



**DRAFT 1.1**

For discussion and comment  
2016-10-25

**San Francisco  
State University**

**Building Emergency  
Response Coordinator  
(BERC)**

**Training Reference Guide**

*Procedures & Responsibilities  
During Campus Emergencies*



Designed as a training supplement and field guide by:

**San Francisco State University  
Campus EHS Department**

1600 Holloway Ave  
San Francisco, Ca. 94132

<http://ehs.sfsu.edu/>



## ***Emergency Contact Information***

### SF State University Police

- 911 (From a campus phone)
- 415.338.2222 (From a cell phone)

## ***Emergency Information***

### SFSU Directory

Campus Status: 1-415.338.1111

### SFSU Home Page:

Will display emergency bulletins: <http://www.sfsu.edu>

### KGO 810 AM:

Local News/Emergency Alert System

## ***Non-Emergency Numbers***

- |                                 |              |
|---------------------------------|--------------|
| • SF State University Police    | 415.338.7200 |
| • Environmental Health & Safety | 415.338.2565 |
| • Facilities Work Desk          | 415.338.1568 |
| • Student Health Center         | 415.338.1251 |
| • EPREP Coordinator             | 415.338.1046 |



## **Personal Emergency Supplies List For BERCs**

- Keys** - extra set of car and house keys
- Water** - 3 days to 1 week supply - 1 gallon/person/day
- Food** - 3 days to 1 week supply of non-perishable food, manual can opener, utensils
- Mess Kits**- cups, plates and plastic utensils, paper towels
- Matches-/Lighter** in a waterproof container
- First Aid Kit** - with manual and medical supplies
- Hand Crank Radio/Flashlights** - with phone charger
- Medications** - over-the-counter, prescriptions and prescription lists, glasses, etc.
- Cash and Copies of Important Documents** - small bills, coins, deeds, insurance papers, medical cards, etc.
- Personal Identification Documents** - driver's license, copy of birth certificate, passport, etc.
- Clothing** - sturdy shoes and socks, bedding, foul weather gear, boots
- Tools** - adjustable wrench, fire extinguisher, sturdy gloves, whistle, small mirror, prybar, etc.
- Sanitation** - and hygiene supplies - moist towelettes, garbage bags and plastic ties, toilet paper
- Special Needs** - supplies for kids, pets, seniors, and people with disabilities.
- Local Maps**
- Fire Extinguisher**
- Books, Games, Puzzles** - and other activities.

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## **Message From The SFSU Chief of Police**

The information contained in this pamphlet is designed to provide you with a snapshot of the SF State emergency preparedness program and response procedures to follow during an emergency. In the event of an emergency, this document may be used as a quick reference guide.

The SF State University Police Department is responsible for the implementation and maintenance of an emergency management system on campus and the development and implementation of programs and projects in emergency planning, training, response, and recovery. One of these programs is the Building Emergency Response Coordinator (BERC) Program. All of the programs are part of the CSU Chancellor's Office efforts to improve and have in place a sustainable Emergency Preparedness program as prescribed in E.O. 1056, and as required by Government code 3100-3109 which states that all public employees in the State of California are considered Disaster Service Workers.

The BERC program is intended to add an extension to this provision by aiding UPD and first responders in managing, facilitating, moving, and evacuating faculty, staff, and students who are not part of the BERC program.

The BERC Program is designed to provide recruiting, training, and coordination to those volunteers in every building on campus. Their training and subsequent duties is representative of the participating employees commitment to the safety of students, faculty, and staff in the event of an emergency situation.

This desk reference provides emergency response procedures for some of the most common or likely critical incident emergency situations that may occur on a university campus.

Please read this pamphlet thoroughly *before* an emergency occurs. This will enhance your chances of protecting yourself and as a BERC assisting and helping others in an emergency situation.

Thank you,

Reggie Parson  
Chief of Police  
S. F. State University Police



## **Personal Emergency Preparedness For BERCs**

Emergency preparedness begins at home. How well you and your family survive in an emergency often depends upon how well you prepare beforehand. The information provided below can be applied to emergency planning at home as well as in the work place.

**BE PREPARED!**



### **Before An Emergency:**

- Conduct an office and home hazard hunt – know the safe and danger spots.
- Know how to shut off utilities.
- Secure and anchor furniture.
- Know where fire extinguishers are and how to use them.
- Have smoke and carbon monoxide detectors.
- Create and practice an emergency plan with your family that includes:
  - A Communications plan. How will family members will communicate with one another if separated.
  - An evacuation plan. Where will you go to meet one another if separated.
  - An emergency financial plan.
  - Alternate transportation plans.
- Create an emergency supplies kit of food, water and supplies for your home, car and your workplace.
- Know the emergency plans at your children's school, child care, etc.
- Learn first aid, Heimlich maneuver, CPR and how to use an AED.

## ***BERC Emergency Equipment***

Equipment used by the BERC is issued by the EPREP Coordinator and the SFSU Police Dept.

It is the responsibility of each BERC to maintain the equipment they are issued in working order and that it is available at their work location for use in a campus emergency.

The BERC is also responsible to ensure that all of the equipment issued is to be returned upon separation from employment or a change in responsibility in emergency response duties.

Each BERC is encouraged to have personal preparedness supplies at their work place.

### **University issued equipment includes:**

- Hard Hat
- Yellow Safety Vest
- Lanyard with Whistle
- Flashlight with batteries
- Pen / Paper / Clip-board
- Identification Card
- Bull Horn / Air Horn
- Communications Radio
- Floor Plans For Your Building



## ***BERC Program Objectives & Training***

### **Program Objectives**

- Maintain active, trained, equipped, enthusiastic BERCs.
- Maintain control of emergency situations while awaiting the arrival of first responders and aid them in the execution of the duties, as directed, until excused.
- Assist in evacuation of buildings in a safe, orderly manner while accounting for students, staff, and faculty.
- In compliance with CSU Executive Order No. 1056, the BERC Program is to participate and aid in the facilitation of campus building evacuation drills and emergency exercises at the start of each semester.

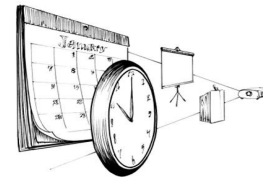
### **Training**

Training for the BERC Program has two parts.

The first part is covered in this Reference Guide.

The second part involves additional training on topics such as: First Aid/ CPR, How to Use an AED, Active Shooter, How to Use a Fire Extinguisher, and other emergency-related classes as they become available.

The Emergency Preparedness Coordinator, (EPREP Coordinator), BERCs, and Building Floor Wardens must complete part one and are expected to participate in additional training as they are made available.



## **SFSU Emergency Notification Systems**



As a BERC, it is your responsibility to accurately and effectively gather information to both respond and make the correct decisions regarding an emergency situation. SFSU utilizes multiple methods of reaching faculty, staff, and students through phones, data, and the internet. Any or all of the communication methods listed below may be used to gather and disseminate information.

- Connect-ED – mass notification - capable of sending voice, email and text messages to all faculty, staff and students.
- SF City & County – Outdoor public address system.
- VOIP phones – blasts text messages and voice messages.
- Blast emails via SFSU email servers.
- Blast voicemail messages.
- Emergency information will stream on the SFSU Home Page: [www.sfsu.edu](http://www.sfsu.edu)
- Directory Assistance Number (for campus status) **1-415.338.1111**

Remember, there will be updates from the Emergency Operations Center and the University Police Department. Maintain a periodic schedule of checking the various resources for updated information to make informed emergency management decisions.



## **BERC Duties When Responding To: Shelter In Place Commands**

Some emergencies may require you to take shelter indoors to escape from things like: tornadoes, tear gas, heavy smoke, flammable or toxic gases. If you are notified to shelter-in-place or you find you cannot exit because of greater dangers outdoors:

**BERC's are to advise Floor Wardens to tell people on their floor to:**

- Move to an interior room or building space away from as many windows as possible. Avoid the first floor areas which have doors that open to the outside.
- Do not use elevators.
- Bring everyone into the room.
- If available, take a radio or television with you to monitor the news.
- Shut and lock all windows and doors.
- If appropriate to the hazard, make the room as air tight as possible by sealing doors and ventilation ducts with whatever is handy. Avoid creating sparks that could ignite a flammable vapor.
- Take attendance and call University Police to report who is in the room with you.
- Try to remain calm and review evacuation procedures with the group.
- Check all methods of communication for messages giving you further instructions.
- Stay where you are until otherwise notified to move. Wait for a police officer or further directions.

### ***Important note regarding phones during any type of emergency:***

Overloading will likely bring down all telephone services, including cellular phones. Use text messaging and avoid using any telephone services except for life safety and emergency calls.

## ***BERC Duties When Responding To: Flooding and/or Power Failures***

- ◆ Toilets
- ◆ Cooling Water
- ◆ Process Water
  - ◆ Exposure to Toxic Chemicals
  - ◆ Unplanned Release of Chemicals to The Environment
  - ◆ Mixing of Incompatible Chemicals In Flood Waters
- Electrical?
- Lighting?
  - ◆ Room Lighting?
  - ◆ Emergency Area Lighting?
  - ◆ Exit Lighting
- Alarms?
  - ◆ Smoke Detectors?
  - ◆ Evacuation Alarms?
- HVAC: Heating / Air Conditioning
- Chemical Storage
  - ◆ Water Reactive Chemicals
  - ◆ Damage to Explosive (Energetic) Chemicals
- What must be done in response to the event and affected systems?
  - ◆ Communicate building status and exchange information with UPD, EOC, EHS
  - ◆ Evacuation?
    - \* Power failure
      - ⇒ During Daylight hours?
      - ⇒ At Night

## ***SFSU Emergency Operations Structure***

In the event of an emergency the **SFSU Emergency Operations Center (EOC)** is activated to manage and coordinate resources and personnel to make decisions, and to coordinate the flow of information and strategy required to deal effectively with an emergency. The EOC is where campus emergency management staff are deployed to coordinate the response to an emergency event impacting the campus, the deployment of campus emergency response teams, and any requests from or to the City/County EOCs, if needed. The EOC is the central command and coordination point for disaster response.

The BERC Program utilizes a hierarchal system of management to accurately disseminate information up and down stream.

1. SFSU Emergency Preparedness Coordinator (EPREP Coordinator)
2. BERCs (alternates as needed)
3. Floor Wardens

### **EOC Locations:**

#### **Primary Location**

Administration Building 5th Floor  
19th & Holloway Ave.

#### **Secondary Location**

Plant Operations Training Room  
North State Drive

#### **Alternate Secondary Location**

SF State Police Dept.  
North State Drive

## **SFSU Emergency Preparedness Coordinator (EPREP Coordinator)**

The SFSU Emergency Preparedness (EPREP) Coordinator is a State University Police Sergeant who is charged with maintaining emergency preparedness oversight and responsibility for the University.

### **Before an Emergency or Drill The EPREP Coordinator should:**

- Recruit and maintain trained BERCs, backup BERCs, and Floor Wardens.
- Hold quarterly meetings to discuss changes to unify the BERC/Floor Warden teams.
- Dissemination of updates and training materials.
- Exchange information with the BERC's and Floor Wardens.

### **During an Emergency or Drill the EPREP Coordinator should:**

- Evacuate with assigned Emergency Response Supplies (Red Backpack) to the predetermined primary evacuation location.
- Collect status updates from the BERC's as to whether each floor has been cleared by the Floor Wardens.
- Collect information from the BERC's pertaining to the nature of the incident.
- Report all information to the incident commander or ranking first responder onsite, as soon as possible.
- Assist the incident commander in the execution of their duties, as directed, until excused.

### **After an Emergency or Drill:**

- Immediately after the event, meet with affected BERCs Floor Wardens and backups to evaluate and critique how well emergency plans worked.

## **BERC Duties When Responding To: Flooding and/or Power Failures**

When flooding and/or a power failure occurs, BERCs need to determine the scope of the issue and its effects.

### **•How widespread is the event?**

- Is it statewide, citywide, campus wide or only in your building?
- Is all of your building or only part of your building affected?

### **•Identify the building systems that are affected & what to do about them.**

- Elevators** - Check to see if each of the elevators in the building are working, and if anyone is stuck in a non-working elevator. Contact the Facilities Work Desk @ 415-338-1568 to report a stalled elevator. Elevators have phones and emergency alarms.
- Communications Systems** - Contact the Facilities Work Desk @ 415-338-1568 to report problems with the building public address system or telephone land lines. Contact the **IT Help desk** for problems with cell phone service or wifi access on campus.
- Exhaust Ventilation Systems** - Check to see if fume hoods are operating properly and no hood alarms are sounding. If safe to do so, close the sash on any hood that is not operating properly and evacuate the lab. Do not re-enter without EHS approval.

### **◆Biosafety Cabinets**

- Plumbing Leaks / Flooding** - Cease using and shut down any electrical equipment that can come in contact with the flood. If possible to do so safely, try to control the leakage by directing it into a container. If leakage is from an unknown source, avoid contact and vacate the area as needed. Contact the Facilities Work Desk @ 415-338-1568 to report the problems.
- Loss of Drinking Water Pressure or Flow** - If drinking water is compromised (pressure or flow is reduced or water is polluted) emergency eyewash and/or deluge showers cannot be used safely. When this happens lab work in all labs that have emergency eyewash and/or deluge showers must cease immediately until the problem is corrected and EHS has approved the re-starting of lab work. Contact the Facilities Work Desk @ 415-338-1568 to report the problems.
- Loss of Water Pressure or Flow In The Fire Sprinkler System** - If there is a loss of water pressure in the fire sprinkler system, all "hot work", (spark-producing work, or work involving an open flame), and work involving flammable materials, must cease immediately until the fire sprinkler system is back on line.



## ***BERC Duties When Responding To: Reports Of Active Shooters***

- ◇ In general, how one responds to an active shooter will be dictated by the specific circumstances of the encounter.
- ◇ BERCs are advised to use their best judgement in applying the following measures to the situation they are faced with:
- ◇ If the shooter's location is known and there is a safe route to get away from the area, evacuate to a safe location. **RUN**

If you cannot safely get away, **HIDE**.

- Get into a room that can be locked. Lock it and use furniture to block/barricade the door(s). Wedge something between the door and the door frame or floor to prevent the door from opening. If you must physically hold the door shut, do so low to the ground. Take cover behind something that will stop a bullet.
- Turn off lights, pull the shades, stick a cloth out of a window as a signal to the police, and get down on the floor below window level.
- Keep your phone on vibrate so you don't alert the suspect to your location.
- Dial **911** from a campus phone or **415.338.2222** from your cell phone and report to police Quietly!

Advise the dispatcher of the situation, and:

- Inform him/her of your location.
- Remain in place until the police, or a campus administrator known to you, gives the all clear.
- Do not respond to any voice commands until you can verify with certainty that they are being issued by a police officer.

- ⇒ If you cannot hide and are confronted by the shooter-**FIGHT** for your life. Improvise weapons to blind, disorient and bludgeon the shooter. Use surprise and sheer numbers to overwhelm the shooter.

## ***SFSU Building Emergency Response Coordinator (BERC)***

BERCs are trained to act on behalf of their particular building, in case the EPREP Coordinator is not present or capable of running the evacuation response during an emergency.

The BERC is the first line of defense against loss of life during mass casualty incidents on the SF State University campus.

### **Before an Emergency or Drill:**

- Recruit and train Floor Wardens and their backups.
- Hold quarterly meetings and training sessions with Floor Wardens to review and update building emergency procedures.
- Develop building-specific communications plans to contact Floor Wardens when there is no audible alarm.
- Define building-specific procedures for evacuating people with mobility challenges e.g. wheelchair-bound employees, and responding to bomb threats.
- Maintain BERC emergency response supplies (Red Backpack).
- Be familiar with building floor plans, pull station locations, escape routes, dead ends, hidden rooms, and the locations of potentially hazardous materials. Distribute floor plans to Floor Wardens.

### **During an Emergency or Drill:**

- Evacuate with emergency response supplies (Red Backpack) to the predetermined primary evacuation location. Determine if the primary location is obstructed or otherwise unsafe. If unsafe, lead evacuees to an alternate location.
- Once evacuated, report all information gathered to the Emergency Preparedness Coordinator or Uniformed First Responder in charge at the evacuation site.
- Assist the Emergency Preparedness Coordinator, first responders, and Floor Wardens in the execution of their duties, as directed, until excused.

### **After an Emergency or Drill:**

- Immediately after the event, meet with affected Floor Wardens and backups to evaluate and critique how well emergency plans worked.
- Send a copy of the event critique to the EPREP Coordinator for review and filing.



## **BERC Duties When Responding To: Evacuations**

Building evacuation will occur via one of the following mechanisms:

- When a building evacuation alarm is sounded.
- When ordered by the President of the University.
- Upon instructions from a uniformed emergency responder such as a University Police Department Officer.
- When the BERC determines the situation warrants an evacuation.

When a signal to evacuate the building is sounded:

- Grab your assigned emergency response supplies (Red Backpack).
- On your way out of the building, spread the alarm to evacuate verbally. If the building alarm has not been sounded, activate the pull station.
- If the alarm does not function, contact your floor wardens to let them know of the order to evacuate.
- Go to your building's primary emergency assembly point and assess whether the primary emergency assembly point is safe or an alternate emergency assembly point is to be used.
- Don your yellow BERC vest.
- Make radio contact with your floor wardens, to get their initial reports.
- Take note of hazards, injured, and people unable to evacuate.
- Make contact with the EPREP Coordinator and/or uniformed emergency responders and report your findings.
- Make sure there is a plan to evacuate anyone left in the building.
- Arrange for medical assistance for those that need it.
- Assist the EPREP Coordinator, Uniformed First Responders, and BERCs as directed & until excused.



## **BERC Duties When Responding To: Earthquakes**

Should an earthquake strike while you are at an indoor work location, do the following:

**Drop** - Drop down on the floor.

**Cover** - Take cover under a sturdy desk, table or other furniture. If that is not possible, seek cover against an interior wall and protect your head and neck with your arms. *Avoid danger spots near windows, hanging objects, mirrors or tall furniture.*

**Hold** - If you take cover under a sturdy piece of furniture, **HOLD** on to it and be prepared to move with it. Hold the position until the ground stops shaking and it is safe to move.



If you are in a hallway, drop to the floor against an interior wall—protect your head and neck with your arms.



- If you are with students, shout “Earthquake! Drop, Cover and Hold!”
- Do not use the elevators.
- Do not enter or exit the building during the shaking - there is danger from falling debris.
- When the shaking has stopped, evacuate the building in an orderly fashion, being careful to avoid being struck by falling debris from the building's façade.
- If you are outdoors, find a spot away from buildings, trees, street-lights and power lines. Drop to the ground and stay there until the shaking stops. Do not return to your building until authorized.
- In a car—stop in the safest place away from underpasses/overpasses, bridges, etc. Stay in the vehicle until the shaking stops.
- BE PREPARED FOR AFTERSHOCKS!**



## **BERC Duties When Responding To Reports of: Bomb Threats or Suspicious Objects**

Follow building-specific procedures for responding to bomb threats .

Report **ALL** bomb threat calls to the University Police at **911** from a campus phone or **415.338.2222** from a cell phone.

SF State University Police Officers will conduct a detailed bomb search.

**Any person receiving a phone call that a bomb or other explosive device has been placed on campus is to ask the caller:**

- When is the bomb going to explode?
- Where is the bomb located?
- What kind of bomb is it?
- What does it look like?
- Why did you place the bomb?

Keep the caller on the phone as long as possible.

Listen carefully to the caller and try to determine and record the following:

- Date and time of the call
- Exact words of the caller
- Age and sex of the caller
- Speech pattern and/or accent
- Emotional State
- Background noises (i.e. traffic)

**IF YOU FIND A SUSPICIOUS OBJECT, DO NOT TOUCH THE OBJECT—REPORT THE LOCATION TO THE UNIVERSITY POLICE!**

Clear the area immediately and Dial **911** from a campus phone or **415.338.2222** from a cell phone as soon as possible.



## **BERC Duties When Responding To Reports of: Medical Emergencies**

If a serious injury or illness occurs, remain calm and proceed as follows:

**Get help for the victim and call University Police**

(Call 911 from a campus phone or 415.338.2222 from a cell phone).

- Give your name.
- Describe the nature and severity of the medical problem.
- Location of the victim.
- Estimated age and gender of the victim.
- Describe whether or not the victim is conscious and breathing.
- Look for emergency medical ID.
- Get volunteers to help direct emergency services to the victim's location.
- Have first aid supplies and an AED brought to the victim's location as a precaution.
- Administer first aid to the extent possible based on your level of training or assist a better trained responder at the scene.

**NOTE:** All SF State University Police Officers are trained in basic first aid, CPR and AED. During normal working hours (8-5) Monday through Friday, a nurse and/or a doctor from the Student Health Center may also be on duty.

- In case of minor injury or illness, an injured person may go to the Student Health Center. If in doubt, contact the University Police!
- All injuries must be reported to supervisors or instructors.

**BERC's shall ensure that an SFSU Injury /Illness form is completed and sent to Campus EHS within 8 hours for all employee injuries. The form may be found on the SFSU website: <http://ehs.sfsu.edu/>**



## ***BERC Duties When Responding To Reports of: Fires or Explosions***

*If you receive a report of fire or heavy smoke:*

Call **911** from a campus phone or **415.338.2222** from a cell phone, or directly from a Blue Light emergency phone.

Identify yourself and report the following:

- Building name and address
- Room/location of fire
- Type of fire
- Smoke or flame
- Smoke odor

*For reports of a smoky smell, or the odor of something burning:*

Bring a fire extinguisher with you as you try to identify and locate the source. The extinguisher is for your protection. You are not expected to fight the fire.

### **Fire Extinguisher Instructions:**

- P** PULL safety pin from handle.
- A** AIM nozzle at base of fire.
- S** SQUEEZE the trigger handle.
- S** SWEEP from side to side (watch out for re-flash).

**FOR LARGE FIRES, PULL THE FIRE ALARM & EVACUATE BUILDING.**

If you are the last person out of a room, close the door behind you – **DO NOT LOCK THE DOOR.**

If you become trapped inside a building during a fire:

- Call **911** from A campus phone or **415.338.2222** from a cell phone). Advise the dispatch officer of your location and that you need help to get out.
- Stay near a window and close to the floor.
- If possible, signal for help.



## ***BERC Duties When Responding To Reports of: Hazardous Material Releases***

*In case of a hazardous material spill, remain calm, and proceed as follows:*

If immediate hazard exists or medical assistance is required, call **911** from a campus phone or **415.338.2222** from a cell phone.

**Personal Exposure to Chemical Spills:**

If spill comes in contact with the body or clothing, get the victim to the nearest deluge shower / eyewash station, activate the shower / eyewash and flush the affected area for 15 minutes while removing contaminated clothing. If there is no shower / eyewash available use lukewarm tap water instead.

Unless immediate medical attention is needed, all persons who have been potentially exposed should report to emergency personnel at the Incident Command Post site (look for GREEN light or flag on Police car) and notify the incident Commander that they may have been exposed.

**For small liquid or solid spills not involving immediate danger to lives or property:**

- Immediately evacuate and limit access to the affected area.
- All evacuations should be upwind from the release location.
- Eliminate open flames and spark-creating operations.
- Confine the spill. Protect nearby drains.
- Evacuate and secure the immediate area; limit access to authorized personnel. Identify yourself and report the information.
- Be as specific as possible about the type, amount and location of material released.

**For releases of gas:**

- Immediately evacuate and limit access to the affected area.
- All evacuations should be upwind from the release location.
- Eliminate open flames and spark-creating operations.
- Continue to move away from the source while trying to find a place to shelter –in –place (indoors).
- Listen for further instructions. Do not return to the area of the release, until the incident commander gives the “all clear” signal.