

**501 LENNON LANE**  
**EMERGENCY PROCEDURES**

EFFECTIVE  
July 25, 2018



## OVERVIEW

Kaiser Permanente takes Fire and Life Safety very seriously. Our objective is to provide our employees with a safe and comfortable working environment. With this in mind, this Emergency Procedures Manual was developed. While the Fire/Life Safety Systems in the building are engineered to ensure the safety of all occupants in the building, it is important that all individuals working in the building understand the building's emergency procedures.

However, each emergency is unique and sometimes the recommended procedures may not be suitable for all conditions that arise. Therefore, common sense for your own safety should always be the primary element of any emergency procedure.

Please take the time to familiarize your entire staff with these procedures. If you have any questions regarding these procedures or any of the Fire & Life Safety systems in place at 501 Lennon Lane in Walnut Creek, contact the Facilities Management Office at (925) 926-5530.

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## **EMERGENCY NUMBERS AND NOTIFICATION**

In the event of an emergency, call 9-911 (911 from a cell phone) for fire, medical emergency, bomb threat, and violence in the work place then notify Kaiser Security at (925) 926-3700 and Facility Services at (925) 926-5530 as soon as possible by calling from a safe location. Key personnel will provide assistance until police, fire, or medical responders arrive. Have someone go to the front entry to assist with showing responders to the location of the emergency.

Please make sure these telephone numbers are readily available in the event an employee requires emergency medical care or the building is experiencing an emergency situation.

<b>Emergency</b>	<b>9-911 (911 from a cell phone)</b>
<b>Contra Costa Fire Protection District Non-Urgent</b>	<b>925) 941-3334</b>
<b>Walnut Creek Police Department Non-Urgent</b>	<b>(925) 943-5844</b>
<b>Kaiser Facility Management</b>	<b>(925) 926-5530 / (8-473-5530)</b>
<b>Kaiser Security – Routine Calls 24/7</b>	<b>(925) 926-3700 / (8-473-3700)</b>
<b>Regional Security Operations Center 24/7</b>	<b>(510) 987-3000 / (8-427-3000)</b>

Give the following information: (Stay on the line until the dispatcher releases you)

- Nature of the emergency
- Assistance needed
- Exact location including building address and floor number
- Your name and phone number you are calling from

## **FIRE**

### **In case of fire:**

1. **ALERT** others about the situation, and direct them to begin evacuation out of the building immediately.

### **DO NOT USE THE ELEVATORS!**

2. **ACTIVATE** a wall mounted pull station to start the fire alarm and once you are in a safe location **REPORT** the fire to 9-911 and Security at 925-926-3700 or tie-line 8-473-3700. Specify your exact location.

3. **ATTEMPT TO EXTINGUISH** the fire only if it is very small and you are familiar with using a fire extinguisher. Always leave yourself an escape route from the area while attempting to extinguish the fire. If the fire cannot be contained, leave the area immediately, closing all doors behind you as you exit.

4. **EVACUATE** to outside of the building via emergency exits and proceed to your Assigned Assembly Area (See Evacuation Relocation Areas, Page 15). Wait for further instructions.

If evacuating through smoke and heat is necessary, drop to your hands and knees, take short breaths through your nose, and crawl to an escape exit by staying in contact with an outside wall. Following an outside wall will lead to an exit. The air will be better near the floor since heat, fumes, and smoke rise. If at all possible, use an alternate route to avoid heavy smoke.

Do not open hot doors! Feel doors at the top of the door and on the door hinges and handle with the back of your hand before opening. Open the door slowly, while being prepared to close it if necessary if there is a raging fire on the other side of the door. Immediately close the door after entering or exiting an area.

**Do not use the elevators!** Instead, follow emergency directions and use the nearest stairwell.

5. **ISOLATE** the fire by closing all doors behind you as you exit.

6. If you cannot negotiate the stairs to evacuate, remain at the stairwell landing and have someone notify the emergency responders that you are there. Someone should also remain with you on the landing. Keep the exit door on the landing closed.

7. **AUTHORITY** in a fire or other emergency rests with the Fire Department and emergency responders.

## **FIRE SAFETY REMINDERS**

1. Post Emergency Phone Numbers for all employees.
2. Make sure all employees are aware of the location of fire extinguishers and are familiar with how an extinguisher operates.
3. Do not use the elevators.
4. While it is usually advised to go downward in a building during a fire, there are occasions when it may be necessary to go to an upper floor. For example, if smoke enters the stairwell, you may be driven upward toward cleaner air.
5. If you encounter smoke, get down on your hands and knees. Air is cleaner and cooler near the floor. Crawl to the nearest stairwell and exit if it is safe to do so.
6. Few people are burned to death in fires. Most fire-related deaths are the result of smoke inhalation, poisonous gas or panic. Panic can be avoided by being well prepared for an emergency.
7. Learn all the emergency procedures as if they were second nature.

## **FIRE PREVENTION TIPS**

1. Replace any electrical cord that has cracked insulation or a broken connector.
2. Do not pinch electrical cords under or behind furniture.
3. Do not run electrical extension cords under chair mats or across doorways where they can be stepped on or chaffed.
4. Leave space for air to circulate around heaters and other heat-producing equipment such as copiers and computer terminals.
5. Turn off or unplug all appliances, including coffee makers at the end of each workday.
6. Keep exits, storage areas and stairways free from waste paper, empty boxes, dirty rags and other fire hazards.
7. Know the locations of fire extinguishers in the building and your work area.
8. Remove trash on a regular basis.
9. Properly dispose of all flammable liquids.
10. Observe Kaiser's NO SMOKING policies. Never throw matches or cigarette butts into waste containers (inside or outside of building)

## **FIRE EXTINGUISHER LOCATIONS & BASIC OPERATION**

Fire extinguishers are located throughout the buildings. All extinguishers in the buildings may be used on fires originating from wood, paper, plastic, grease, oil and electricity

## **EARTHQUAKE**

### **When an earthquake strikes:**

- Duck, Cover and Hold! Keep as calm as possible.
- If inside, stay inside. If outside, stay in the open, away from buildings, overhead power lines, and any other objects at risk of falling. Do not rush for exits.
- Keep away from windows or objects that are likely to break apart or fall.
- Stay under cover until it appears the earthquake is over. Be prepared for aftershocks.
- Do not use the elevators. If you are in an elevator when the earthquake strikes, exit as soon as possible. If the elevator does not move, press the emergency button for help to let people know you are trapped.
- Report damage/casualties to Security. Give whatever assistance you can to injured or disabled people. Use common sense and keep your own safety as a top priority when attempting to search for or rescue anyone.

### **EMERGENCY SUPPLIES**

Each area within the facility is equipped with an emergency supply closet containing trauma and first aid supplies, search and rescue equipment, portable AM/FM radios, flashlights, and a limited supply of survival food and water. In response to an emergency, break the glass in the box mounted on the cabinet and use the key inside.

### **RETURNING HOME**

Do not attempt to travel before you have made sure that your department has accounted for your safety and you are sure of safe passage.

## **MEDICAL EMERGENCY**

### **In the event of a medical emergency:**

If a person is experiencing significant distress, complications with breathing or consciousness call 9-911 for professional assistance immediately.

1. CALL 9-911 (or 911 from a cell phone). Provide the following information:
  - Nature of medical emergency
  - Exact location and name of sick or injured person
  - What type of assistance is needed or is being provided
  - Your name and a contact phone number
  - Stay on the phone until the dispatcher has all the information needed and releases you.
2. Have someone go to the front entry to assist the responders with access to the location of the emergency.
3. **NOTIFY SECURITY** at 925-926-3700 or tie-line 8-473-3700 or 510-987-3000 and **FACILITY MANAGEMENT** at 925-926-5530 or 8-473-5530.
4. **NOTIFY** any of your department members trained in CPR and First Aid that may be able to assist until the ambulance arrives. First aid supplies are available in first aid and emergency supply cabinets. Take all reasonable precautions to prevent disease transmission.

Do not move victims if you suspect back or neck injuries. Assess victims for airway, breathing, circulation, and possible injuries before administering any sort of aid. Keep the person warm and comfortable, and reassure him/her by being calm, soothing, and informative. You may also offer to call a family member or friend for assistance/support.

## **POWER OUTAGE**

- For information about a prolonged outage, call the PG&E hotline at (800) 743-5002
- Help co-workers in darkened areas move to safe locations
- Take personal belongings if instructed to leave the building
- Secure any hazardous materials or equipment before leaving

## **EXPLOSION**

- Take cover under sturdy furniture or leave the building as instructed by emergency personnel
- Stay away from windows
- Move to a safe location



## **HAZARDOUS MATERIAL SPILL**

**In the event of a hazardous materials incident:**

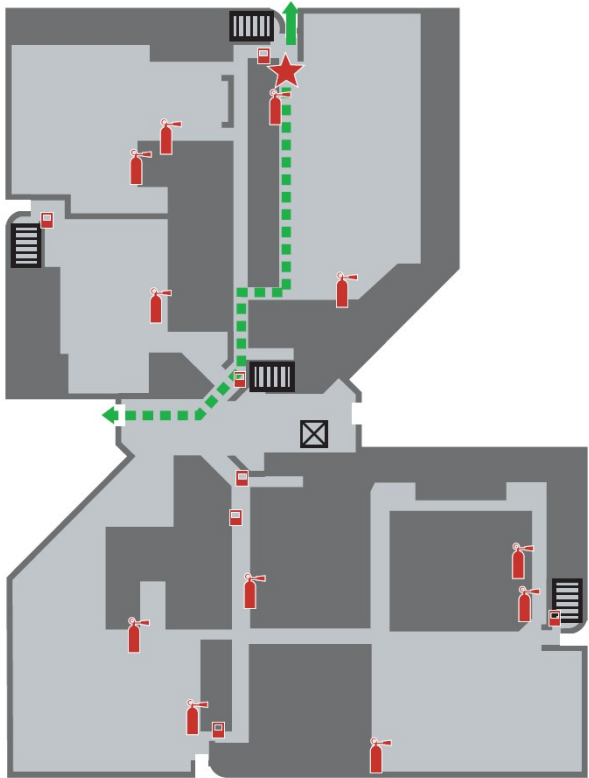
1. **REMAIN CALM.**
2. **IMMEDIATELY EXIT THE AREA** of contamination. Assist any individuals who may be affected, taking precautions to keep yourself from becoming a victim as well.
3. **DO NOT ALLOW OTHERS INTO THE AREA.** Do not attempt to contain or clean up unless you have been trained and have all proper safety and disposal equipment.
4. **NOTIFY** Kaiser Security Operations at 925-926-3700 or tie-line 8-473-3700 and Facility Management at 925-926-5530 or tie-line 8-473-5530. Give as much detailed information as you can about the nature of the incident. Security or Facility Management will call the Fire Department, if necessary.
5. **REFER** to a Material Safety Data Sheet (MSDS) if possible.
6. **FOLLOW INSTRUCTIONS** of Fire Department personnel when they arrive.

## EMERGENCY FLOOR PLANS

Emergency Evacuation Plans are mounted on the wall located on all floors at the elevator lobbies and stairwell exits. The floor diagrams identify the location of the restrooms, fire extinguishers, emergency exits and stairs, and emergency pull stations.

You should become familiar with the exits, fire extinguishers, fire alarm pull boxes, and emergency supply cabinets closest to your location. You should also be familiar with designated evacuation routes and emergency assembly points.

### Example



## EMERGENCY EVACUATION MAP

501 Lennon Lane  
Floor 1



In case of fire or emergency, use stairs.  
Do not use elevator.  
Call 911 for Fire/Police/Medical

- |                                                                                                                                                                                                                                                                                              |                                                                              |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li><span style="color: red;">★</span> You Are Here</li> <li><span style="color: green;">→</span> Primary Exit Path</li> <li><span style="color: green;">- - - - -</span> Secondary Exit Path</li> <li> Fire Extinguisher</li> <li> Fire Alarm</li> </ul> | <ul style="list-style-type: none"> <li> Stairs</li> <li> Elevator</li> </ul> |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------|

## **VIOLENCE IN THE WORKPLACE**

### **If you become aware of a threat to your safety or the safety of another employee:**

If you suspect a threat to yourself or others, address the situation proactively by notifying your manager and/or Kaiser Security at 925-326-3700 or tie-line 8-473-3700. Kaiser Permanente has a policy addressing protection of employees and visitors and management of potentially violent situations (in a confidential manner whenever possible). Medical facilities and administrative services have established Threat Management Teams to assess and address such situations before a critical incident occurs.

### **In case you need immediate assistance due to a threat or act of violence in the workplace:**

#### **1. CALL 9-911 and Kaiser Security Operations at 925-926-3700 or tie-line 8-473-3700.**

- **RELAY ALL PERTINENT INFORMATION:**
- Exact location — building address and floor
- Nature of the situation and a brief description of subject(s) involved, injuries, etc.

#### **2. USE COMMON SENSE to safeguard yourself and others; no unnecessary heroics!**

## **BOMB THREAT**

In the event of a telephoned bomb threat:

Assume that any bomb threat is a real danger to occupants and property. Be calm and courteous. Listen and do not interrupt the caller. If possible, ask someone else to notify Kaiser Security Operations Center at 925-926-3700 or tie-line 8-473-3700 while the caller is on line. Use the form below to collect information. **DO NOT USE CELL PHONES!**

**In any type of emergency situation remain calm and communicate clearly. Remember the acronym R.A.I.N. Recognize, Avoid, Isolate, and Notify**

R - **Recognize** that a hazard or threat exists

A — **Avoid** the package, becoming injured and contaminated

I — **Isolate** the area. **Inform** others that a hazard exists.

N - **Notify** your local security department, 8-473-3700 (925-926-3700). If an imminent safety hazard exists, **call 9-911**

Date \_\_\_\_\_ Time \_\_\_\_\_ Person receiving call/phone #: \_\_\_\_\_

Exact words of person placing call:

Questions to ask if you can:

- When is the bomb going to explode?
- Where is it right now?
- What does it look like?
- What kind of bomb is it?
- Caller's Identity (male/female, approximate age):
- What will cause it to explode?
- Did you place the bomb?
- Why?
- What is your name/address?

Voice and Language: (circle any applicable characteristics)

Calm	Angry	Excited	Slow	Rapid	Soft	Loud
Crying		Normal	Distinct	Slurred	Whispered	Nasal
Stutter						
Raspy	Deep	Ragged	Clearing	Deep	Crackling	Disguised
Throat	Breathing	Voice	Laughter	Lisp		
Accent (what type?)	Familiar (who?)	Foul	Irrational	Well-spoken	Incoherent	Taped

Background Sounds: (circle any applicable)

Street	Crockery	Voices	PA system	Music	House Noises
Motor	Office Machinery	Factory	Animal	Clear	
Static	Local	Long Distance	Booth	Other	

Message read by caller?

**Any other remarks:**

**Action to take immediately during/after call: Kaiser Security at 925-926-3700 or tie-line 8-473-3700 OR 510-987-3000.** In the event of a bomb threat, carefully make a visual survey of your immediate work area. If you see/hear anything unusual, DON'T TOUCH IT; report it to 9-911 and Kaiser Security Operations Center at 8-473-3700 IMMEDIATELY. Follow the instructions for evacuation, or the directions given by police/fire responders.

# EMERGENCY PROCEDURES POSTER

## EMERGENCY PROCEDURES

### 501 Lennon Lane

#### EARTHQUAKE

- Take **COVER** under a sturdy desk or table.
- Avoid windows, hanging objects and tall furniture.
- **HOLD** the position until the ground stops shaking, then evacuate the building.
- **DO NOT** re-enter the building until it has been inspected.
- Assemble at the EAA.

#### POWER OUTAGE

- For more information about a prolonged outage, call the PG&E hotline (800) 743-5002.
- Help co-workers in darkened areas move to safe locations.
- Unplug personal computers.
- Take personal belongings if instructed to leave the building.
- Secure any hazardous materials or equipment before leaving.

#### FIRE

- Notify the fire department once you are in a safe area; 9-911 from a building phone or 911 from a cell phone.
- Evacuate the building; move away from fire and smoke.
- Use stairs only, not elevators.
- Feel closed doors with the back of your hand and do not open if doors are hot.
- Pull fire alarm as you leave the building.
- Move well away from the building when evacuating.
- Go to your EAA when evacuating.

#### HAZARDOUS MATERIALS RELEASE

- Move away from the site of the hazard to a safe location.
- Follow the instructions of emergency personnel.
- Alert others to keep clear of the area.
- Notify emergency personnel if you have been exposed or have information about the release.

#### BOMB THREAT/EXPLOSION

##### BOMB THREAT:

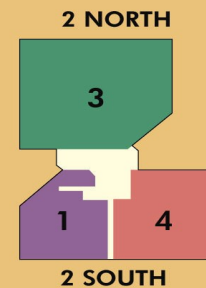
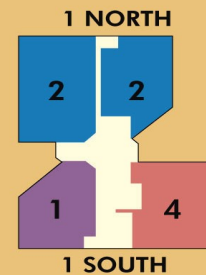
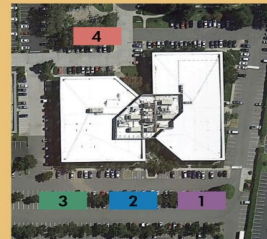
- Check work areas for unfamiliar items.
- Do not touch suspicious items.
- Take personal belongings if instructed to leave.
- Leave doors and windows open.

##### EXPLOSION:

- Take cover under sturdy furniture or leave the building as instructed by emergency personnel.
- Stay away from windows.
- Move to a safe location.

## EVACUATION INFORMATION

- Remain calm, follow emergency guidelines and directions given by emergency personnel.
- If the building must be vacated, go to your assigned Emergency Assembly Area (EAA).
- Disabled individuals should remain in the stairwell and wait for assistance from emergency personnel.
- Be sure everyone is accounted for at the EAA.





# EVACUATION RELOCATION AREAS

