

EMERGENCY RESPONSE OPERATIONS PLAN



2017

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PURPOSE

The USC Emergency Operations Plan outlines the university's procedures for managing major emergencies that may threaten the health and safety of the campus community or disrupt university operations. The Plan identifies departments and individuals that are directly responsible for emergency response and critical support services, and it provides a management structure for coordinating and deploying essential resources.

Emergencies both small and large can impact campus operations, academics, research, and patient care. This plan provides for a framework to ensure incidents are responded to in a coordinated manner. Since emergencies and disasters can occur at any time, the university has invested in ensuring the university is prepared for and ready to respond to and recover from a major incident.

SCOPE

The USC Emergency Plan is an "All-Hazards" plan that allows for flexibility and adaption to the unique needs of every type of emergency and disaster. The university follows the Incident Command System to coordinate, communicate and track emergency response actions. This plan provides a framework to ensure efficient communications and coordination between all divisions, departments and schools responsible for emergency response and recovery. Function specific plans including specialized response and recovery plans are developed and maintained by individual departments, schools, and divisions with support from the Office of Fire Safety & Emergency Planning.

EMERGENCY RESPONSE MISSION & PRIORITIES

In any emergency situation, USC's overriding mission is to:

- I. Protect life safety
- II. Secure critical infrastructure and facilities
- III. Resume academic, research and patient care services

PLAN ACTIVATION

Small scale incidents may occur daily and are responded to and managed by the Department of Public Safety, USC Fire Safety, Environmental Health & Safety, Facilities Management Services, and other departments depending on the nature of the incident. Small scale incidents are handled following standard operating procedures developed and maintained within the respective departments. When an incident requires coordination between two or more departments, a command post may be established by first responders close to the incident and coordination will occur in the field utilizing the unified command system (see description). In the event of an incident requiring coordination by multiple departments with major impacts to campus operations, academics, research or patient care, the Department of Public Safety or other designee of Administrative Operations will activate the Emergency Operations Center (EOC).

Public Safety is responsible for providing initial emergency notification to contacts in appropriate emergency service units, who in turn notify their own staff. A full mobilization of the emergency response units will then occur, along with full activation of emergency response teams.

EMERGENCY POLICY GROUP

Responsibility for overall University direction and internal/external communications in a major emergency situation rests with the **Emergency Policy Group**, composed of the President, Provost, Senior Vice President for Administration, Senior Vice President Finance, Senior Vice President General Counsel, and Senior Vice President University Relations. This group convenes when a major emergency occurs, gathers information from emergency response personnel, makes major policy decisions, and coordinates communications with the university, external stakeholders, and the public.

EMERGENCY OPERATIONS CENTER

A location where representatives from critical response departments coordinate response and recovery efforts. The pre-designated locations are:

- University Park Campus: Tutor Campus Center 232 & 227 (alternate: 3434 Grand Room 312)
- Health Sciences Campus: Keck Hospital Silver Room (alternate: Soto Building Training Room)

Activation:

The Incident Commander in the field (DPS) will ensure notifications are made to the Chief of Public Safety and Administrative Operations senior leadership. If the incident impacts university operations and multiple departments are required to respond, the determination will be made to activate the EOC.

- **Partial Activation:** Select departments and response teams will be notified to send a representative to the EOC location. Communication options include TrojansAlert, Phone, Text Message, Runners, or via two-way radio.
- **Full Activation:** All critical response departments and select response teams will be notified to send a representative to the EOC location. Communication options include TrojansAlert, Phone, Text Message, Runners, or via two-way radio.

Emergency Operations Center representatives support responders in the field. The major functions include:

- Incident Tracking and Tactical Operations Support
- Logistics and Services
- Joint Information Center (Communications)
- Damage Assessment and Repair Tracking and Coordination
- Finance

The primary department representatives that make up the EOC Operations Team include:

- Department of Public Safety
- Facilities Management Services
- Capital Construction Development
- Engemann Student Health Center
- Student Affairs
- Environmental Health & Safety
- Housing
- Transportation
- Hospitality
- Information Technology Services
- Human Resources
- University Relations
- Office of the provost
- Disaster Mental Health Team
- Other departments and specialized teams as required

Within the EOC, a senior management team convenes and provides overall strategic direction to the EOC Operations Team. They also provide information, assessments, and recommendations to the Policy Group.

EMERGENCY OPERATIONS GROUP

Members of the Emergency Operations Center Senior Management Team include:

Senior Vice President, Administration	<ul style="list-style-type: none"> • Provide liaison with Policy Group
Associate Senior Vice President, Administrative Operations, or designee (Assisted by Director, Fire Safety/Emergency Planning or designee)	<ul style="list-style-type: none"> • Provide overall EOC direction • Provide direction to hazardous materials and fire response teams
Chief, Public Safety, or designee	<ul style="list-style-type: none"> • Manage emergency response operations • Direct DPS resources & coordinate emergency notifications • Coordinate EOC setup
Associate Senior Vice President, Campus Development & Facilities Management Services & Vice President, Facilities Management	<ul style="list-style-type: none"> • Manage damage assessment and engineering operations • Coordinate facilities emergency repairs • Coordinate facilities recovery
Vice President for Auxiliary Services and Chief Operating Officer of LA Memorial Coliseum and Sports Arena or designee	<ul style="list-style-type: none"> • Assist in assessment of Aux. Svcs. Facilities • Coordinate Housing, Hospitality, and Transportation services

Associate Senior Vice President, University Relations	<ul style="list-style-type: none"> • Gather and provide key information to Policy Group • Assist in disseminating public information and announcements
Vice President, Student Affairs, or designee (Assisted by Executive Director, Engemann Student Health Center)	<ul style="list-style-type: none"> • Coordinate Residential Life response • Ensure that Student Health Center response is initiated • Coordinate assistance measures for students • Coordinate information for family members
Chief Information Officer, Information Technology Services, or designee	<ul style="list-style-type: none"> • Coordinate technical support to the EOC • Coordinate assessment of voice & data networks
Office of the Provost	<ul style="list-style-type: none"> • Coordinates response and recovery with all schools and research community
University Human Resources	<ul style="list-style-type: none"> • Coordinates support to staff and faculty

DEPARTMENT OPERATIONS CENTERS (DOC)

Each department represented on the Emergency Operations Group and all schools activate a Department Operations Center (DOC). The DOC serves as a command post for each department where they coordinate response efforts. DOC activities include tracking of staff and resources, tracking of incidents and requests for service, and coordination of any specialized functions that the department has been designated to manage. Field teams are assigned tasks and are deployed from the DOC. Each department maintains a set of equipment to set-up outdoors and custom status boards and forms to track resources and actions. For a list of DOC coordinators and outdoor locations, refer to the University Park Campus DOC Critical Response Team List & Map, Academic DOC List & Map, and/or the Health Sciences Campus DOC List and Diagram.

INCIDENT COMMAND SYSTEM (ICS)

The University of Southern California follows the principles of the National Incident Management System (NIMS), which includes the adoption of the Incident Command System (ICS) for emergency response. The Incident Command System is a systematic tool used for the command, control, and coordination of emergency response. ICS is based upon a flexible, scalable response organization providing a common framework within which people can work together effectively. These people may be drawn from multiple departments that do not routinely work together, and ICS is designed to give standard response and operation procedures to reduce the problems and potential for miscommunication on such incidents.

The USC Hospital Emergency Command Center follows the State of California Hospital Incident Command System (HICS), which is an incident command system customized for the clinical environment. The system uses all of the same concepts and terminology as regular incident command with the addition of clinical specific divisions and branches.

The Campus Emergency Operations Center follows a customized incident command structure that meets the needs of the university environment.

INCIDENT COMMANDER

The person responsible for all aspects of an emergency response; including quickly developing incident objectives, managing all incident operations, application of resources as well as responsibility for all persons involved. The Incident Commander sets priorities and defines the organization of the incident response teams and the overall Incident Action Plan. The role of Incident Commander may be assumed by senior or higher qualified officers upon their arrival or as the situation dictates. The Incident Commander may, at their own discretion, assign Officers, who may be from the same department or from assisting departments, to subordinate or specific positions for the duration of the Emergency.

UNIFIED COMMAND SYSTEM

A command structure in which responding departments with responsibility for the incident share responsibility and coordinate management of the incident from a single Incident Command Post or EOC. A Unified Command allows university departments with different legal, geographic, and functional authorities and responsibilities to work together effectively without affecting individual departmental authority, responsibility, or accountability. Under a Unified Command, a single, coordinated Incident Action Plan will direct all activities.

The goals of Unified Command are to:

- Improve the information flow and interfaces among departments.
- Develop a single collective approach to the incident regardless of its functional or geographical complexity.
- Ensure that all departments with responsibility for the management of the incident have an understanding of their organization's goals, policies and restrictions.
- Optimize the efforts of all departments as they perform their respective missions.
- Reduce or eliminate duplicated efforts.

FIELD COMMAND POST (CP)

A central command and control location established by the Incident Commander of an incident at a location that is safe, accessible and large enough to accommodate response staff.

Representatives from emergency response departments report to the location to be briefed on the incident and to develop incident action plans for field response teams.

INCIDENT ACTION PLANS (IAP)

Incident action plans ensure that everyone is working in concert toward the same goals set for that operational period by providing all incident supervisory personnel with direction for actions to be taken during the operational period identified in the plan. Incident Action Plans provide a coherent means of communicating the overall incident objectives for both operational and support activities. They include measurable strategic objectives to be achieved in a time frame called an Operational Period.

BUILDING EMERGENCY RESPONSE TEAMS (BERT)

Every USC owned or operated building has a pre-designated emergency response team identified by a yellow vest and hard hat that will spring into action upon notification of an emergency or fire alarm in their building. Team members have been trained to coordinate evacuations, shelter in-place and actions for earthquakes, power outages, medical emergencies, and other hazards. See page 25 of this document for details.

CAMPUS EMERGENCY RESPONSE TEAM (CERT)

A dedicated team of over 300 staff and faculty throughout the university trained on the 21-hour FEMA course that includes fire suppression, disaster first aid, triage, search & rescue, and incident command. When activated, team members assemble and are dispatched by either Fire Safety/Emergency Planning or Public Safety staff.

HEALTH SCIENCES CAMPUS

The USC Health Sciences Campus (HSC) will activate an Emergency Operations Center for the campus in the Keck Medical Center Silver Room. The hospitals and clinical operations will activate a Hospital Command Center. A unified command concept of operations is used to coordinate all response and recovery actions. The primary field command post and outdoor DOC location is the Eastlake side of the Center for Health Professions parking lot. The HSC also has its own Department Operations Centers, specialized emergency response teams, Building Emergency Response Teams, and Community Emergency Response Team. Each department maintains its own customized response and recovery plans that adhere to the National Incident Command System.

BUSINESS CONTINUITY & RECOVERY PLANS

Disaster recovery/continuity following a disaster at USC is covered in the Disaster Recovery & Business Continuity Plan, a separate document. Individual schools and departments maintain a customized plan that is tested and revised annually. The purpose of the continuity plan is to minimize disruption of teaching, research, patient care, and the university mission following a disaster.

TESTING AND PLAN REVISIONS

The Office of Fire Safety & Emergency Planning develops, coordinates, and facilitates exercises to train and test emergency response and recovery plans. Exercises include tabletop, practical, functional, and full-scale drills. The emergency operations plan shall be exercised annually utilizing one or more of the exercise formats listed. In addition, incident debriefings and after-action activities will be conducted following major emergency incidents. Lessons learned from real incidents and from exercises will be evaluated to determine if revisions to any plans may be required to improve outcomes. Training needs will also be identified based on lessons learned.

EMERGENCY NOTIFICATION SYSTEM

All staff, students and faculty are encouraged to sign-up for TrojansAlert at <https://trojansalert.usc.edu> This web-based system allows university officials to send out emergency text messages and e-mails to subscribers when an emergency or hazard occurs at any USC campus location. There is no cost to registering a cell phone, pager, or e-mail account on the system. A TrojansAlert test alert is sent out a few times per year to test the system.

EMERGENCY RESPONSE PRIORITIES

The first priority is to ensure the life safety and well-being of students, staff, faculty, and visitors. During the initial hours of the response, members of the Emergency Operations Group assess the situation, prioritize emergency actions, and coordinate the deployment of emergency resources to address urgent campus-wide issues. Key priorities will include:

- Assistance for the injured
- Emergency safety inspections and evacuation of unsafe areas
- Hazardous materials response
- Emergency utility shutoffs and repairs
- Emergency power
- Emergency shelter
- Emergency notifications and communications
- Emergency transportation
- Emergency food service

SUSPENSION OF PROGRAMS

Academic programs and other university activities will be suspended only if necessary due to hazards on the campus. The decision to temporarily suspend activities is the responsibility of the Policy Group, based on recommendations from the Emergency Operations Group. If programs must be suspended, they will resume as soon as conditions permit, and only at the direction of the Policy Group.

If suspension of academic programs is necessary, basic services for resident students and emergency personnel on campus will be continued. If necessary, alternative staffing and operating locations will be arranged to allow essential services to continue. See separate department/ school Business Continuity Plans.

CAMPUS EVACUATION

Campus evacuation will be carried out only in extreme circumstances that make it essential. In the unlikely event that evacuation of the campus becomes necessary, evacuation instructions will be communicated to the campus community. Schools and departments should move to their emergency assembly areas, and leave the campus as appropriate under the prevailing conditions, consistent with guidance provided by emergency response personnel. Instructions for return to campus will be provided as soon thereafter as possible.

PLAN DE-ACTIVATION

University emergency operations may be discontinued at the direction of the Emergency Policy Group, as informed by the Emergency Operations Group. Follow-up recovery activities may continue for an extended time period after formal de-activation.

CRISIS MANAGEMENT TEAM

The goal of the Crisis Management Team is to provide overall guidance on emergency management, business continuity, and disaster recovery programs. Members consist of the same representatives on the Emergency Operations Center Senior Management Team (see page #5 of this document). The team convenes a minimum of two times per academic year.

The purpose of Crisis Management Team meetings is to:

- provide updates on follow-up issues from Emergency Operations Center drills.
- discuss the direction for the upcoming Emergency Operations Center drill.
- provide updates on significant incidents and current emergency planning initiatives.

SPECIFIC DEPARTMENT ROLES

The following are brief descriptions of the roles and responsibilities of departments with formal emergency operations responsibilities. The descriptions are merely summaries of more detailed plans and procedures developed by these emergency service departments.

UNIVERSITY RELATIONS (COMMUNICATIONS)

University Media Relations staff will serve as primary coordinators of public information in an emergency situation, assisting the University administration in gathering key information and disseminating it. Key priorities will be:

1. Develop accurate informational releases for internal and external audiences.
2. Monitor media reports to ensure accuracy of information.
3. Coordinate all mediums of communication including internet, traditional media, social media, website, phone banks, and emergency notification system.

A Media Relations department operations center will be activated to coordinate and track internal and external communications. A Media Relations representative will report to the Emergency Operations Center in an emergency situation to gather information, reports, and recommendations on the status of the University. The representative will assist in conveying this information as necessary to the Emergency Policy Group.

Depending on communications channels available, Media Relations staff will provide updates on the status of the campus to media outlets in order to ensure that accurate information is disseminated regarding the university. Media Relations will monitor social media and push out information via social media. The TrojansAlert System automatically pushes out notification through the main USC Twitter account.

Media Relations staff will activate the USC emergency information line (740-9233) to provide bulletins to the university community. The USC Emergency website will be activated to provide emergency information. The website will default to back-up servers on the east coast if servers are down locally. The emergency notification system (TrojansAlert) may be used during the early stages of the response and for updates as deemed necessary by the Emergency Operations Group. Other mediums to communicate may include e-mail, amateur radio, and runners.

DEPARTMENT OF PUBLIC SAFETY

The Department of Public Safety (DPS) serves as the primary first responder for all emergencies at the University Park Campus and the Health Sciences Campus. Local first responder agencies are responsible for initial response to other USC locations supplemented by internal trained emergency response team members. DPS will coordinate the notification of all needed response departments and activate the Emergency Operations Center. The plan may be activated by the on-duty Watch Commander or senior DPS staff.

For all incidents, DPS will designate an Incident Commander to direct the response in the field. Once the EOC is activated, the Incident Commander will provide the DPS EOC representative with a detailed report on current conditions and needs. The report will be communicated to all EOC responders and an action plan will be developed to manage the on-going response and recovery effort.

The DPS EOC representative will provide general guidance and missions to his/her department during the emergency, but detailed management of tactical operations will be conducted by senior officers in the DPS Department Operations Center (DOC), following the provisions of the DPS Policies and Procedures.

The general role of DPS officers and representatives in a major emergency is fluid, depending on the situation and the missions they are assigned. Responsibilities include:

- Preliminary assessment of the campus and surrounding community
- Intake emergency requests for service and dispatch responders based on established priorities.
- Closure and evacuation of buildings & campus
- Medical first aid and transport of victims
- Dissemination of emergency instructions
- Protection and security of University property
- Liaison with external agencies

Tactical operations and coordination will take place at a command post. The command post will be set-up at the discretion of the senior DPS staff member. During a department mobilization in an emergency or unusual occurrence, staff members shall be assigned to 12 hour shifts (“A” and “B” watch) if so ordered by department leadership. When an EOC is activated, the EOC will support field operations and coordinate response and recovery efforts with other internal departments.

FACILITIES MANAGEMENT SERVICES & CAPITAL CONSTRUCTION DEVELOPMENT

In an emergency, Facilities Management Services (FMS) provides a variety of major services:

- Damage assessment of facilities
- Emergency repairs and utility shutoffs
- Restoration of water, power, gas, and HVAC services
- Control of fire life safety systems
- Specialized services such as elevator rescue and response
- Coordination of facilities long-term reconstruction and cost recovery
- Debris removal, clean-up and restoration of vital building services

Emergency Response Process

Upon notification of the customer service center, FMS staff will be notified and respond to assist in emergency response efforts.

For large scale incidents requiring the activation of this plan, FMS will activate a Department Operations Center. FMS operates in 5 geographic zones on the University Park Campus and 3 zones on the Health Sciences Campus. Each zone will activate a command post and a team leader will be assigned to direct the actions of damage assessment and response teams. Zone command posts track damage assessment, utilities, and incident response. Reports are provided to the FMS DOC often as to the status of buildings, roads, and walkways. In zones with residential buildings, the Housing Department assigns response team members to work together with FMS. Environmental Health and Safety works side by side in the Zone command post to address hazardous materials spill and release assessments and mitigation.

Power Outage

Major power outages or other utility disruptions may occur as an isolated event or in conjunction with another event such as a major earthquake. FMS maintains a comprehensive power outage plan that addresses internal power resources, vendor agreements for contracted power resources, and a list of priority buildings in the event the outage is widespread. The goal in any outage will be to restore service to all areas of the campus as soon as possible. In the event of an extended outage that cannot be corrected immediately, the focus will be on emergency response action to maintain life-safety and critical systems.

Post Earthquake Damage Assessment

FMS teams have been trained in damage assessment (ATC-20), and maintain supplies and equipment for emergency use. After a major earthquake, the teams respond to their zones and conduct emergency safety inspections to ensure that unsafe areas are identified and evacuated. Housing and Environmental Health & Safety will work with FMS to conduct inspections of residential buildings and buildings with labs.

During the emergency safety inspection, these staff members will assess each building for damage or unsafe conditions, assessing first the exterior of the building, then the interior. Teams will post the building CLOSED if there is any doubt the facility is safe to occupy, or OPEN if the building has sustained minimal damage. Signage will be placed at all entrances to the building once the assessment is completed.

During the inspections, they may take actions to mitigate immediate hazards if feasible, for example shutting off gas service if there is a leak. However, they are trained not to spend excessive time in any one facility in order to most effectively ensure the safety of the entire campus community.

Within each zone, buildings will be assessed according to the following priorities:

1. Housing facilities and critical emergency response facilities
2. Facilities that pose special safety risks, such as laboratory buildings
3. All other facilities

Special Procedure for Laboratory Facilities

Facilities Management Services and Environmental Health & Safety will work jointly to complete emergency inspections of laboratory buildings. They will establish a unified field command post. If available, pre-designated staff members from research departments will assist the command post with information on laboratories and communications with faculty members. The assessment of a laboratory building will proceed in three steps:

1. Exterior structural inspection by Facilities Management staff. If the building appears from the exterior to be structurally unsafe, it is posted closed and no hazmat assessment is done.
2. If FMS staff clear the building for entry, EH&S staff enter to assess hazardous materials problems, wearing protective equipment. If the assessment indicates that the facility is unsafe, EH&S staff recommend that FMS staff post the building closed.
3. If EH&S staff clear the building for entry, FMS staff enter and complete the interior inspection.

Facilities Recovery

FMS will endeavor to facilitate recovery of facilities as quickly as possible to allow resumption of University activities and minimize operational downtime. If necessary, external resources will be obtained to assist in the recovery process. FMS has completed a special agreement with structural engineering firms, both within Los Angeles and outside the region, to respond to the University's needs in a major emergency. In addition, the university maintains a special agreement with a disaster recovery firm to ensure timely restoration for disasters and localized emergencies (see Facilities Disaster Recovery & Business Continuity Plan and the USC Disaster Financial Recovery Plan).

ENVIRONMENTAL HEALTH & SAFETY

Environmental Health & Safety provides specialized expertise in responding to spill of hazardous materials in laboratories, medical facilities, and other areas where such materials are used or stored. The safety groups have extensive emergency response training, and are equipped to function as the University's hazardous materials team. The primary mission of the group is to:

1. Assess the nature and extent of the hazardous materials release
2. Evacuate the affected area if necessary
3. Isolate the affected area if necessary
4. Mobilize the necessary staff and resources
5. Identify the appropriate action plan, coordinating with other involved departments
6. Take all necessary response actions
7. Take any necessary follow-up actions

Details regarding this type of response are provided in the “*Integrated Hazardous Materials and Waste Emergency Response and Contingency Plan.*”

In the event of an internal disaster affecting the operations of the safety units, a primary responsibility is to re-establish safety services and business functions, beginning with those services most critical to the operation of the campus. The highest recovery priority is the hazardous waste pickup and disposal program, without which research laboratories and medical facilities would have difficulty operating.

Major Disaster/Earthquake

In the event of a major earthquake, the primary objective will be to complete a rapid inspection of laboratory buildings to determine if they are safe to enter, or must be closed due to safety hazards.

Facilities Management, Environmental Health & Safety, and Laboratory Safety staff will work jointly to complete these inspections. They will establish a unified field command post. If available, pre-designated staff members from research departments will assist the command post with information on laboratories and communications with faculty members. The assessment of a laboratory building will proceed in the three steps already described in the Facilities Management Services section. Laboratory buildings will be assessed in the two groups and priority order previously described.

FIRE SAFETY & EMERGENCY PLANNING

The Office of Fire Safety & Emergency Planning is responsible for the development and coordination of all emergency response and recovery plans. The office works with all critical departments and schools to ensure plans are developed, staff is trained, and the plan is tested. In addition, the office develops and trains emergency response teams and business continuity teams.

Fire safety programs are managed year-round and include fire prevention inspections, training, and coordination with other departments on construction, filming, special events, and fire-life safety systems at all USC locations.

During an activation of this plan, Fire Safety & Emergency Planning staff will coordinate the Emergency Operations Center, assist with coordinating field teams and Department Operations Centers, and provide support for action planning and unified command with external agencies along with the Department of Public Safety. In addition, staff will coordinate the USC Fire Suppression Brigade and Campus Emergency Response Teams to address fires, search & rescue, and other specialized response needs during a major incident/ regional disaster.

The Office of Fire Safety & Emergency Planning coordinates planning, exercises and response efforts with city and county agencies including the City of Los Angeles Emergency Management Department, Los Angeles County Office of Emergency Services, Los Angeles City Fire Department, the United States Geological Survey, and other organizations.

STUDENT AFFAIRS

Student Affairs plays a broad role in providing emergency support for students, as described in the Student Affairs emergency protocol manual. In addition, the Engemann Student Health Center and Student Counseling Center are a part of the Student Affairs response.

Student Affairs Senior Leadership

During a major emergency, Student Affairs central staff coordinate activities such as dissemination of information to students, parental notification, and crisis intervention. Student Affairs staff will assist in coordinating services such as:

- Provide support and coordinate the activation of a Disaster Resource Center (Also see Disaster Resource Center Plan)
- Maintain a database of affected students in times of displacement, in conjunction with housing services. Maintain status of injured students.
- Coordinate with internal departments to provide support resources.
- Work with Media Relations on message to be disseminated.
- Establish a phone bank for inquiries about the emergency situation.
- Assign Student Affairs staff to distribute and post updated information about the emergency situation.
- Provide a point person for each affected student they may contact for assistance and answers.

Office for Residential and Greek Life (ORGL)

The Office for Residential and Greek Life staffs residential facilities with Resident Advisors who are on campus during non-business hours. This group plays an important role in immediate emergency response situations, helping to coordinate evacuation and providing emergency instructions to residents.

Resident Advisors and their leadership staff are provided with extensive training every August on emergency response procedures such as evacuation, fire suppression, earthquake procedures, etc. ORGL leadership staff also participate in Incident Command System training.

ORGL staff has also developed a protocol for response to a major disaster or earthquake. This protocol includes:

1. Procedures for immediate evacuation of the residence hall or complex
2. Temporary assembly areas/rally points for residential areas

3. General assembly area to which all residents on campus should be moved
4. Procedures for accounting for residents
5. Detailed procedures for developing and communicating status reports on injuries, damage, and problems

DISASTER MEDICAL RESPONSE TEAM

The Engemann Student Health Center (ESHC) is the primary group that will lead the disaster medical response at the University Park Campus. The Eric Cohen Student Health Center (ECSHC) coordinates disaster medical response with Keck Medical Center and Norris Cancer Center on the Health Sciences Campus.

Once it is determined that there are multiple casualties and external response agencies such as the fire department are not available or are limited, the disaster medical plan will be activated by contacting the senior student health center representative. In addition to ESHC staff, the team will be supported by trained responders from the School of Dentistry, ROTC, Community Emergency Response Teams, Athletics, and other USC staff at UPC. In addition to ECSHC staff, the team will coordinate with Keck and Norris Hospitals. The Disaster Medical Team will activate a department operation center based on the current medical plan for the campus.

Equipment and supplies are stored at various locations on campus. Locations for treatment areas have been pre-designated. The Disaster Medical Response Team Leader and the Emergency Operations Center will determine the exact location based on the incident.

DISASTER MENTAL HEALTH TEAM

Under the leadership of the Center for Work and Family Life, a crisis response team will be activated to respond to critical incident stress concerns for responders and victims of the incident. The team consists of staff from the Student Counseling Center, Center for Work and Family Life, Office of Religious Life, and the School of Social Work. Services may be provided for weeks or months following the incident. The Disaster Mental Health Team Department Operation Center will be activated based on the disaster mental health plan.

AUXILIARY SERVICES

Auxiliary Services provides key emergency services in three primary areas, including housing/shelter, hospitality/emergency food service, and transportation.

HOUSING SERVICES

The mission of Housing is to assist in damage assessment and repair of residential facilities, and to provide emergency shelter and replacement housing for residents in University-owned residence halls and apartments, if necessary.

Although some resident students have family or friends in nearby areas who can provide temporary housing in an emergency, many do not have this resource and may require shelter if their residence halls are closed due to hazards. For this reason, campus housing is a high emergency response priority.

The Housing Department will be notified by the Department of Public Safety or by Emergency Operations Group members to activate the Housing Department Operations Center (DOC). In the event of a localized incident affecting 1 building, select floors, or units, the Housing Department will develop an action plan to provide alternate housing until repairs are made. For large scale incidents such as an earthquake or major fire, Housing will develop an action plan that may include moving residents into alternate vacant locations, double-up residents, utilize available hotel rooms, and/or set up a shelter operation at a location on or near campus that has been pre-designated as an optimal temporary shelter location. The Housing Department maintains a written housing and shelter emergency response and recovery plan.

HOSPITALITY SERVICES

Hospitality is responsible for the distribution of emergency water and food services and the recovery of food service facilities. Upon activation of the plan, team members will activate the Hospitality Department Operation Center (DOC). Team members assess damage to food service facilities, track the status of supplies and equipment resources and staffing resources. Food and water supplies that are on campus, accessible, and safe to use will be utilized first. The university stores numerous pallets of emergency meals at several locations at the University Park Campus and Health Sciences Campus. In addition, an agreement is in place for emergency food supply delivery from existing vendors.

Hospitality maintains equipment for mass feeding and has a written plan that addresses how the food will be prepared and distributed. The plan has been developed in collaboration with other food service delivery organizations on campus which allows for a well coordinated effort to manage critical resources.

In addition, some schools and departments have stocked limited supplies of emergency water and food at their locations for immediate emergency use, and have prepared for a degree of self sufficiency in a major emergency situation.

TRANSPORTATION SERVICES

Transportation will be notified by the Department of Public Safety or by the Emergency Operations Group to activate the transportation emergency plan. The transportation department operation center (DOC) will be activated where equipment, vehicles, fuel and other resources will be tracked and coordinated. Requests to transport equipment, supplies, and people will be made through the Transportation DOC. The DOC will dispatch drivers and vehicles based on the priorities of the university emergency response plan.

Potential emergency services include:

- Assist in controlling access to the campus through closure of gates and entrances.
- Ensure an orderly flow of traffic leaving the campus
- Assist in efforts to coordinate damage assessment of University property and equipment.
- Provide information to the campus community regarding road conditions, such as road blockages and closures.
- Assist in disseminating other emergency information to the campus community

Transportation maintains a plan to coordinate vehicles from other departments including Mailing and Material Management Services. Vehicles, drivers, and fuel needs are centrally coordinated under the transportation logistics plan.

INFORMATION TECHNOLOGY SERVICES (ITS)

This department maintains the USC e-mail system and services related to computing, networking and data storage. ITS maintains an emergency response plan that addresses continuity of services especially for services critical to emergency response such as the USC website, voice services, data services, and e-mail.

Emergency response and recovery plans include damage assessment to facilities, servers and systems. Response priorities are based on the university emergency response plan and the services that directly support life-safety, teaching, research and the protection of USC assets.

In the event of a major emergency situation, ITS will support University response, including:

1. Provide support to the University's emergency operations center, ensuring that voice and data services in the EOC are functional.
2. Assist in emergency communications through voice and data networks if necessary.

3. Immediately assist Media Relations with university status updates through the emergency web page.

OFFICE OF THE PROVOST

The Office of the Provost acts as the liaison to all schools and the research community within the university. The office will communicate with each school's department operations center to gather situational status reports. The office will also develop communications to be distributed to all schools regarding the incident and the availability of resources and services that should be passed on to staff, faculty, and students.

HUMAN RESOURCES

Human Resources will coordinate with other EOC departments to ensure resources and services are provided to staff and faculty. The department will coordinate the dissemination of information that may include issues related to pay, family notifications, workers compensation and benefits, and other human resource support services. The team works closely with Student Affairs to coordinate the delivery of emergency and recovery services to all affected people at the university.

ADMINISTRATIVE DEPARTMENT AND ACADEMIC SCHOOL EMERGENCY RESPONSE PLANS

Attached to this plan is a template for use by departments and schools. A Chief Emergency Coordinator needs to be assigned. The Chief Emergency Coordinator may be the Dean, Director, or Department Chair, or an individual assigned by them. The template applies to most departments and schools. Simply insert department or school specific information where applicable. The plan should be revised every year. In addition, all staff should be trained annually on the plan. Consultation is available from the Office of Fire Safety & Emergency Planning. Building specific information is available at <http://emergencyplan.usc.edu> All departments and schools must maintain a Disaster Recovery Plan. Assistance with developing the plans is available.

ADDITIONAL PLANS

This document provides an overview of emergency response operations. Individual departments maintain function specific plans. In addition, specialized plans include:

- Disaster Space Recovery Plan
- Disaster Resource Center Plan
- Disaster Financial Recovery Plan

EMERGENCY RESPONSE PROCEDURES

EMERGENCY NOTIFICATION AND TELEPHONE NUMBERS

**IN CASE OF EMERGENCY, CALL:
(213) 740-4321 UPC (323) 442-1000 HSC**

The Department of Public Safety Communications Center will dispatch DPS officers and other internal and external emergency responders based on the nature of the emergency.

<u>Other Useful Telephone Numbers:</u>	UPC	HSC
DPS Non-Emergency	213-740-6000	323-442-1200
Environmental Health and Safety	213-740-6448	323-442-2200
Facilities Management Services	213-740-6833	323-224-7001

<u>General USC Emergency Information:</u>	
USC Emergency Information Line	740-9233
USC Web site	www.usc.edu
Building Specific Information	http://emergencyplan.usc.edu

Trojan Mobile Safety App

The LiveSafe USC Trojan Mobile Safety App, managed by the USC Department of Public Safety and the USC Department of Fire Safety & Emergency Planning, is a free downloadable app that mobile users can use to initiate contact with emergency responders around the University Park and Health Science campuses. Features include: immediate “push button” calls to DPS, easy reporting for suspicious activity or crimes in progress, and location services to notify friends of your route through campus.

Download

1. Download the “LiveSafe” app from the [Apple App Store](#) or [Google Play](#).
2. Create a user profile to log in.
3. Select “University of Southern California” from the drop down menu.

Text Alerts

TrojansAlert is an emergency notification system that allows university officials to contact you during an emergency by sending messages via text message and email.

When an emergency occurs, authorized USC senders will instantly notify you with real-time updates, instructions on where to go, what to do (or what not to do), whom to contact and other important information.

All members of the USC community, as well as parents and regular visitors to campus, are strongly encouraged to sign up for TrojansAlert at <http://trojansalert.usc.edu>

GENERAL EVACUATION PROCEDURES

In many emergency situations, building evacuation will be necessary. The following are general evacuation procedures. Additional information about specific types of emergencies is available in later sections of this plan.

1. Building occupants will be notified of the evacuation by the sound of the building fire alarm, by verbal instruction from building emergency staff, or by self-evident hazardous conditions.
2. All staff, faculty, and visitors must leave the building immediately if the fire alarm is activated, or if directed to do so by building emergency staff.
3. Building emergency staff will guide and assist the evacuation to the extent possible.
4. All occupants should exit the building through the nearest safe exit or exit stairwell. **Elevators should never be used in an emergency evacuation.**
5. All staff, faculty, and students should become familiar with the location of emergency exits and exit stairwells in USC buildings.
6. If the nearest exit or exit stairwell is obstructed by smoke, fire or other hazards, proceed to an alternate exit or exit stairwell.
7. During stairwell evacuation, remove high heels, and hold on to the handrail. Allow enough room for others to enter the flow of traffic in the stairwell.
8. Once outdoors all occupants should move to the pre-designated evacuation assembly area. See building specific emergency plans. Follow directions of emergency responders.
9. Staff members should ensure that proper assistance has been summoned if necessary by calling the Department of Public Safety at (213) 740-4321 UPC (323) 442-1000 HSC
10. Once assembled, building emergency staff will account for all occupants, in order to inform arriving emergency services if anyone is missing or possibly still inside the building. Note: a roll call is only conducted in select office buildings. A roll call is not performed university buildings.
11. Building emergency staff will also inform arriving emergency personnel of information about the emergency in the building, including location of hazards and any problems known.
12. Building occupants should not re-enter the building until cleared by emergency personnel.

EMERGENCY ROLES AND RESPONSIBILITIES

A. Building Emergency Response Team Leader

The Building Emergency Response Team Leader oversees response to any emergency situation for the department and is responsible for emergency planning for the school or department. This includes responsibilities often described under the term Fire Safety Director, but more generally applies to all emergencies. The Building Emergency Response Team Leader may be the Dean, Director, or Department Chair, or an individual assigned by them.

In the event of an emergency, the duties of this position include:

1. During an evacuation, ensure that proper assistance has been summoned if necessary.
2. Ensure that the emergency response kit is brought to the assembly area by a designated staff member.
3. Ensure that emergency response staff or floor wardens initiate evacuation procedures, providing instructions to occupants.
4. At the evacuation assembly area, receive status reports on the various floors of the building from emergency response staff.
5. Meet arriving emergency services personnel, providing information on location of the emergency, layout of the building, any problems requiring assistance, and location of personnel.
6. Help to ensure that building occupants do not enter the building until cleared to do so by emergency services.
7. If there are individuals in the building who require assistance in evacuation due to disability, ensure that assistance is provided.
8. In a large-scale campus emergency, help coordinate staff response in handling minor problems, and report major problems to Public Safety, or to the campus Emergency Operations Center.
9. If necessary, ensure that faculty and staff members are informed of key developments such as temporary suspension of programs, building closure, special alerts, and other information.
10. On an ongoing basis, ensure that this emergency plan is kept current.

B. BUILDING EMERGENCY RESPONSE TEAM (BERT)

Designated staff members will serve as the building's emergency response team. Each response staff member has been assigned responsibility for a designated zone of the building. Their assignment is to assist in coordinating response to an emergency, ensuring that appropriate initial action has been taken, including activation of the alarm system if necessary and summoning emergency assistance.

Specific responsibilities during an emergency evacuation include:

1. Make a quick check of your floor/office space to ensure that everyone has been notified of the need to evacuate the building. Strongly advise all building occupants that they must leave the building immediately. *This should be done quickly and in a manner that does not endanger your safety.*
2. Direct all building occupants not to use the elevator, but to proceed to the nearest stairwell. Direct them to exit the building and proceed to the building assembly area.
3. If the nearest stairwell is obstructed by smoke, fire, or other hazards, direct occupants to the alternate exit.
4. If any occupant requires assistance in moving down the stairwell due to a disability or functional need, ensure that appropriate assistance is provided. See "Emergency Evacuation for Persons with Disabilities and Functional Needs" later in this plan.
5. Proceed to the evacuation assembly area and assess the personnel headcount for your floor/office space.
6. Provide a status report to the Building Emergency Response Team Leader on any problems, including individuals who are missing and may still be in the building, any problems requiring immediate assistance by emergency services, and any disabled individuals who require evacuation assistance.
7. Help to ensure that building occupants do not re-enter the building until cleared to do so by emergency services.
8. Assist in disseminating emergency instructions or information.
9. Assist in providing information to emergency services as they arrive.

PERSONAL PREPAREDNESS

Staff, faculty, and students are strongly encouraged to prepare themselves and their families for emergencies and disasters. Below are some recommendations and website links that will help everyone get prepared.

- Develop a personal emergency plan with your family/roommates. Be sure to include pets and those with special needs and pets.
- Establish an out-of-state telephone contact for all members of your family and close friends. This will serve as a clearing house for information if family members become separated. In an earthquake, out-of-state long distance lines often continue to function when local phones do not.
- If you have children, talk with your schools or day care providers about their emergency procedures
- Make sure you have adequate supplies at home and in your car for emergencies:
 - Keep your car's gas tank at least half full at all times
 - Be sure you have plenty of gas to get to your destination, even with major traffic delays
 - Have enough cash on hand for several days' needs
 - Keep adequate prescription medications on hand
 - In your home emergency kit, always keep at least a 72 hour supply of food (pre-cooked canned goods, granola bars, etc.) and emergency water (minimum 1 gallon per person per day)
 - If applicable, remember pet food, diapers, a spare pair of prescription glasses
 - Regularly check the batteries in your portable radios, smoke detectors, cell phones and flashlights and keep extra batteries on hand, or purchase a crank-type radio and flashlights
 - Be sure the fire extinguishers in your home and car are properly charged
 - Keep a change of clothes in your car and at work
 - Regularly conduct drills to practice your plan
- Know how to shut off utilities (gas, water, electricity) if necessary
- Inventory your possessions using a video or still camera and store in a fireproof safe or safety deposit box
- Collect important documents (insurance policies, home title, wills) and store them in a fireproof safe or safety deposit box

- Have identification and important phone numbers accessible
- Program emergency contact numbers in your cell phone using ICE, ICE2, ICE3 (In Case of Emergency)
- If you normally use public transportation, consider making arrangements to ride with someone else as a contingency plan if public transportation is unavailable
- If a decision is made to close the university, go directly to your planned destination via a familiar, well-traveled route. Do not make stops or side trips. When you get there, notify a relative or friend that you have arrived safely.

Additional Resources:

Ready.gov

Shakeout.org

EMERGENCY RESPONSE SUPPLIES

Buildings:

Most USC owned buildings have been equipped with a disaster supplies kit and a disaster first aid kit. The red/black or yellow/black duffle bags are for an entire building. For locations go to <http://emergencyplan.usc.edu> Departments and Schools are encouraged to obtain additional disaster supply kits. For supplies visit www.sosproducts.com

Campus:

The Office of Fire Safety & Emergency Planning along with other emergency response departments maintain emergency response equipment and supplies in select locations at the University Park Campus and Health Sciences Campus. This includes food, medical supplies, and other items. See individual department plans for details.

FIRE

IF YOU DISCOVER A FIRE OR SMOKE

1. Remove anyone from immediate danger.
2. Confine the fire by closing doors as you leave the area.
3. Activate the closest fire alarm to alert building occupants.
4. Call DPS, 213-740-4321 UPC 323-442-1000 HSC or use a campus emergency phone.

Give the following information:

Building Name
 Floor or Room Number
 Size or type of fire
 Your location

5. Attempt to put the fire out with a portable fire extinguisher **ONLY** when:
 - You have been properly trained
 - The fire is small (wastebasket size)
 - You are not alone
 - A safe escape route is present

If this is not true, simply close the door and evacuate.

1. **Evacuate by the nearest exit or exit stairwell.** Do not block/wedge exit doors in an open position. The doors must remain closed to keep smoke out and keep stairwells safe for evacuation and fire personnel.
2. **Go to your pre-determined Evacuation Assembly Point**, located _____ For your building assembly area visit <http://emergencyplan.usc.edu>
3. Once assembled, help to account for personnel and report to the emergency staff if any occupants are unaccounted for and may be still in the building.

IF YOU HEAR OR SEE A FIRE ALARM

1. Never assume the fire alarm is a false alarm
2. Move to the safest exit or stairwell
3. Close doors as you leave the area
4. Exit the building
5. Proceed to the designated meeting area.

6. Wait for further instructions from DPS officers or the Fire Department.
7. If you are in a laboratory and hear the fire alarm, shut down any hazardous equipment or processes as you exit, unless doing so presents a greater hazard.

IF TRAPPED INSIDE YOUR OFFICE OR AREA:

1. Wedge cloth material along the bottom of a door to keep out smoke.
2. Close as many doors as possible between you and the fire.
3. Telephone DPS at 213-740-4321 UPC or 323-442-1000 HSC and notify of your situation.
4. If windows are operable, and you must have air, open the window.
5. Break windows as a last resort, as they cannot be closed if necessary.
6. If necessary signal through the window to let the Fire Department know your location.

MEDICAL EMERGENCIES

In the event of a medical emergency:

1. Call DPS at 740-4321 UPC or 323-442-1000 HSC to request assistance. Provide the following information:

- Building name
- Floor or room number
- Nature of injury
- Location of injured person
- Age of injured person
- Sex of injured person
- Current condition
- Any known medical history

Remain with the person with the medical emergency. Do not move them unless they are in immediate danger of further injury.

NOTE: If the injured person is a university employee, the supervisor must notify Environmental Health & Safety at (323) 442-2200.

SUSPICIOUS OBJECT/PACKAGE

1. Do not touch or disturb the object.
2. Clear the area, and notify Public Safety – (213) 740-4321 or (323) 442-1000.
3. Notify a supervisor or building manager. Stay away from the object or package.

SUSPICIOUS PERSON

1. Do not physically confront the individual.
2. Do not let any suspicious person into a locked building or office.
3. Do not block the person's access to an exit.
4. Notify Public Safety – (213) 740-4321 or (323) 442-1000.

BOMB THREAT PROCEDURES

University personnel receiving telephoned threats should get as much information as possible from the caller, using the form below, and report it immediately to DPS at (213) 740-4321 UPC or 323-442-1000 HSC. Bomb threats received through the mail, e-mail or by other means are also to be reported immediately.

DPS will assess the threat and advise building occupants if it is necessary to evacuate the building. If it is necessary to evacuate, assemble in the parking lot and remain 300 feet away from the building until advised to return.

Exact time of call _____

Exact words of caller _____

QUESTIONS TO ASK

1. When is the bomb going to explode? _____
2. Where is the bomb? _____
3. What does it look like? _____
4. What kind of bomb is it? _____
5. What will cause it to explode? _____
6. Did you place the bomb? _____
7. Why? _____
8. Where are you calling from? _____
9. What is your address? _____
10. What is your name? _____

CALLER'S VOICE (circle) Male Female

Calm	Disguised	Nasal	Angry	Broken
Stutter	Slow	Sincere	Lisp	Rapid
Giggling	Deep	Crying	Squeaky	Excited
Stressed	Accent	Loud	Slurred	Normal

If voice is familiar, whom did it sound like? _____

Were there any background noises? _____

Person receiving call: _____

Date: _____ Telephone number call received at: _____

CHEMICAL SPILL OR RELEASE

SMALL/NON-HAZARDOUS SPILL

Spills that do not endanger workers in the immediate area may be cleaned up by laboratory personnel who have been trained by their PI or lab supervisor and are properly equipped to handle the situation. Chemical spill guidelines should be established by the PI or lab supervisor and should take into consideration the following:

- (1) The hazards of the chemical(s) involved.
- (2) The amount of the chemical(s) spilled.
- (3) The possible spill locations.
- (4) Availability of spill clean-up materials or kits.

LARGE/HAZARDOUS SPILL

If the spill is large, if the chemical is not easily identified, or if the chemical is extremely hazardous, then:

1. Alert/notify personnel from affected and adjacent areas.
2. If possible use sign and/or barricade to isolate the area.
3. Evacuate the area and close the door.
4. If the release cannot be contained in the area, activate the nearest fire alarm pull station.
5. **Call (213) 740-4321 UPC (323) 442-1000 HSC** on a campus phone. Public Safety will dispatch officers, and will also summon a hazardous materials response team from the Environmental Health and Safety Office.
6. Stay upwind of the building. *Note: Use your Department Emergency Assembly Point only if it's in an upwind location.*
7. When responders arrive, provide detailed information on the spill or release.
8. Do not re-enter the building until authorized to do so by emergency response personnel.

For specific response procedures for different types of materials, reference:
<http://adminopsnet.usc.edu/departments/environmental-health-safety/hmmp-emergency-preparedness#11.0>

EARTHQUAKE

In case of earthquake:

1. If indoors, **drop, cover, and hold**. Protect yourself from falling objects such as light fixtures, bookcases, cabinets, shelves, and other furniture that might slide or topple. Stay away from windows. If possible, get under a table or desk. Hold on and be prepared to move with it. If no shelter is available, seek cover against an interior wall and protect your head and neck with your arms.
2. Do **not** stand in a doorway. The earthquake safety procedure of moving to a doorway is obsolete, and doorways offer no greater protection than any other area. In fact, some individuals have been injured while moving toward or standing in a doorway during an earthquake.
3. If outside, move away from structures, power poles, or other possible hazards. Stay in an open area.
4. During the shaking, do not run for exits or attempt to leave the building, since heavy objects or debris may be falling in your path.
5. Do not use the elevators.
6. When the shaking stops, check for injuries to personnel in your area. Do not attempt to move seriously injured persons unless they are in immediate danger. Render first aid assistance if required.
7. Check the area for safety hazards such as building damage, fires, spills of flammable or combustible liquids, or leaks of flammable gases. If the area or building appears to be unsafe, begin evacuation procedures.

NOTE: It is not necessary to evacuate the building if the earthquake was minor and did not result in hazards such as fire, smoke, fire alarm activations, hazardous materials spills, or structural damage.

8. Turn off ignition, heat, and gas sources before evacuating if it is safe to do so. This may include laboratory equipment, workshop equipment, or electrical equipment in offices.
9. Exit the building and go to the assembly point to report on injuries, damage, and potentially hazardous conditions.
10. Call Public Safety at (213) 740-4321 UPC or (323) 442-1000 HSC to report any serious injuries or other immediate emergencies. If the phone line is busy, send a runner to the campus Emergency Operations Center to notify them of any needed assistance and emergencies that may exist.

11. Once you have exited the building, do not reenter until the building has been inspected by trained USC emergency personnel.
12. Use the telephone system only for urgent matters. Listen to battery-operated radio for emergency information.

POWER OUTAGE

Response to a power outage will depend on the circumstances. If possible, information should be obtained from Facilities Management Services on the extent and likely duration of the outage. However, in many cases, the likely duration cannot be determined.

Select buildings are equipped with emergency generators and do not provide power for equipment or normal electrical outlets, unless special arrangements have been made in advance.

1. Assess the extent of the outage in your area. Report status to the Building Emergency Response Team Leader
2. Report the outage to DPS at (213) 740-4321 UPC or (323) 442-1000 HSC DPS will notify FMS.
3. Help persons in darkened work areas move to safety.
4. Check elevators to determine if anyone is trapped inside. If so, immediately call for help; do not attempt to force open doors and rescue them. Wait for a qualified elevator mechanic.
5. Unplug desktop computers, equipment, and appliances during the outage, especially if not connected to a surge protector.
6. Shutdown any equipment or process that could be hazardous if the power suddenly returns.
7. If practical, secure current experimental work, than move it to a safe location. Get assistance – hazardous spills are a significant risk during transport of chemicals on carts.
8. Keep lab refrigerators and ultra-low freezers closed during the outage. Take any steps possible to protect materials dependent on power.
9. Check to ensure appropriate personnel have been notified if there are critical areas that need power, such as animal areas or other special needs.
10. Request direction from the Building Emergency Response Team Leader regarding whether to evacuate or stay in place.

CAMPUS SHOOTING

Because every shooting incident is different, there is not a single correct response to all situations. Instead, each individual should be aware of the various options that may exist in each type of situation. To request Active Shooter Awareness Training visit:
<http://dps.usc.edu/training/>

If you receive notification of a shooting on campus from TrojansAlert:

- Stay away from the affected area or building.
- Be alert to the environment and prepared to take any protective actions needed.
- Follow directions of law enforcement personnel.

If you hear shots fired outside your building:

- Lock all doors and windows and turn off the lights.
- Have one person in the room call (213) 740-4321 and be prepared to tell the dispatcher the building and room number you are in, your name, and any information you have about the shooter or incident.
- Remain in the room until advised by law enforcement personnel to exit the building.

If you hear shots fired inside your building:

- One option is to exit the building if it appears safe to do so, especially if you are near an exit and there is a nearby area to take shelter away from the building.
- A second viable option may be to proceed to a room that can be locked or barricaded:
- Turn off light, close window blinds, silence cell phones.
- Call DPS at (213) 740-4321 to report incident.
- Remain quiet and do not answer the door.

If a shooter enters the room or area you are in:

If an intruder enters your location and begins shooting, there is no standard procedure the authorities recommend. Potential options include:

- Remain docile, and hope that the shooter does not target you.
- Attempt to reason or negotiate with the assailant.
- Escape by running from the area.
- Overpower the assailant with force, possibly as a group with others.

EMERGENCY EVACUATION FOR PERSONS WITH DISABILITIES OR ACCESS AND FUNCTIONAL NEEDS

This section provides a general guideline of evacuation procedures for persons with disabilities or access and functional needs during fire and other building emergencies. Individuals with disabilities must identify their primary and secondary evacuation routes, and seek out colleagues who are willing to serve as evacuation assistants. Other faculty and staff members can help by becoming aware of others who may need assistance in an evacuation.

MOBILITY-IMPAIRED –WHEELCHAIR

In most buildings people will need to use stairways to reach building exits. Elevators cannot be used because they have been shown to be unsafe in an emergency.

For persons in wheelchairs located on the first floor, they may use building exits to the outside ground level. For disabled individuals on upper floors, it is not safe to attempt to move a wheelchair down a stairwell. One effective approach to this situation is the following:

Stay In Place:

- Working with an evacuation assistant, select a room with an exterior window, a telephone, and a solid or fire-resistant door. Remain with the disabled person in this room, and send someone to the evacuation assembly area to notify emergency personnel of the location of the person in need of assistance. It is also possible to place the disabled person near a stairway landing to await assistance, although this area may not be protected from smoke and other hazards.
- Fire Department personnel, who are trained in emergency rescue, can then enter the building and assist the person in exiting the building, either down the stairs or using the emergency elevator recall.
- While staying in place, the wheelchair user should keep in contact with emergency services by dialing (213) 740-4321 and reporting his or her location directly.

Stairway evacuation of wheelchair users should be conducted by trained professionals from the fire department. Only in situations of extreme danger should untrained people attempt to evacuate wheelchair users. If this must be attempted, one possibility is the following:

2 Person Cradle Carry

1. Wait until other evacuees have moved down the stairwell.
2. The two helpers stand on either side of the individual.
3. They reach under the individual and lift them out in a cradle.
4. Helpers control the descent by walking slowly and cautiously.
5. NEVER LEAVE A WHEELCHAIR IN A STAIRWELL.

Office Chair Evacuation

1. Transfer the physically challenged individual to a sturdy office chair
2. 1 helper gently leans the chair backwards
3. The other helper faces the chair and holds onto the front legs of the chair. Both will lift the chair simultaneously.
4. The helpers control the descent by bending their legs slowly and keeping their back straight.

MOBILITY IMPAIRED - NON-WHEELCHAIR

Persons with mobility impairments who are able to walk independently should be able to negotiate stairs in an emergency with minor assistance. The individual should wait until the heavy traffic has cleared on the stairwell before attempting to exit.

HEARING IMPAIRED

Some buildings on campus are equipped with fire alarm strobe lights; however, many are not. Persons with hearing impairments may not hear audio emergency alarms and will need to be alerted to emergency situations by other building occupants.

VISUALLY IMPAIRED

Most people with a visual impairment will be familiar with their immediate surroundings and frequently traveled routes. Since the emergency evacuation route may be different from the commonly traveled route, persons who are visually impaired may need assistance in evacuating. The assistant should offer his/her elbow to the individual with a visual impairment and guide him or her through the evacuation route. During the evacuation the assistant should communicate as necessary to ensure safe evacuation.

Building emergency response staff should assess the needs of any building occupants with special needs within their zone prior to an emergency. Ask if there are staff or faculty members who will need assistance in the event of an evacuation, and arrange for nearby individuals to serve as evacuation assistants. For more information on emergency and disaster preparedness for people with disabilities or access and functional needs, please visit:
<http://www.ready.gov/individuals-access-functional-needs>

Classrooms and Teaching Laboratories Emergency Procedures For Faculty, Lecturers, Principle Investigators, and Teaching Assistants

Instructor's Responsibility

It is incumbent upon all those working in classrooms or laboratories to understand appropriate emergency procedures and assist students in responding appropriately to emergency situations. This also applies to those academic activities conducted in other buildings on campus.

Consistent with this responsibility, instructors must:

- Provide his or her class or audience with general information relating to emergency procedures. This information should be shared during the first week of class or at the start of a seminar.
- Know how to report an emergency from the classroom or laboratory being used.
- Ensure that persons with disabilities & functional needs have the information they need. The instructor should be familiar with the student's evacuation plan and be able to direct visitors with disabilities.
- Take responsible charge of the classroom and follow emergency procedures for all building alarms and emergencies.

Supplemental Information

As an instructor, what do I need to know about Emergency Preparedness?

The instructor is an authoritative figure for the student, and can influence how the student responds in an emergency. Calm, collected, and clear directions by the instructor will have a calming effect on the students.

1. **EVACUATION ROUTES** – University buildings have posted floor plans on walls showing evacuation routes. Become familiar with evacuation routes in buildings you use.
2. **EMERGENCY ASSEMBLY POINTS** - After the class leaves the building, it is important for them to go to a pre-determined area where people can be accounted for. This “safe area” will be a designated Emergency Assembly Point where the class will not interfere with responding emergency services nor place themselves at risk of injury from the emergency. Assembly area information by building is located at <http://emergencyplan.usc.edu>
3. **EVACUATION FOR PERSONS WITH DISABILITIES** - If there is a person with a disability in the class, the instructor should be knowledgeable of their response and who may be assisting them. If the classroom is on the first floor, the student may immediately evacuate with others. On an upper floor, since elevators cannot safely be used in an emergency evacuation, another strategy for evacuation assistance must be used. Number 10 below identifies possible strategies for assistance.

4. After exiting and accounting for students, notify emergency personnel of persons missing or trapped or persons with disabilities who require assistance.
6. FIRE ALARMS - When a fire alarm sounds, everyone must exit the alarmed area immediately. Equipment or processes that may be hazardous if left unattended should be shut down. Verify that everyone leaves and that all the doors are closed. Closed doors significantly reduce fire and smoke damage.
7. EARTHQUAKES - Most of the injuries that occur during earthquakes are caused by interior items falling on the building occupants, such as books, shelves, light fixtures, ceiling tiles and office equipment. Consequently, the first thing to do during an earthquake is to have everyone take shelter if possible under a desk or table. If this is not possible, shelter near an interior wall away from window, and protect your head and neck. After the shaking stops and if there is building damage, tell the class to collect their possessions calmly and evacuate the building to the Emergency Assembly Area. Caution them to watch for brick and other exterior building materials that may have been knocked loose by the earthquake. Procedures that may be hazardous if left unattended should be shut down.
8. HOW TO REPORT AN EMERGENCY - Be familiar with the location of nearby telephones, and call (213) 740-4321 UPC or (323) 442-1000 HSC to report any emergency.
9. What emergency preparedness materials should I have with me at class?
 - Roster
 - Important telephone numbers (in addition to emergency numbers)
 - Department Administrator/Manager _____
 - Other - as appropriate _____

10. EVACUATION FOR PERSONS WITH DISABILITIES OR ACCESS & FUNCTIONAL NEEDS

If there is a person with a disability in the class, the instructor should be knowledgeable of their response and who may be assisting them.

MOBILITY-IMPAIRED –WHEELCHAIR

In most buildings people will need to use stairways to reach building exits. Elevators cannot be used because they have been shown to be unsafe in an emergency.

If the class session is on the first floor, disabled students may use building exits to the outside ground level. For disabled individuals on upper floors, it is not safe to attempt to move a wheelchair down a stairwell. The recommended procedure is:

Stay in Place

- Working with an evacuation assistant, select a room with an exterior window, a telephone, and a solid or fire-resistant door. While the disabled person remains in this room, the assistant reports to the evacuation assembly area and notifies the on-site emergency personnel of the location of the person with a disability.
- Fire Department personnel, who are trained in emergency rescue, can then enter the building and assist the person in exiting the building, either down the stairs or using the emergency elevator recall.
- By staying in place, the wheelchair user may keep in contact with emergency services by dialing 911 and reporting his or her location directly.

Stairway evacuation of wheelchair users should be conducted by trained professionals from the fire department. Only in situations of extreme danger should untrained people attempt to evacuate wheelchair users. If this absolutely must be attempted, two assistants should lift the person from the wheelchair by slipping their arms underneath the person from each side, using a “cradle carry” to carefully bring them down the stairs. Never carry a disabled person slung over your back, as this may injure them.

Mobility Impaired - Non-Wheelchair

Persons with mobility impairments who are able to walk independently may be able to negotiate stairs in an emergency with minor assistance. The individual should wait until the heavy traffic has cleared on the stairwell before attempting to exit.

Hearing Impaired

Some buildings on campus are equipped with fire alarm strobe lights; however, many are not. Persons with hearing impairments may not hear audio emergency alarms and will need to be alerted to emergency situations by other building occupants.

Visually Impaired

Most people with a visual impairment will be familiar with their immediate surroundings and frequently traveled routes. Since the emergency evacuation route may be different from the commonly traveled route, persons who are visually impaired may need assistance in evacuating. The assistant should offer their elbow to the individual with a visual impairment and guide him or her through the evacuation route. During the evacuation the assistant should communicate as necessary to ensure safe evacuation.

CLASSROOM EMERGENCY PROCEDURES

1. When you hear the **fire alarm** sounding continuously:
 - Everyone should calmly collect their coats and books and exit the classroom, lecture hall, or laboratory. Please turn off the gas supplies in laboratories.
 - Leave the room/lab and go the nearest building exit. Know the location of alternate exits.
 - Always exit by the stairs, never the elevator.
 - Go to the emergency assembly area. For building specific information go to <http://emergencyplan.usc.edu>

2. When there is a **power outage...**
 - Everyone should stay in their seat to see if the outage is temporary and to let their eyes adjust to the lower light level.
 - If the outage appears to be long term, everyone should calmly collect their materials and carefully exit the building.

3. If there is an **earthquake...**
 - **Drop, cover, and hold** under a sturdy table or next to an interior wall. In lecture halls duck down between the row of seats and protect the back of your head and neck. Protect yourself from material that might fall from the ceiling or walls.
 - After the shaking stops, if the building has any hazards such as smoke, fire, fire alarms activated, hazardous materials spills or structural damage- evacuate the building. For minor earthquakes with no evidence of hazards, you can remain indoors. Be alert for aftershocks.
 - Use stairways to exit the building after an earthquake, not elevators.
 - Go to the emergency assembly area.

APPENDICES

(BUILDING NAME) EMERGENCY INFORMATION

The USC Emergency Operations Plan shall serve as a building emergency operations plan with the addition of the appendices information listed below. Building Emergency Response Team Leaders and/or Facility Managers should insert building specific information that may be needed in an emergency including general information about the building, emergency systems, and floor plans. Assistance in compiling this information may be obtained from the Office of Fire Safety & Emergency Planning and Facilities Management Services.

Information should include:

BUILDING ADDRESS

NUMBER OF FLOORS

FIRE ALARM PANEL LOCATION

FIRE-LIFE-SAFETY SYSTEM FEATURES

FIRE EXTINGUISHER LOCATIONS

EMERGENCY EXIT LOCATIONS

ELEVATOR INFORMATION

FIRE DEPARTMENT KNOXBOX (LOCATION?)

BUILDING EVACUATION ASSEMBLY AREAS

BUILDING FLOOR PLANS

EVACUATION CHAIR LOCATIONS (If Applicable)

AUTOMATIC EXTERNAL DEFIBRILATORS (AED) LOCATIONS (If Applicable)

EMERGENCY KIT LOCATIONS

INSERT BUILDING EMERGENCY RESPONSE TEAM MEMBER LIST (BUILDING SPECIFIC)

USC EMERGENCY OPERATIONS PLAN

Document Revision History

This section describes the changes that have been made to this document following its initial development.

Date	Ver.	Description of Change	Contact
2/1/2016	2016.0	All sections reviewed & revised. Major modifications made to reflect current emergency operations planning.	Steve Goldfarb
5/16/2016	2016.1	Title Changes	Steve Goldfarb
3/13/2017	2017.0	All sections reviewed and minor revisions made. Added reference to Crisis Management Team description Pg. 10.	Steve Goldfarb

BUILDING EMERGENCY PLAN CONTENT (APPENDICES)

Date of Last Revision: _____

**Revised by
(Name/Title):** _____

**Approved by (Dean/Dept.
Director):** _____

Copy Sent to Fire Safety & Emergency Planning: _____

Date Distributed To Staff: _____