy           |  |                                      |
| <input type="checkbox"/> Slow            |  |                                      |
| <input type="checkbox"/> Slurred         |  |                                      |
| <input type="checkbox"/> Soft            |  |                                      |
| <input type="checkbox"/> Stutter         |  |                                      |

Source: [Bomb Threat Checklist](#), U.S Department of Homeland Security (02/2017)

E. Building Emergencies

Building emergencies may include, but are not limited to heating, ventilation, and air conditioning (HVAC) malfunctions; damage to doors, locks or windows; bug infestations (e.g. bees, bed bugs, termites, etc.). While each situation is unique, please use the following guidelines and your best judgment.

Discrepancies requiring facilities maintenance attention or repair must be sent to [SDFDFacilities@sandiego.gov](mailto:SDFDFacilities@sandiego.gov) via the chain of command. Contact ECDC and request Duty Logistics callback for afterhours emergency facility needs.

F. Civil Disturbance

Civil disturbances can occur at or near Fire-Rescue Facilities. This may be in the form of labor strikes, demonstrations, or other activist activities. If the situation becomes threatening, contact ECDC, their supervisor, and the Police Non-Emergency Line (Phone: 619-531-2000), or if the situation is violent, they should dial 911.

<b>If threat is from person(s) inside:</b>	<b>If threat is from the street:</b>
Safeguard people in the building by obeying orders from the mob.	Follow your locations Emergency Lockdown Plan.

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If possible, call the police (911) and/or activate your panic button.	Keep staff and the public away from doors and windows.
Notify your supervisor that the police have been called.	Call the police (911) if they are not already on the scene.

G. Earthquake

In an earthquake most casualties occur from falling objects or flying building materials such as broken glass or dislodged bricks. Earthquakes can trigger other types of emergencies, such as fire due to fractured gas lines or chemical spills and water damage caused by burst pipes.

1. During an earthquake:
  - a. Human safety is the priority.
  - b. Take cover under sturdy furniture (DROP). COVER your head and HOLD on to the furniture. If there isn't a table or desk near you, cover your face and head with your arms and crouch in an inside corner of the building.
  - c. Do not get in a doorway.
  - d. Stay away from windows, display cabinets, hanging objects, mirrors, tall objects, and bookcases.
  - e. If you are outside the building, move away from the structure, trees and utility wires.
  - f. Do not use an open flame such as matches or a candle as there may be gas leaks.
  - g. Do not use the elevators.
  - h. Do not try and run out of the structure during strong shaking.
2. After the earthquake:
  - a. Be prepared for aftershocks.
  - b. Advise the public and staff to stay in place, unless the building appears unstable or unsafe, in which case you should evacuate the building according to your Emergency Evacuation Plan.
  - c. Extinguish all fires with the proper type of fire extinguisher.
  - d. Check for broken water pipes, shorting electrical circuits or leaking fuel.
  - e. Turn off all gas and water at main valves or meter boxes if you smell gas or see water flowing.
  - f. Turn off all electrical appliances at the power point.
  - g. Open doors carefully and watch for falling objects.
  - h. Do not move seriously injured persons unless they are in immediate danger of further injuries.

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- i. Contact the Fire or Police Department only if a life-threatening emergency exists.

H. Elevator Malfunction

Never attempt to exit or extract someone from an elevator if it is stuck between floors, even if you can get the doors open. Wait for emergency personnel to correct the problem.

1. If you are inside the elevator:
  - a. Lift the phone receiver and report the problem.
  - b. Do not attempt to open the door. Wait for rescue assistance.
  - c. If contacted by emergency personnel from outside of the elevator, follow their instructions.
2. If you are responding to someone trapped inside the elevator:
  - a. Find out through voice communication how many people are in the elevator and if medical assistance is required.
  - b. Contact ECDC and your supervisor.

I. Fire

1. In the event of smelling or seeing smoke (i.e. burning paper, an “ozone smell”, etc.):
  - a. Locate the location and source. If the source is electrical equipment (copy machines, toaster, coffee maker, etc.) disconnect if it is safe to do so.
  - b. Contact ECDC and by your supervisor
  - c. If necessary, call 911
  - d. Evacuate everyone from the building
  - e. Turn off the breaker to disconnect the electrical power
2. In the event of seeing flames:
  - a. Determine if a fire extinguisher can be safely used. Ask: is it in a waste basket and not growing, has everyone exited the building, has 911 been called and is the room not filled with smoke?
  - b. Most fire extinguishers operate using the following PASS technique:

*PULL*... Pull the pin. This will also break the tamper seal.

*AIM*... Aim low, pointing the extinguisher nozzle (or its horn or hose) at the base of the fire.

NOTE: Do not touch the plastic discharge horn on CO2 extinguishers, it gets very cold and may damage skin.

*SQUEEZE*... Squeeze the handle to release the extinguishing agent.

*SWEEP*... Sweep from side to side at the base of the fire until it appears to be out. Watch the area. If the fire re-ignites, repeat steps 2 - 4.



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- c. If you have the slightest doubt about your ability to fight a fire  
EVACUATE IMMEDIATELY!
- d. DO NOT allow the fire to come between you and the exit. Touch any  
closed door with the back of your hand and near the top. If it is hot or  
smoke is visible, do not open.
- e. Drop to the floor to avoid smoke and fumes. Crawl to safety.
- f. If you are trapped in the building, stay near a window, close to the floor  
and signal for help.

J. Flood

Floods are likely to be small scale as most facilities are not in areas that experience large scale floods from outside sources. Floods may occur due to broken pipes, accidental sprinkler discharge, or rainwater.

- 1. Discrepancies requiring facilities maintenance attention or repair must be sent to SDFDFacilities@sandiego.gov via the chain of command.
- 2. Attempt to determine the source of the water if this can be done quickly and safely.
- 3. Determine if something can be done immediately to stop the water or contain it.
- 4. Switch off all utilities in the affected area, including the water main, if it is safe to do so.
- 5. Check for live wires or wet power outlets. DO NOT enter the area if these are found.
- 6. Move affected objects to a safe area, if necessary.
- 7. Cover large objects with plastic sheeting, if available.

K. Fumes

- 1. Other than gas (See "Gas Leaks" below)
  - a. If an odor that is strong and persistent pervades an area, follow your Emergency Evacuation Plan.
  - b. Contact ECDC followed by your Supervisor.
  - c. Discrepancies requiring facilities maintenance attention or repair must be sent to SDFDFacilities@sandiego.gov via the chain of command.
  - d. Notify all staff when the area is safe again.

2. Gas Leak

If you suspect a gas emergency or have questions regarding a gas odor or carbon monoxide, call contact ECDC and your supervisor.

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- a. To shut off your gas:
  - 1) Locate the shut-off valve. As you face your meter, you will see a pipe running from the ground to the meter and approximately 6-8 inches above the ground there is a shut-off valve running parallel to the pipe.
  - 2) Using a 12-inch or larger adjustable wrench, turn the valve 1/4 turn in either direction, until the valve is crosswise to the pipe.
  - 3) DO NOT turn off your meter unless you smell gas, hear gas or see other signs of a gas leak. For additional safety, a shut-off valve should be installed at every gas appliance, so if a leak occurs at a specific appliance, you can shut off the gas in one location rather than shutting off all gas service.
  - 4) CAUTION: If you turn off your gas at the meter, do not turn it back on yourself. Contact San Diego Gas and Electric (SDG&E) to turn the meter on and relight the pilots.

L. Hazardous Material Emergencies

Federal Office of Safety and Health Administration (OSHA) regulations require all chemical products used by the employees in workplace to have a Safety Data Sheet (SDS) located in the facility. The SDS contains information on the manufacturer, first aid recommendations, storage requirements, etc. Most products requiring an SDS will be cleaning products used by the contracted janitorial staff.

Legible SDS copies for all hazardous substances to which employees may be exposed are housed within the SDS Binder which is stored where chemicals are stored. SDSs are readily available for review by all employees in their work area and during each work shift.

1. If there is a spill of a chemical or if a chemical is used by staff for emergency clean-up, locate the SDS for the product being used. Check the:
  - a. Hazard Identification: The word Danger designates the chemical as extremely harmful and Warning less so.
  - b. Precautionary Statements: Read these suggestions on how to handle the chemical.
  - c. First aid: Know what to do if someone is injured by using the chemical.
  - d. Hazard Pictograms: What are the dangers in using this product?
  - e. This information is also available on the label of the product; however, know the Precautionary Statements and what Personal Protection Equipment (PPE) should be used.
2. Use the Spill Kit if a hazardous material may enter a drain or waterway. Instructions are located inside the Spill Kit.
3. Report all spills of chemicals to SDFDFacilities@sandiego.gov via the chain of command.

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M. Medical Emergencies

1. The intent of these procedures is to provide basic guidelines for handling medical emergencies involving Fire-Rescue personnel or the public, ranging from minor to serious injuries, or death.
2. For accidents and injuries, personnel are expected to render first aid and CPR if they are trained and feel comfortable performing this function.
3. The California Good Samaritan law is contained in Health and Safety Code section 1799.102, and provides that “No person who in good faith, and not for compensation, renders emergency care at the scene of an emergency shall be liable for any civil damages resulting from any act or omission...”
4. What You See. Person is Responsive:
  - a. Ask what the problem is and if medical assistance is needed. If yes, call 911. If it is minor (e.g. cuts, bruises, strains, bumps) and does not require professional medical treatment use the first aid kit, as necessary.
5. What You See. Person is Unresponsive:
  - a. Tap the person and shout, “Are you OK?” and if no response, shout for help, call 911, and send someone to get the AED and first aid kit.
  - b. Check for breathing. If not breathing normally or is only gasping, begin CPR and use an AED.
  - c. If person is not breathing normally, stay with them until assistance arrives.
  - d. Once 911 has been called, instruct someone to help direct the paramedics.
  - a. Once the situation has been stabilized contact ECDC and your supervisor
6. For Accidents to Personnel and Volunteers
  - a. Is it a minor injury? If yes complete the Minor Injury Form RM- 1568. The Minor Injury Report is used to record any minor work-related injury/illness that does not require medical treatment (e.g. cuts, bruises, strains, bumps).
  - b. A copy is held in the employee’s department personnel file for two years and a copy is sent to the Medical Clerk at Fire Headquarters (MS604).
  - c. If the injury/illness is work related and requires medical treatment, supervisors call the Work-Related Injuries number of 1-800-427-7980 within 24 hours of an injury.
  - d. Emergency transportation should be requested so the person injured is not further harmed.

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- e. If the person can safely go to one of the Medical Provider Network (MPN) locations, provide the closest location as noted on the MPN poster located in every work location.  
If an RM-1698 Personal Physicians Designation Certification has been completed and is on file with Risk Management, then he/she can see their own physician for the injury.
- f. If the injury/illness is a "serious injury or illness" (any injury or illness occurring in a place of employment or in connection with any employment which requires inpatient hospitalization for a period in excess of 24 hours for other than medical observation or in which an employee suffers a loss of any member of the body or suffers any serious degree of permanent disfigurement), then it must be reported as soon as possible but no longer than 8 hours after the employer knows of the serious injury or illness to the Cal/OSHA San Diego office at (619) 767-2280 or (800) 321-6742 in addition to the Work-Related Injuries number at 1-800-427-7980.
- g. If it is during the weekday from 08:00 hours to 17:00 hours, call Risk Management Safety Division at 619-236-6229 for assistance.

7. Emergency First Aid

To be performed while waiting for paramedics to respond, if able and willing:

Heart Attack	<ol style="list-style-type: none"> <li>1. Loosen clothing around the neck</li> <li>2. Keep physical movement of victim to a minimum</li> <li>3. Perform CPR. See Appendix A.</li> </ol> <p>Note: At facilities with an Automated External Defibrillators (AED), personnel should use the AED.</p>
Bleeding	<ol style="list-style-type: none"> <li>1. Put on gloves</li> <li>2. Apply pressure over the wound to stop the flow of blood</li> </ol>
Choking	<ol style="list-style-type: none"> <li>1. Do not interfere if person is able to speak, cough, or breathe.</li> </ol> <p>Note: If you see someone choking be sure to follow them and encourage them to keep coughing. Sometimes people who are choking get embarrassed and go off by themselves where they might be in more danger. See Appendix B: First Aid for Choking.</p>
Shock	<ol style="list-style-type: none"> <li>1. Do not offer liquids</li> <li>2. Have the person lie down but do not move him or her if a neck or back injury is suspected</li> <li>3. Elevate legs slightly (no more than 12")</li> <li>4. Cover person lightly, but do not overheat</li> </ol>
Most Illnesses or Injuries	<ol style="list-style-type: none"> <li>1. Have the person lie down and make him or her as comfortable as possible</li> <li>2. Keep the person calm until 911 arrives</li> </ol>
Seizures	<ol style="list-style-type: none"> <li>1. Call 911, if medical help is needed</li> <li>2. Move objects against which the person might hurt themselves</li> <li>3. Do not attempt to restrain the person's movements but try to protect their head from banging on the floor</li> <li>4. If possible, loosen clothing at neck, wrist, and waist</li> </ol>

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	<ol style="list-style-type: none"> <li>5. Turn person on side so saliva can flow out. Mouth gags are <u>not</u> recommended.</li> <li>6. Do not try to move the person before the seizure is over. A typical grand mal seizure may last from 10 – 15 minutes.</li> <li>7. Persons are frequently confused after a seizure. Every effort should be made to reassure the person that they is OK.</li> </ol>
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N. Power Failure

A power failure can occur because of other emergency events (earthquake, fire, severe weather, etc.), or may happen independently. A power failure may also be building-wide or affect the local area.

1. Remain calm and retrieve a flashlight if necessary.
2. If you are in an unlit area, carefully proceed to an area with emergency lighting or access to outside light.
3. Search the “SDGE Outage Map” online or call 800-611-7343.
4. Check the circuit breaker panel for a tripped switch. Reset the circuit by turning the switch OFF momentarily, and then ON.
5. If the circuit breaker is not the problem, try to determine if the power failure is specific to your building or the entire neighborhood.
6. Contact ECDC and your supervisor.
7. Discrepancies requiring facilities maintenance attention or repair must be sent to SDFDFacilities@sandiego.gov via the chain of command.
8. Contact the ECDC and request Duty Logistics callback for after-hours emergency facility needs.

To the extent possible and practical, continue to provide services. Some general guidelines include:

- a. Close interior rooms that have no natural light, such as restrooms.
  - b. Close any sections of the facility that may be hazardous due to low light situations.
  - c. Please be aware that if access to restrooms is not feasible for employees using flashlights, and alternate reasonable accommodations cannot be arranged, OR if there are events that seriously impact the health and safety of employees, and the power outage or conditions have not been rectified within 3 hours, non-emergency staff should be allowed to leave the facility.
9. Operating Procedures
    - a. Confirm the safety of all personnel and the public. Determine if anyone is trapped in elevators or in bathrooms. If someone is trapped in the elevator, see the section *Elevator Malfunction*.
    - b. Turn off computer terminals.
    - c. Make and post signs to notify of the power outage.

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d. If you have a meeting room in your facility, identify the names and phone numbers of the groups or individuals that have reserved a meeting room, so you can contact them if their event would be impacted by a power outage.

10. Communications Plan

- a. Use your cell phone, or your fax machine if it has a handset and dial tone.
- b. Contact ECDC and your supervisor.

11. Discrepancies requiring facilities maintenance attention or repair must be sent to [SDFDFacilities@sandiego.gov](mailto:SDFDFacilities@sandiego.gov) via the chain of command.

12. Contact ECDC and request Duty Logistics callback for afterhours emergency facility needs.

13. Rolling Blackouts

- a. The City Manager and the City's Energy Administrator (in the Environmental Services Department) are not expected to receive any notice of rolling blackouts in the City of San Diego.
- b. Neighborhoods selected for blackouts cannot be expected to receive any notice.
- c. Most power outages resulting from rolling blackouts are expected to last from 60 to 90 minutes.
- d. The blackout may last longer if SDG&E experiences an equipment malfunction.

O. Robbery

Robbery is the taking of property from another by use of force and/or fear (Penal Code Sec. 211). If you are the victim of a robbery:

1. Stay calm and make no unnecessary movements that might cause the robber to harm you.
2. Calmly comply with demands for property or cash. Use your best judgment with regards to other demands such as hostages or in potential rape situations during a robbery.
3. Mentally note as many characteristics of the robber as possible: sex, age, height, weight, race, eye and hair color, clothing description, physical characteristics (scars, moles, pock marks, tattoos), voice characteristics, type of speech, accent, etc.
4. Try to remember all the items taken by the robber.
5. As soon as possible and when you are no longer in danger, dial 911 and then notify your supervisor.
6. All witnesses and persons involved in the robbery should remain available to talk to law enforcement upon their arrival.

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P. Tsunami

A local earthquake may generate tsunami waves that can reach shore in minutes. If your facility is in an area close to the ocean or bay, make note of the following safety actions:

1. If you can see the tsunami it is too late; tsunamis move faster than you can run.
2. A tsunami is a series of waves that continue for many hours; not one single wave.
3. Move to high ground: 100 feet above sea level or at least 1 mile inland, away from river valleys and bays.
4. If you cannot move to high ground, a concrete building's upper floor may be safe. Use the stairs.
5. Follow the TSUNAMI EVACUATION ROUTE signs.
6. Tsunami warning signs include:
  - a. A strong earthquake lasting 30 seconds or longer and causes difficulty in standing
  - b. There will be a noticeable rapid rise or fall of coastal water
  - c. A large ocean roar may precede a tsunami
  - d. Not every earthquake will cause a tsunami
  - e. Local tsunamis often happen more quickly than warnings can be issued
  - f. When in doubt, evacuate
  - g. A small tsunami at one beach can be giant a few miles away. All tsunamis are potentially dangerous even though they may not damage every coastline they strike.
  - h. Stay tuned to your radio, marine radio, NOAA weather radio, or television
  - i. Keep emergency supplies at the ready. Prepare for power failures and water shortages.
  - j. Wait for emergency officials' "All clear"

Q. Useful Numbers

Code Enforcement	Abandoned or Dangerous Buildings, Noise Complaints	619-236-5500
San Diego Police Department	Belligerent person, Cars parked illegally, Drugs, Underage drinking, Alarms (Cars or Buildings), Blocking sidewalk	619-236-2000 (non-emergency)
We Tip Hotline	Arson Suspected	800-47ARSON
Transportation Department	Streetlight repair, Street sweeping, Traffic signals	619-527-8000
Environmental Services Code Enforcement Section	Trash, junk, debris Dead animal removal	858-694-7000

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Animal Control	Dangerous animals, Injured animals, Animal attacks	619-236-2341
Streets Division	Trees (fallen trees or limbs)	619-527-7500
Storm Water Pollution Prevention	Flooded streets, clogged storm drains	619-235-1000
Graffiti Control Hotline	Graffiti	619-525-8522
Sewer & Water Emergency Service	Missing/damaged manhole cover	619-515-3525
San Diego Gas & Electric	Gas leak Power lines down	800-411-7343



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V. **APPENDICES**

A. Appendix A: Cardiopulmonary Resuscitation (CPR)

Warning: CPR (cardiopulmonary resuscitation) that is done improperly or on a person whose heart is still beating can cause serious injury.

Do not perform CPR unless:

1. The person has stopped breathing.
2. The person does not have signs of circulation, such as normal breathing, coughing, or movement in response to rescue breathing.
3. No one with more training in CPR is present.



Figure A



Figure B



Figure C



Figure D



Figure E



Figure F

Figure A: The victim should be flat on his back and his mouth should be checked for debris.

Figure B: If the victim is unconscious, open airway, lift neck, and tilt head back.

Figure C: If victim is not breathing, begin artificial breathing with 4 quick full breaths.

Figure D: Check for carotid pulse.

Figure E: If pulse is absent, begin artificial circulation by depressing sternum.

Figure F: Mouth-to-mouth resuscitation of an infant.

For basic life support, think **ABC**: Airway, Breathing, and Circulation, in that order. You must give rescue breaths before you can begin the chest compressions, which will help circulate blood for a person whose heart has stopped beating.

**NOTE:** This reference is only intended to serve as a guideline for learning about CPR. It is not intended to be a replacement for a formal CPR course.

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B. Appendix B: First Aid for Choking

If you observe a "conscious" ADULT choking:

- Ask, "Are you choking?"
- If the victim can speak, cough, or breathe, DO NOT INTERFERE.
- If the victim CANNOT speak, cough, or breathe, have someone call 911 and get consent.

1. Give 5 back blows
  - Bend the person forward at the waist and give 5 back blows between the shoulder blades with the heel of one hand.
  
2. Give 5 abdominal thrusts
  - Place a fist with the thumb side against the middle of the person's abdomen, just above the navel.
  - Cover your fist with your other hand.
  - Give 5 quick, upward abdominal thrusts.
  
3. Continue Care
 

Continue sets of 5 back blows and 5 abdominal thrusts until the:

  - Object is forced out.
  - Person can cough forcefully or breathe.
  - Person becomes unconscious.



Call 911 if the person becomes unconscious, if not already done.

Sources: [Adult First Aid/CPR/AED Ready Reference](#), © 2011, The American Red Cross, Stock No. 656732 (retrieved 2/21/17)