

# **Emergency Action Plan**

## **Chancery Diocese of San Jose**

**1150 North First Street, Suite 100  
San Jose, CA 95112**

**January 2011**

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# Section One

## Introduction

The Diocese of San Jose (DSJ) has developed this Emergency Action Plan to ensure proper response by its employees to emergency situations which may require the evacuation of the Chancery offices. The Plan designates those employees who will be responsible for filling key roles in the event of an emergency. This will ensure the fast, safe, and organized egress from the building to the Evacuation Assembly Area as well as orderly and efficient business recovery once the incident has been mitigated. The overriding goal of this Plan is to protect employee and visitor safety and health in the work environment. The Plan does not address resumption of services or business operations in the event of an emergency. The Diocese of San Jose Business Continuity Plan will address these situations.

The DSJ Chancery offices occupy suites in the south half of the first floor and the entire second floor of the building located at 1150 North First Street in San Jose. DSJ is the owner and largest tenant occupying this building. This building is located in a government offices and business district area. Restaurants, shops, other businesses and residential neighborhoods surround this location.

DSJ will operate under the framework of an Incident Command System whenever an emergency situation occurs. The command center will be comprised of the DSJ Diocesan Leadership (Auxiliary Bishop, Vicar General/Moderator of the Curia (VG), Vicar General-Special Projects, Chancellor, Chief Financial Officer). Diocesan Leadership may draw others into the command center structure as the situation warrants.

# Section Two

## Responsibilities

### 2.1 Incident Command System and Command Center System

Once notified of an emergency situation, the VG or designee will activate the Command Center. The Command Center will serve as the emergency operations center for all activities related to the emergency. The Command Center Director will typically be the Vicar General/Moderator of the Curia. In the VG's absence, another director or designee may serve as the Command Center Director until relieved by the VG. The most senior manager in the office will become the Command Center Director until relieved by a greater authority. The Command Center Director will serve as the overall incident commander. Other director or managers may be assigned incident command for specific areas impacted by the emergency situation

### 2.2 Incident Commander

During emergency incidents, the IC will be responsible to ensure that all measures necessary to preserve and protect the life and safety of all Chancery employees are taken.

#### ***Evacuation Responsibilities***

- Directing personnel and facility-related issues during evacuations, including shelter for employees during extended evacuations.
- Coordinating the Floor Marshals in sweeping the building to ensure all evacuate safely.
- Establishing a command post near the ARK in the northeast section of the parking lot at the rear of the building. [NOTE: If prolonged evacuations occur during inclement weather, the IC will provide instructions to relocate people from the Evacuation Assembly Area to another location if possible]
- Coordinating employee head count efforts during evacuations.
- Interacting with the local Fire Department during emergency incidents when they are requested to respond.
- Giving the ALL-CLEAR or making recommendations which need to be implemented for Chancery employees to re-enter the building,

### 2.3 Department Heads and Supervisors

Department heads and supervisors are responsible for ensuring that their employees know the DSJ Chancery Emergency Action Plan and, specifically, their role within it.

#### ***Planning Responsibilities***

- Ensuring all of his/her employees have been trained in emergency evacuation procedures. This should be done on the first day the employee reports to work and whenever the Plan changes. This training must include familiarizing employees with:
  - The evacuation alarm that may be heard in the employee's work area.

- The nearest evacuation routes and exits (both primary and alternate) for work areas and meeting rooms.
- The location of Evacuation Assembly Area.
- The location of fire extinguishers for their work area and all meeting rooms.
- The location of the emergency bins in their work area.
- Designating a member of the department to assume responsibility for the department if the Manager/Supervisor is offsite or unavailable. Providing the name of such designee to other department members and the IC.
- Designating a minimum of two employees in their area to act as Floor Marshals (Please see 2.4 below for Floor Marshal responsibilities)
- Maintaining an updated employee roster that is with them at all times during normal business hours.

### ***Evacuation Responsibilities***

- In cooperation with the Floor Marshals, sweeping assigned areas to locate any people requiring assistance to exit the building.
- Acting as an Floor Marshal in the event that:
  - The Floor Marshals are not present directing employees during evacuations.
  - The Floor Marshals are not present directing employees at Evacuation Assembly Area
- Reporting to the Evacuation Assembly Area.
- Noting locations of any problem areas requiring emergency actions and reporting that information to the IC
- Upon arrival at the Evacuation Assembly Area, to report to the Incident Commander in charge of the Assembly Area. Asking people to remain calm and in the area until given the ALL-CLEAR.
- Note any visitors present. Also, note any personnel or visitors that are unaccounted for. Report this information to the IC using an individual designated to relay the information.

## **2.4 Floor Marshals**

Department heads in the applicable building section select two floor marshals – employees willing to perform the duties of the role and able to remain calm and focused during emergencies. Floor marshals are responsible for ensuring the safe evacuation of all individuals in their assigned section and for providing assistance to those in need of such to evacuate safely.

### ***Planning Responsibilities***

- Oversee the maintenance of the emergency bins in each area

### ***Evacuation Responsibilities***

- Assist employees who may need assistance in the event an evacuation is required (e.g., deaf, blind, mobility impaired, those with health or heart conditions, etc.).
- Coordinate the distribution of the contents of the emergency bins in the event that evacuation of the building is not possible

## **2.5 Employees**

Each employee must understand his/her role within the Plan and cooperate fully in an emergency.

### ***Planning Responsibilities***

- Knowing the emergency evacuation procedures for his/her work area. Evacuation procedures should be covered on the first day an employee reports to work.
- Knowing what the signal to evacuate is.
- Knowing the primary and alternate evacuation routes from his/her work area and meeting rooms.
- Knowing the location of the Evacuation Assembly Area he/she is to report to when an evacuation occurs.
- Knowing how to report an emergency and how to initiate an evacuation.
- Knowing the location of fire extinguishers and emergency bins.
- Note: some personnel are trained in CPR and First Aid at the expense of the Diocese. These individuals are expected to assist as necessary and appropriate in emergency situations.

### ***Evacuation Responsibilities***

- Following instructions given by the supervisory personnel or Incident Commander.
- Taking responsibility for the participants of any meeting they have convened. This includes keeping a roster of participants at all meetings.
- Taking responsibility for any visitor he/she is escorting. Particular attention must be given to reassuring visitors and alleviating any fear or panic.
- Reporting to the Evacuation Assembly Area.

# Section Three

## Reporting Emergencies

### 3.1 Procedure

Non-evacuation emergencies are to be reported to the Vicar General/Moderator of the Curia

Emergency situations are to be reported to the San Jose Emergency Services by dialing 911\*

- Describe the problem (small fire, medical, etc.).
- Give your name and direct telephone number.
- Report your location (building address and description, suite, room, etc.).
- Stay on the phone, if safe to do so, until the dispatcher tells you to hang up.
- Evacuate the building if necessary to the prearranged assembly points.

After completing the call to the San Jose Emergency Services and after you have evacuated the building, contact the closest Diocesan Leadership member or department head. Department heads will contact a Diocesan Leadership member via cell phone.

Await instructions from the Incident Commander

\* Please Note: Calls to 911 from a cell phone are routed out of the area and must be re-routed to San Jose. This process can take valuable time. Local emergency phone numbers can be programmed into cell phones and set up on "speed dial." Local emergency phone numbers are:

- San Jose Police – (408) 277-8911
- San Jose Fire and Medical Emergencies – (408) 277-8991
- San Jose Streets/Parks/Signals/Sewers/Public Works -- (408) 277-4373

# Section Four

## General Evacuation Procedures

### 4.1 Purpose

In the event of an emergency with the potential to threaten the life and/or safety of employees, a building evacuation may become necessary. To ensure employee safety, primary and alternate exit routes have been chosen for each area of the building. Two Evacuation Assembly Areas have been established. It is the responsibility of each manager to ensure all of his/her employees are familiar with these procedures/instructions. (Please see the Appendix for the exit routes and Evacuation Assembly Areas.)

Depending on the incident, a site evacuation may be required in addition to the building evacuation. A site evacuation means that the building location may have to be evacuated due to potential hazards.

### 4.2 Evacuation Alarm

Any DSJ Chancery employee may initiate an evacuation using one of the following two (2) means of notification:

- Alarm System: The Chancery offices are equipped with an alarm system that will also be used to signal an evacuation. It includes an audible alarm to alert employees to the presence of an emergency requiring evacuation.
- Verbal command: As a backup to the electronic evacuation alarm, verbal command may be used.

The employee who initiates the evacuation should communicate with a department head as soon as possible after arriving safely at the Assembly Area. The employee or department head should then contact the San Jose Emergency Services (911) as appropriate.

### 4.3 Building Evacuation Procedures

#### 4.3.1 Employees

These procedures apply to all employees (including those with specific positions described in this evacuation procedure).

- Exit the building in a quick and orderly manner when the evacuation alarm sounds or notice is given. Remain calm and do not run or attempt to collect personal belongings.
- If in a meeting, take the meeting roster with you and instruct the meeting participants to exit the building according to established evacuation procedures.
- If hosting a visitor, escort the visitor out of the building, following established evacuation procedures..
- Report directly to the Evacuation Assembly Area upon leaving the building. Care must be taken to avoid emergency vehicles or other hazards such as smoke from a fire or damage caused by an earthquake.



- Cooperate by not blocking entrances and driveways and not attempting to move personal vehicles.
- Under no condition should any employee leave his/her Evacuation Assembly Area, or re-enter the building or portions of the building that have been evacuated, until the IC gives the ALL-CLEAR to re-enter the building or gives other specific instructions for the employees to follow.

#### **4.3.2 Floor Marshals**

- Quickly and thoroughly sweep their areas and instruct personnel to evacuate their work areas and proceed directly to their designated Evacuation Assembly Area.
- Should a Floor Manager encounter someone who is hurt or trapped during the sweep of an evacuation zone, they should complete their sweep and immediately report the location of the individual and their condition to the IC.
- Proceed to the Evacuation Assembly Area and perform the head count of all assigned personnel.
- After performing sweep duties and head count reports, if directed by the IC, perform an additional check of your evacuation zone to ensure that all employees and visitors are evacuated from the offices.
- During group site evacuations, upon arrival at the safe destination, assist with head count again.

#### **4.3.3 Department Heads and Supervisors**

- In cooperation with the Floor Marshals, sweep assigned areas to locate any people requiring assistance to exit the building.
- Report any areas requiring emergency actions to the IC immediately.
- Note any areas within the building where the evacuation notice was not heard or given. Assign Floor Marshals to sweep those areas.
- Remind employees that the traffic lanes must be kept open for emergency vehicles.
- Report to the person in charge of the Evacuation Assembly Area. Ask people to remain calm and in the area until they are given the ALL-CLEAR.
- Receive the head count reports from the Floor Marshals. Using the updated employee roster and visitors log(s), note any personnel, or visitors that are unaccounted for. Report this information to the IC.
- Following the ALL CLEAR, from the IC *ONLY*, the Emergency Response Committee members should direct the movement of personnel back to their work areas.

#### **4.3.4 Diocesan Leadership Member or Department Head Acting as Incident Commander**

- Establish a command post at one of the evacuation assembly areas.
- Coordinate employee head count efforts during evacuations.
- Interact with the San Jose Fire Department and/or Police Department during emergency incidents when they are requested to respond.
- Give the ALL-CLEAR or make recommendations which need to be implemented before Chancery employees re-enter the building.
- Authorize the Operations Officer to implement Office Closure Procedures (Please see Section 4.3.6 below) as necessary and appropriate.

#### **4.3.5 Key Points for All Site Personnel to Follow During Evacuation**

- DO stop all work.
- DO exit through nearest door, and go directly to Evacuation Assembly Area.
- DO follow instructions.
- DO know Emergency Response Committee members.
- DO NOT run.
- DO NOT lag behind.
- DO NOT make any unnecessary noise.
- DO NOT stop at your desk or work station for personal belongings.
- DO NOT go to the restroom.
- DO NOT return to the building until advised it is safe to do so.
- DO NOT go home unless authorized to do so.
- DO NOT attempt to move vehicle(s) unless instructed to do so.
- DO NOT block emergency vehicle thoroughfares.
- DO NOT telephone the IC unless you have an emergency to report. These lines must be kept open for evacuation related calls.

#### **4.3.6 Office Closure Procedures (Please see Section 4.3.4 above)**

- Leave a notice on the reception area monitor or door stating that the office is closed due to an emergency incident and subsequent evacuation. Provide the main phone number for questions, emergencies, or further assistance.
- Contact the answering service to apprise them of the situation so they can properly field calls. Give the service updated on-call numbers as appropriate.
- Initiate Emergency Telephone Notification Tree, as needed, to inform employees that the office is closed.
- If appropriate and possible, post a notice on the website and send an email blast announcing the office closure.

## **4.4 Site Evacuation Procedures**

In some situations, site evacuation may be necessary. The IC should work with the San Jose Fire Department in making this determination. Examples of scenarios requiring site evacuation include expected flooding, hazardous material release, fire, and earthquake causing significant damage. Depending on the situation, site evacuation could entail employees leaving in their own vehicles or evacuating by foot in several groups or pairs.

### **4.4.1 Employees**

- Carefully follow the instructions of the Floor Marshals and IC. Site evacuation is a special situation and the instructions will vary depending on the emergency.

### **4.4.2 Floor Marshals**

- Follow standard building evacuation procedures.
- Perform a head count to ensure all personnel and visitors are accounted for.
- If safe to do so, perform a post-evacuation sweep to ensure that all personnel are out of the building.

### **4.4.2 Diocesan Leadership and Department Heads**

- Initiate standard building evacuation procedures.
- Receive head count reports from Floor Marshals during a standard evacuation. Note any employees who are out of the office.
- If safe to do so, instruct the Floor Marshals to perform an additional inspection of their zones to be sure all personnel have evacuated.
- With the assistance of the San Jose Fire Department, determine the method and route of site evacuation. Options include walking in several groups, allowing personnel to leave in personal vehicles, or arranging for buses to transport personnel to a safe location.
- If you have received verified information regarding road conditions, convey this to the employees and visitors as needed.
- In the case of group evacuation, upon arrival at safe site, take head count again.
- Upon arrival at a safe place away from the site, enlist managers to contact those employees who were out of the office and apprise them of the situation. Calling responsibilities should be per the Emergency Telephone Notification Tree.
- Perform Office Closure Procedures (Please see Section 4.3.6), if time permits.
- Monitor the radio and stay in touch with local emergency officials for further information and updates on the situation.
- Do not return to the affected site until local emergency officials have stated it is safe to do so. Upon receiving the information, utilize the Emergency Telephone Notification number, the website and email blasts to communicate with all employees that the Chancery is open again.

# Section Five

## Employee Communications

### 5.1 Emergency Contacts

In the event of an emergency during regular business hours, the Receptionist (or the employee who first recognizes the emergency situation) will initiate contact with the (1) Vicar General/Moderator of the Curia, (2) his/her immediate supervisor or (3) the most senior available department head. After hours, the Chancery utilizes an answering service. This service maintains telephone numbers for key Chancery staff. Once contacted by the answering service, the individual notified will contact the Facilities Manager to apprise him of the situation.

### 5.2 Notification of Employees

In the event the office is closed or the area is to be avoided, an Emergency Telephone Notification Tree will be initiated so that all employees will be informed. The Vicar General/Moderator of the Curia will initiate the Notification Tree by calling the Diocesan Leadership Members. These individuals will then call their direct reports and so on until all personnel are informed.

### 5.3 Emergency Situation Updates

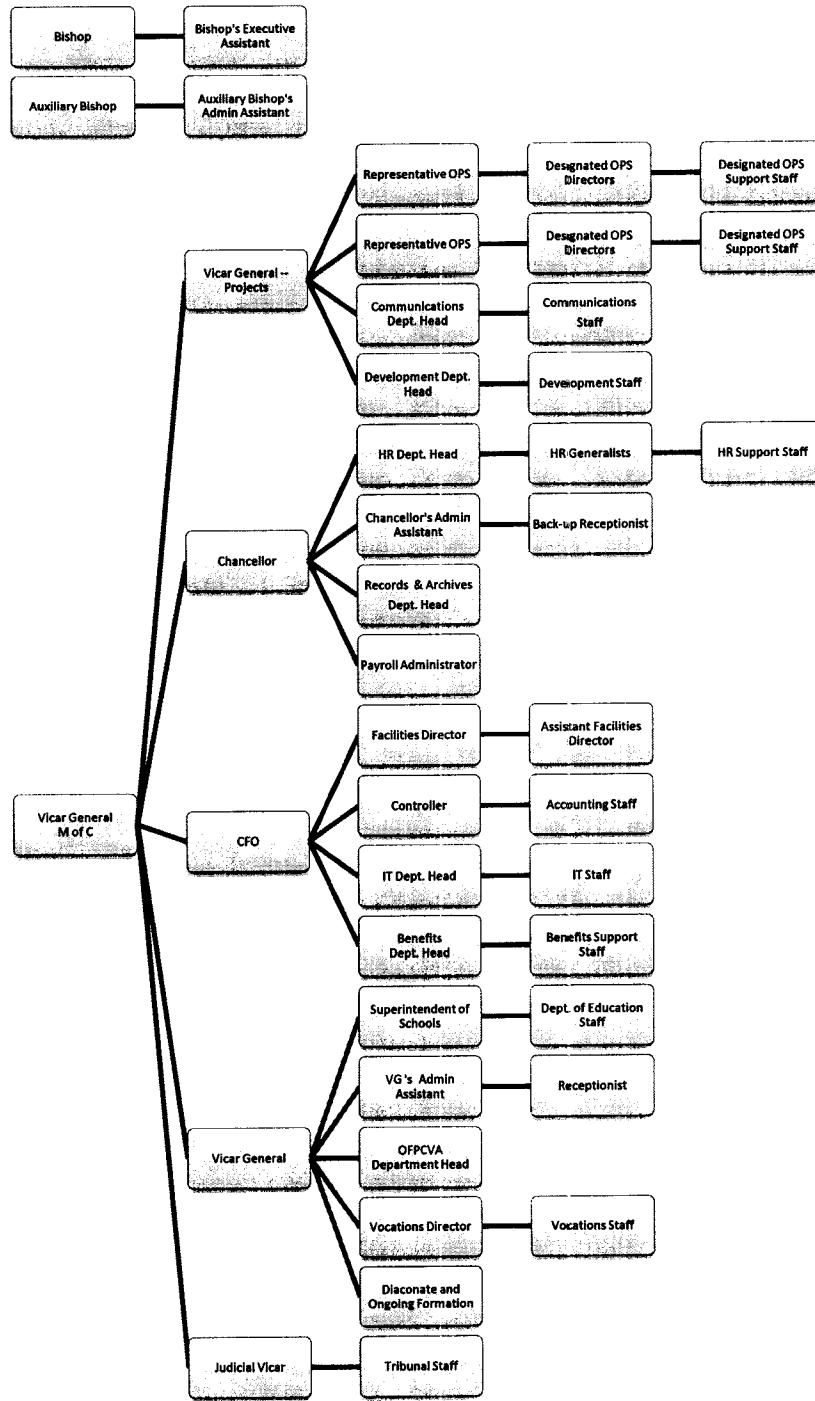
The DSJ Chancery has established a phone number (408-983-0119) which will have a pre-recorded message on the status of the emergency. The message will be updated periodically and notification that the emergency is over and employees may return to work will be made through this phone contact. Employees should call this number regularly in order to determine whether they may return to work. As available and appropriate, status updates will be sent via email blast and posted on the DSJ internet site.

### 5.4 Family Communication During Extended Emergency

The DSJ Chancery will attempt to provide employees and visitors a means of communicating so they may contact a family member in the case of extended evacuation situations (e.g., earthquake).

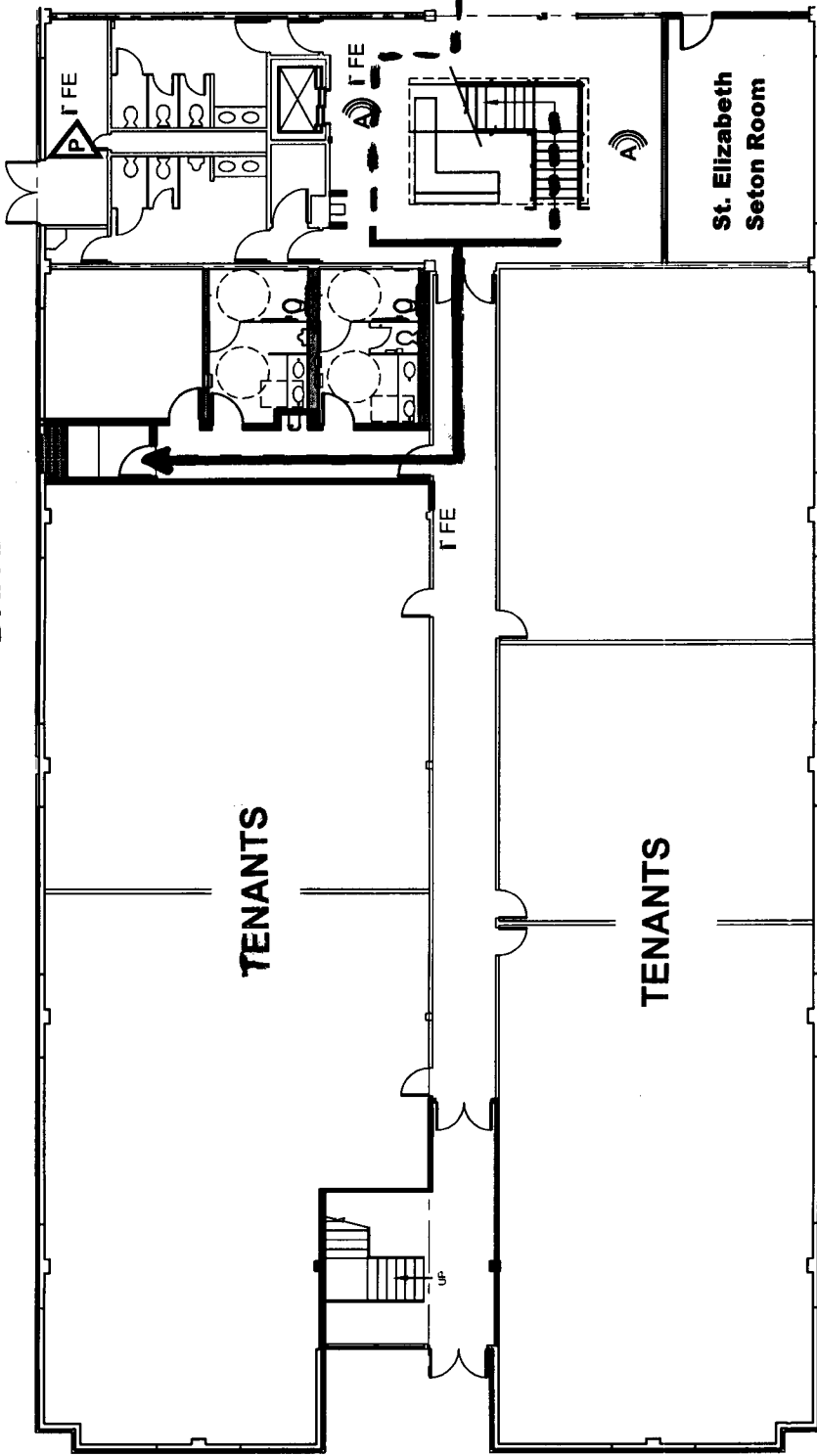
# Appendix

## Emergency Telephone Notification Tree



— PRIMARY ROUTE  
 - - - SECONDARY ROUTE

DRIVEWAY



PARKING LOT

EMERGENCY BIN

FIRE EXTINGUISHER

ELEVATOR

EXIT STAIR

FIRE ALARM  
PULL STATIONS

FIRE ALARM - VISUAL (FLASHING RED LIGHT)  
& AUDIBLE (SOUND - SUSTAINED BEEPING)

**FIRST FLOOR EXIT PLAN NORTH**

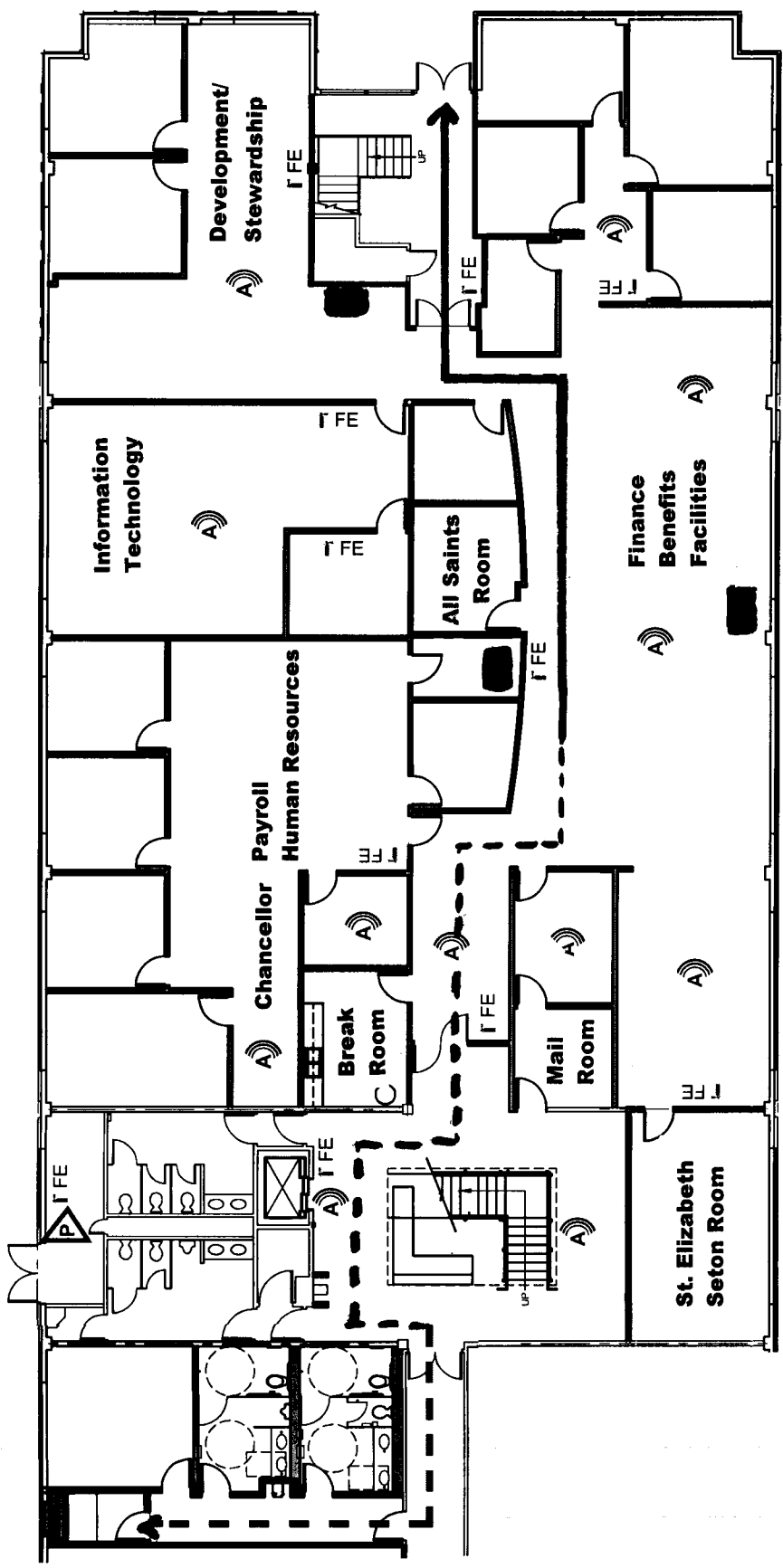
**In Case Of Fire Use Stairs For Exit,  
DO NOT Use Elevators.**

**IN CASE OF EMERGENCY DIAL 911.  
FIRE DEPARTMENT EMERGENCY PHONE NUMBER**

DRIVEWAY

— PRIMARY ROUTE  
- - - SECONDARY ROUTE

BURTON ST.



### FIRST FLOOR EXIT PLAN SOUTH

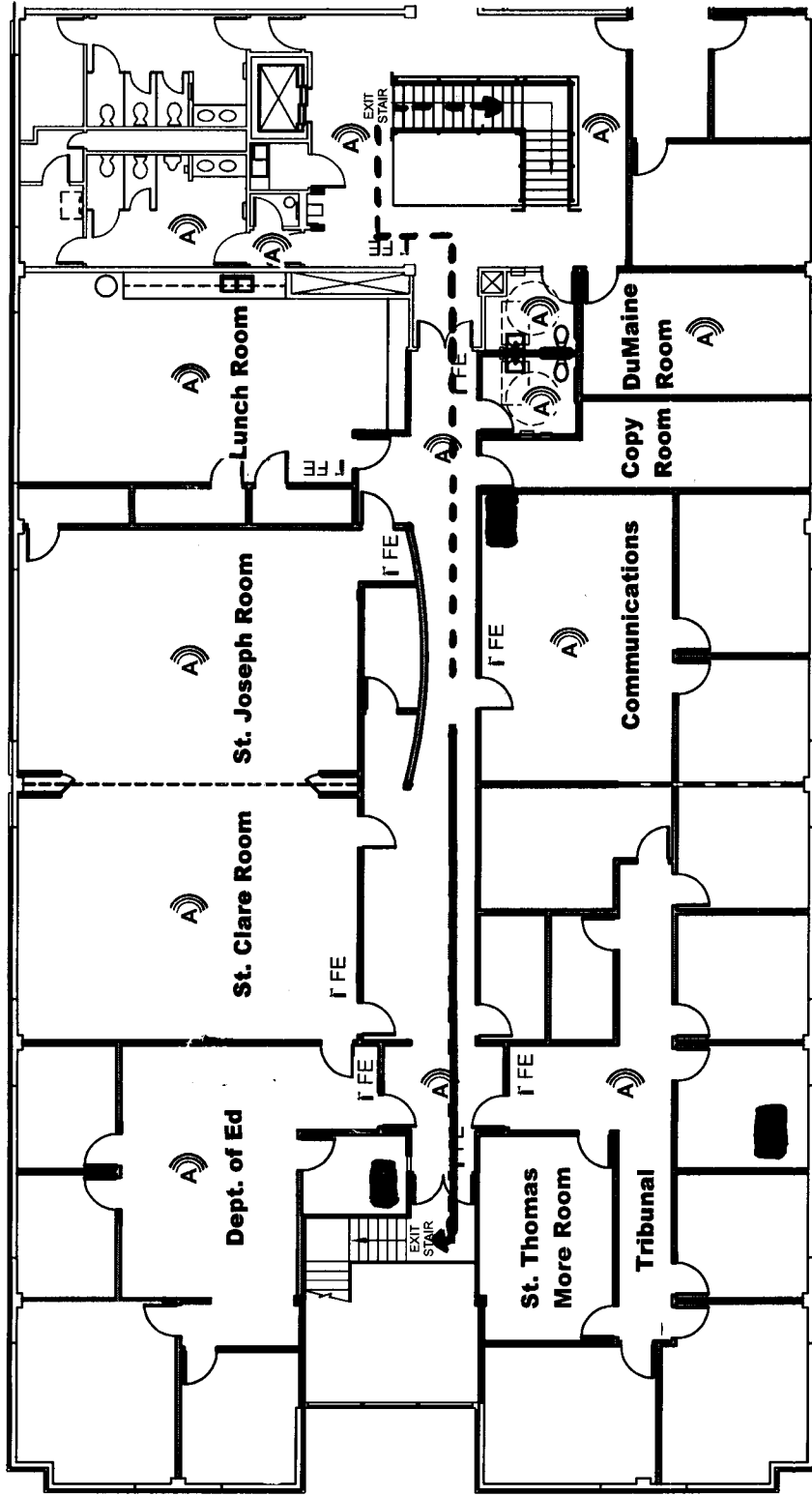
In Case Of Fire Use Stairs For Exit,  
**DO NOT** Use Elevators.

IN CASE OF EMERGENCY DIAL 911.  
FIRE DEPARTMENT EMERGENCY PHONE NUMBER







- EMERGENCY BIN
- T FE FIRE EXTINGUISHER
- ▣ ELEVATOR
- ▤ EXIT STAIR
- ▲ FIRE ALARM PULL STATIONS
- Ⓜ FIRE ALARM - VISUAL (FLASHING RED LIGHT) & AUDIBLE (SOUND - SUSTAINED BEEPING)

PRIMARY ROUTE

SECONDARY ROUTE



PARKING LOT

-  EMERGENCY BIN
-  FIRE EXTINGUISHER
-  ELEVATOR
-  EXIT STAIR
-  FIRE ALARM PULL STATIONS
-  FIRE ALARM - VISUAL (FLASHING RED LIGHT) & AUDIBLE (SOUND - SUSTAINED BEEPING)

### SECOND FLOOR EXIT PLAN NORTH

In Case Of Fire Use Stairs For Exit,  
**DO NOT Use Elevators.**

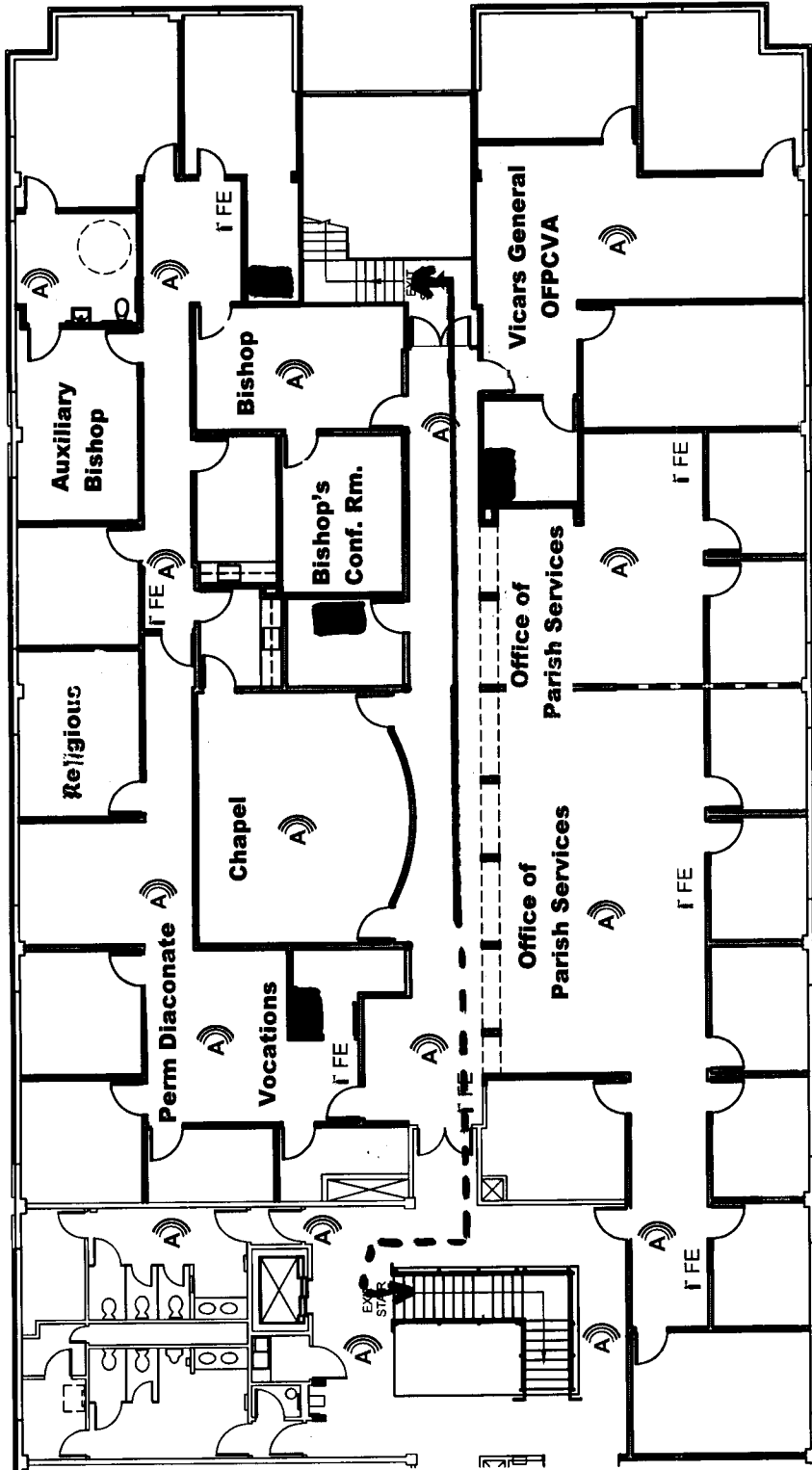
IN CASE OF EMERGENCY DIAL 911.  
FIRE DEPARTMENT EMERGENCY PHONE NUMBER



BURTON ST.

PRIMARY ROUTE

SECONDARY ROUTE



**SECOND FLOOR EXIT PLAN SOUTH**

**In Case Of Fire Use Stairs For Exit,**

**DO NOT Use Elevators.**

**IN CASE OF EMERGENCY DIAL 911.**

**FIRE DEPARTMENT EMERGENCY PHONE NUMBER**

EMERGENCY BIN

FIRE EXTINGUISHER

ELEVATOR

EXIT STAIR

FIRE ALARM PULL STATIONS

FIRE ALARM - VISUAL (FLASHING RED LIGHT) & AUDIBLE (SOUND - SUSTAINED BEEPING)



SITE MAP: 1150 N. 1<sup>st</sup> Street, Suite 100, San Jose, CA 95112-4966

