



**SAN DIEGO STATE
UNIVERSITY**

Research Foundation
Supporting Research at SDSU Since 1943

EMERGENCY RESPONSE MANUAL

*The San Diego State University Research Foundation
strives to promote best practices in emergency response
for all employees.*

TABLE OF CONTENTS

- I. POLICY AND OBJECTIVES
- II. TRAINING AND ORIENTATION
- III. ENFORCEMENT
- IV. INTRODUCTION TO EMERGENCY RESPONSE
- V. GENERAL EMERGENCY PREPAREDNESS
- VI. BOMB THREATS
- VII. CHEMICALS, SOLVENTS, AND RADIATION
- VIII. EARTHQUAKES
- IX. EVACUATIONS
- X. EXPLOSIONS
- XI. FIRE SAFETY
- XII. FLOODS
- XIII. MEDICAL EMERGENCIES
- XIV. PANDEMICS
- XV. POWER OUTAGES
- XVI. SHELTER IN PLACE EVENTS
- XVII. WORKPLACE VIOLENCE
- XVIII. ACCOUNTING FOR ALL PERSONS

APPENDICES

- A. Emergency Contacts for On-Site Emergencies
- B. *New Employee Safety and Emergency Response Onboarding Checklist*
- C. Building Floorplans and Emergency Exit Details
- D. *Bomb Threat Reporting Form*
- E. Guide to Using Fire Extinguishers
- F. Hand Hygiene and Cough/Sneeze Etiquette Resources

I. POLICY AND OBJECTIVES

It is the policy of the San Diego State University Research Foundation (“SDSURF”) that widespread awareness and understanding of emergency response best practices are a necessary component of SDSURF’s service-driven, collaborative, innovative, diverse, and ethical culture. To foster that awareness and understanding, SDSURF has created this *Emergency Response Manual* (the “Manual”) to serve as a guide to employees in their collective emergency preparedness efforts.

The Manual focuses on SDSURF employees’ immediate reactions to various types of emergencies, as these immediate reactions are key to preserving employee safety and wellbeing. It is designed to function alone or, when appropriate, to complement existing federal, State of California, California State University, and San Diego State University policies and procedures when/where appropriate.

II. TRAINING AND ORIENTATION

SDSURF believes strongly that emergency preparedness requires organization-wide commitment to best practices. To encourage that commitment from new employees, SDSURF facilitates two (2) types of response-related initiatives.

Effective June 1, 2020, SDSURF is implementing a mandatory safety and emergency response training program for central staff employees. This program includes trainings that can be taken entirely online, and each training course includes several short “knowledge check” questions at its conclusion. Each SDSURF employee is responsible for completing periodic emergency response training courses; some employees may, by virtue of their positions, receive additional training.

Also effective June 1, 2020, every SDSURF New Hire Orientation will feature an introduction to this Manual and its related requirements, with emphases on basic emergency preparedness and response.

Each new employee will also be responsible for completing a New Employee Safety and Emergency Response Onboarding Checklist (the “Checklist”) to affirm their understanding of and commitment to safe practices and emergency preparedness within the first sixty (60) days of employment. This Checklist requires that new employees perform activities including:

- Asking for clarification from their supervisors regarding any safety-related concerns specific to their positions;
- Locating the fire extinguishers, first aid kits, and evacuation routes nearest to their usual places of work; and
- Verifying their abilities to locate various safety- and emergency response-related resources within SDSURF’s systems.

New employees must return signed copies of the completed Checklist to the Risk

Manager (via email at sdsurfriskmanagement@sdsu.edu), who will maintain them in to ensure compliance with this Manual's requirements.

Please refer to *Appendix B* to view a copy of SDSURF's *New Employee Safety and Emergency Response Onboarding Checklist*.

Please note: The activities and requirements outlined in this section assume that SDSURF employees are working primarily on site. In response to the ongoing COVID-19 pandemic, their implementation has been postponed until such time as the larger SDSU community has transitioned back to on-site work.

III. ENFORCEMENT

SDSURF takes its employees' safety very seriously. It is expected that each employee will comply with this Manual at all times and to the best of his/her ability, and in accordance with SDSURF's core values and in the furtherance of its mission to support the research, education, and community service objectives of San Diego State University.

IV. INTRODUCTION TO EMERGENCY RESPONSE

This Manual presents an overview of the processes that all SDSURF employees should follow in the event of an emergency. While these instructions are not all-inclusive, they address a wide variety of possible situations for which SDURF employees should be prepared. The information herein is designed to function alone or to complement existing FEMA, State of California, California State University, San Diego State University, and applicable local emergency plans or protocols. The objective of this information is to prevent injuries and reduce damage caused by emergency situations.

Emergencies, disasters, accidents and injuries can occur any time and without warning. Being prepared physically as well as psychologically to handle emergencies is both an individual and an organizational responsibility. The following pages are designed to acquaint SDSURF employees with basic safety protocols for emergency and disaster situations, with emphasis on common sense.

SDSURF *strongly* suggests that each employee review this information, and any updates to it, at least once per year to ensure familiarity with emergency response processes. All employees are cautioned to use their good judgment in emergency situations: always think before acting, then act swiftly to minimize exposure to danger. Employees who have questions on unique situations not covered in this material are encouraged to contact the Risk Manager.

V. GENERAL EMERGENCY PREPAREDNESS

While no two emergency situations are identical, some basic preparedness strategies prove beneficial in almost all situations. Some tips to consider are as follows:

- Be familiar with your building's floor plan, and always know the locations of stairs and fire extinguishers in the buildings in which you spend time.

- Know the emergency evacuation routes in buildings where you spend most of your time. Learn where emergency exits are. Think about how you would leave a location if you had to hurry.
- Be aware of heavy things that could fall or glass that could break. Move away from them if you can.
- In an emergency, stay calm and follow the directions of Safety Committee personnel, emergency personnel, and (if applicable) San Diego State University personnel.
- Make sure your family knows how to contact you. Give important contact information to your family.
- Make a habit of letting people know where you are and when you are expected to return.
- Read through the material contained in this Manual and keep a copy handy. If you have questions about any of the material, please reach out to the Risk Manager and/or to members of the Safety Committee.
- Cooperate, and be fully engaged, in all practice drills and training programs.
- Consider keeping important personal items on hand, including:
 - Medications (note that all medications must be properly safeguarded);
 - Extra sets of keys;
 - Paper and pencil/pen;
 - Flashlight, with batteries;
 - Extra cell phone charger;
 - Sweater, jacket, or blanket;
 - Comfortable shoes;
 - Non-electronic means of entertainment (books, cards, etc.);
 - Prepacked and transportable food items, like granola bars; and
 - Water in bottles or cans.

Some of the information featured in this Section IV of this Manual is adapted from the U.S. Department of Homeland Security's Ready.gov website. Employees are encouraged to visit <https://www.ready.gov/> for additional resources related to emergency preparedness, both in the workplace and at home.

THE FOLLOWING EMERGENCY RESPONSE SUBJECTS ARE LISTED IN ALPHABETICAL ORDER, FOR EASE OF REFERENCE.

VI. BOMB THREATS

Bomb threats are usually received by telephone, or sometimes by note/letter. Most bomb threats are made by callers who want to create atmospheres of general anxiety and panic, but all such calls must be taken seriously and handled as though explosives are in the building. All bomb threats must be reported to the San Diego Police Department.

When there has been a bomb threat, employees should not touch packages or foreign objects in unusual places! All employees should survey their immediate work areas and contact the San Diego Police Department right away to report unusual objects or items.

If you receive a bomb threat call, follow these steps:

- Allow the caller to talk as much as possible.
- Ask questions like:
 - Where is the bomb?
 - When is it going to explode?
 - What does it look like?
 - What kind of bomb is it?
- Take notes on everything the caller says. Also record your observations about background noise(s), the caller's voice characteristics, and other unique items. Use the *Bomb Threat Report Form* (see *Appendix D*) to record these details.
- If possible, get a co-worker to contact authorities while you talk to the caller.

Remember: Employees should ALWAYS assume that bomb threats are real. After the San Diego Police Department has been notified, employees will be advised whether they should evacuate the building. If evacuation is necessary, employees must follow the evacuation protocols outlined in this Manual.

If an explosion of any kind occurs at any time, employees must immediately report it by calling 9-1-1.

VII. CHEMICALS, SOLVENTS, AND RADIATION

Any spill of any kind that may potentially cause injury to people or property must be reported to SDSURF's Facilities team at 619-594-5761 immediately.

If a spill of any kind creates an immediate fire hazard and/or a situation in which immediate medical assistance is required, call 9-1-1! Evacuate the area surrounding the spill and await assistance.

If a spill does not involve immediate danger to people or property:

- Confine the spill;
- Clear the area surrounding the spill and limit access to it; and
- Notify the area's supervisor right away.

Regarding Radioactive Materials

For a major spill involving radiation hazards to personnel, employees should:

- Keep all people as far away from the area of the spill as is practical;
- Perform life-saving rescue and emergency first aid if/as needed;
- Avoid spreading contamination by limiting contact with materials in the area of the spill; and
- Call SDSURF's Facilities team at 619-594-5761 immediately.

For spills involving radiation hazards that are not immediately threatening to people or property:

- Wear protective clothing and confine the spill;
- If the spilled material is liquid in nature, drop absorbent paper over contaminated areas;
- Limit access to the area of the spill; and
- Call SDSURF's Facilities team at 619-594-5761 right away.

If an individual's skin is lacerated by glassware or equipment contaminated with radioactive material, immediately wash the wounded area under a stream of cold, running water. Call SDSURF's Facilities team at 619-594-5761.

If an individual ingests radioactive material, the incident should be treated like other types of poisoning.

VIII. EARTHQUAKE

Earthquakes can happen without warning and may result in injuries and damage to property and roadways. Earthquakes can also cause fires, tsunamis, landslides, and/or avalanches. This Manual focuses on the immediate actions employees should take to protect their persons at the time of and directly following an earthquake.

To stay safe during an earthquake:

- **Drop:** Drop wherever you are on to your hands and knees. If you're using a wheelchair or walker with a seat, make sure your wheels are locked and remain seated until the shaking stops.
- **Cover:** Cover your head and neck with your arms. If a sturdy table or desk is nearby, crawl underneath it for shelter. If no shelter is nearby, crawl next to an interior wall (away from windows). Crawl only if you can reach better cover without going through an area with more debris. Stay on your knees or bent over to protect vital organs.
- **Hold on:** If you are under a table or desk, hold on with one hand and be ready to move with it if it moves. If you can't find a table or desk, cover your head and neck with both arms and hands. If seated and unable to drop to the floor, bend forward, cover your head with your arms, and hold on to your neck with both hands.

Also remember:

- If you are in a vehicle, pull over and stop. Set your parking brake.
- If you are outdoors, stay outdoors away from buildings.
- Do not get in a doorway.
- Do not run outside.

Earthquake Preparedness

The best time to prepare for an earthquake, or any disaster, is before it happens!

- Practice the **Drop, Cover, and Hold On** techniques described above.
- Secure heavy items in your workspace(s).
- Store heavy and breakable objects on low shelves.

Staying Safe After an Earthquake

If an earthquake has just occurred, there may be serious hazards such as damage to the building, leaking gas and water lines, and/or downed power lines. To stay safe, remember the following tips:

- Expect aftershocks to follow the main shock of an earthquake.
- Check yourself to see if you are hurt and help others if you have training.
- If you are in a damaged building, go outside and quickly move away from the building. Do not enter damaged buildings.
- If you are trapped, protect your mouth, nose, and eyes from dust. Send a text, bang on a pipe or wall, or use a whistle instead of shouting to help rescuers locate you.
- If you are in an area that may experience tsunamis, go inland or to higher ground immediately after the shaking stops.
- Text messages may be more reliable than phone calls.

IX. EVACUATIONS

The best protection in an emergency is often to evacuate employees from their current locations and move them to safer locations. For example, when a fire alarm goes off at a SDSURF building, SDSURF requires that everyone in that building leave it and move to an identified assembly area. It is impossible to anticipate or specifically define every possible circumstance that will require an evacuation, but the following general guidelines apply to most evacuations:

- Determine in advance the nearest exit to your work location and the route you will follow to reach that exit in the event of an emergency. Also establish an alternate route to be used in the event your route is blocked or unsafe to use.
- Follow instructions from emergency personnel.
- Walk – DO NOT RUN!
- Do not push or crowd others, and always use handrails in stairwells.
- Keep noise to a minimum so you can hear instructions from Safety Wardens and emergency personnel.
- Follow instructions from Emergency personnel.
- DO NOT USE ELEVATORS unless specifically instructed to do so by fire department personnel and/or police officers.

- Move to your designated evacuation assembly point unless otherwise instructed.
- Check doors for heat before opening.
- Assist people with disabilities.
- Once outside, move away from the affected building.
- Watch for falling glass or other hazards.
- Stay with your Safety Warden, who will be keeping track of employees from your area of the building.
- Do not leave the premises without the express permission of your Safety Warden!
- If you have relocated away from the building, DO NOT return until you have been notified by a Safety Warden that it is safe to return.

Assisting Individuals with Disabilities

Safety Committee members hold primary responsibility for assisting individuals with disabilities in emergency situations, but all employees are encouraged to know and understand the needs of their colleagues.

In many emergency situations, evacuation is not necessary or advisable. If an emergency warrants evacuation, here are some helpful hints for assisting people with disabilities.

- For non-ambulatory persons

There are many considerations when moving a person in a wheelchair. Wheelchairs have movable parts; some are not designed to withstand stress or lifting. Lifting a person with minimal ability to move may be dangerous to their well-being. Always consult with the person in the chair regarding how to best assist them.

Remember in a life-threatening emergency it may be necessary to remove an individual from their wheelchair. Non-ambulatory persons may have respiratory complications. Remove them from smoke or fumes immediately and determine their needs and preferences.

Always consult with the person regarding:

- Ways of being removed from the wheelchair;
- The number of people necessary for assistance;
- Whether to extend or move extremities when lifting (due to pain, catheter leg bags, spasms, braces, etc.);
- Whether a seat cushion or pad should be brought along if they are removed from the chair; and
- Whether to carry forward or backward on a flight of stairs.

Remember: WHEELCHAIRS SHOULD NOT BE USED IN STAIRWELLS, IF AT ALL POSSIBLE. SDSURF's buildings feature "evacuation stair chairs" specifically for emergency situations involving individuals in wheelchairs.

- For visually impaired persons

Many visually impaired persons are familiar with their immediate areas. In the event of an emergency, offer to escort a visually impaired colleague by having that colleague take your elbow. As you walk, advise of any obstacles. When you have reached safety, orient the person to new surroundings and ask if any further assistance is needed.

- For hearing impaired persons

Individuals with impaired hearing may not perceive audible emergency alarms. Most alarm systems also feature visual cues to indicate an emergency; still, alternative methods of warning hearing impaired colleagues about alarms include:

- Writing a note telling what the emergency is and the nearest evacuation route; and
- Turning the light switch on and off to gain attention, then indicating through gestures or in writing what is happening and what to do.

X. EXPLOSIONS

In the event of an explosion, employees should take the following actions:

- Immediately take cover under tables, desks, or other such objects providing protection against flying glass and debris.
- After the immediate effects of the explosion have subsided, call 9-1-1.
- If necessary, activate the building fire alarm system.
- Evacuate the immediate area of the explosion.
- Seek out and assist injured and disabled persons in evacuating the building. Exit via the stairway, and do not use elevators.
- Once outside, move at least one hundred fifty (150) feet away from the building.
- Keep roadways and walkways clear for emergency vehicles.

Wait for further instructions from emergency personnel and Safety Wardens, and do not re-enter the building until you have been specifically instructed to do so.

XI. FIRE SAFETY

In the event of a fire, every second counts. Employees should remember that fire is:

- Fast! Small flames can become major fires in seconds.
- Hot! Heat from fires is more threatening to employees' safety than flames. Room temperatures in a fire can be 100 degrees at floor level and rise to 600 degrees at eye level.
- Dark! Fire starts bright, but it quickly produces thick black smoke that creates complete darkness.

- Deadly! Smoke and toxic gases harm more people than flames do. Fire produces poisonous gases that cause drowsiness and disorientation, and asphyxiation is the leading cause of fire-related deaths.

If a fire starts in the workplace:

- Stay calm!
- Call 9-1-1 and report location of fire.
- Activate the fire alarm, alert others, and move people away from the fire's immediate area.
- Evacuate as directed by Safety Committee members. Close the doors of empty rooms behind you to confine fire as much as possible.
- Crawl low under any smoke to your exit - heavy smoke and poisonous gases collect first along the ceiling.
- Before opening a door, feel the doorknob and door. If either is hot, or if there is smoke coming around the door, leave the door closed and use an alternate way out.
- If you open a door, open it slowly. Be ready to shut it quickly if heavy smoke or fire is present.
- If you can't get out, close your door and cover vents and cracks around doors with cloth or tape to keep smoke out. Call 9-1-1. Say where you are and signal for help at a window with a light-colored cloth or a flashlight.
- If your clothes catch fire, stop, drop, and roll – stop immediately, drop to the ground, and cover your face with your hands. Roll over and over or back and forth until the fire is out. If you or someone else cannot stop, drop, and roll, smother the flames with a blanket or towel. Use cool water to treat the burn immediately for 3 to 5 minutes. Cover with a clean, dry cloth. Get medical help right away by calling 9-1-1 or the fire department.

If a fire alarm is activated in your area:

- Always assume that fire alarms indicate emergency situations!
- Proceed to your nearest exit at the direction of Safety Committee members and/or emergency personnel.
- Do not use elevators! Use stairways for exit and follow the safety rules detailed under the "Evacuation" section of this Manual.
- If you're absolutely forced to move through areas with active fire:
 - Hold your breath;
 - Move quickly;
 - Cover your head and hair;
 - Keep your head down; and
 - Close your eyes as much as possible.

Remember:

Your own common sense is the finest safety device ever developed. Above all, remember

to use your head. Prepare yourself in advance by knowing exit routes. If your workspace is located within an office, know in advance exactly how many doors you will have to pass as you move along your evacuation route before you reach your nearest exit door. This tip will be very helpful in the event you encounter heavy smoke. Remember, when heavy smoke is present, exit signs above the doors may be camouflaged. If you know in advance how many doors you will have to pass, you can then crawl or crouch low with head 30-36" from the floor (watching the base of the wall) and count out the number of doors you pass, so you will know when you reach the exit door (even if you can't see that it is the exit).

XII. FLOODS

Failing to evacuate flooded areas, entering flood waters, or remaining after a flood has passed can result in injury or death. Floods are the most common natural disaster in the United States.

Floods may:

- Result from rain, snow, coastal storms, storm surges, and overflows of dams and other water systems;
- Develop slowly or quickly – flash floods can come with no warning; and
- Cause outages, disrupt transportation, damage buildings, and create landslides.

Turn Around, Don't Drown!

- Do not walk, swim, or drive through flood waters.
 - Just six inches of moving water can knock you down, and one foot of moving water can sweep your vehicle away.
- Stay off bridges over fast-moving water.
- Determine how best to protect yourself based on the type of flooding.
 - Evacuate if told to do so.
 - Move to higher ground or a higher floor.
 - Stay where you are.

To Stay Safe During a Flood

- SDSURF Safety Committee members will direct personnel to designated safe locations if flooding is imminent.
- If told to evacuate, do so immediately. Never drive around barricades. Local emergency personnel use them to safely direct traffic out of flooded areas.
- Do not walk, swim, or drive through flood waters.
- Stay off bridges over fast-moving water. Fast-moving water can wash bridges away without warning.
- If your vehicle is trapped in rapidly moving water, then stay inside. If water is rising inside the vehicle, then seek refuge on the roof.

- If trapped in a building, then go to its highest level. Do not climb into a closed attic. You may become trapped by rising floodwater. Go on the roof only if necessary. Once there, signal for help.

XIII. MEDICAL EMERGENCIES

In the event of a serious illness or injury, immediately call 9-1-1. If you notice any jewelry with an inscription of medical information, bring it to the dispatcher's attention.

Give appropriate first aid until emergency personnel arrive. Do not move the victim unless directed to do so by the dispatcher and/or it become absolutely necessary to ensure the victim's safety.

Ask a colleague to meet emergency personnel and escort them to the victim.

First Aid Tips

Remember, Safety Committee members hold primary responsibility for administering first aid. Any employee who is interested in learning first aid techniques is encouraged to contact the Risk Manager to learn about training opportunities.

- **Start Breathing:** Gently tilt the victim's head back and open the airway. Pinch the nose closed and give 2 slow full breaths. Watch the chest rise and fall during each breath. Breathe into the victim once every 5 seconds; for infants breathe more gently once every 3 seconds.
- **Stop Bleeding:** Press directly onto the wound with sterile gauze, sanitary napkin, clean handkerchief, or bare hand. Maintain steady pressure for 5 to 15 minutes. If bleeding is from an arm or leg, elevate that limb.
- **Treat for Shock:** Keep the victim warm and calm, with legs slightly elevated.
- **Choking:** For a victim in distress who can speak, cough or breathe, do not interfere. Coughing is the best way to remove an obstruction. Check victim's mouth and clear of foreign matter. Lower head and give four back blows. If still choking, use four abdominal thrusts.
- **Electric Shock:** Do not touch a person who has been in contact with electric current until you are certain the electricity is turned off. If the victim is in contact with a wire or a downed power line, use a dry stick to move it away. If ground is wet, do not approach. If you can safely approach, check for breathing. Open the airway if breathing is weak or has stopped. Begin Rescue breathing after a few seconds.
- **Poisoning:** If the victim is conscious, call the Poison Control Center at 800-876-4766 right away. If the victim is unconscious, call 9-1-1 immediately.

XIV. PANDEMIC AND REGIONAL EPIDEMIC PREPAREDNESS

Outbreaks of illness are inevitable, and they are often unpredictable. Some illnesses, like seasonal influenza, are usually scattered and episodic, but others may affect numerous people at once. Illnesses that impact many people at or around the same time in one or

more regional areas are sometimes considered epidemics. Pandemics are epidemics that have spread throughout the world, and that have been officially given pandemic status by the World Health Organization.

Every pandemic and epidemic situation is somewhat unique. In the event of situation, SDSURF's leadership works closely with San Diego State University campus personnel to provide employees with specific information when/as needed.

While true pandemics and regional epidemics are relatively uncommon, SDSURF employees should familiarize themselves with some key best practices for staying healthy:

- If you're sick, stay home, and remain there until you are free of fever (100.4° F or greater using an oral thermometer), signs of a fever, and any other symptoms for at least twenty-four (24) hours *without* the help of fever-reducing or other symptom-altering medicines.
- If you have a sick family member, consider staying home as well. Discuss any alternative work arrangements with your supervisor before an illness-related emergency occurs, and not after.
- Clean your hands often by either:
 - Washing them thoroughly with soap and water for at least twenty (20) seconds; or
 - Using alcohol-based hand sanitizer that contains at least 60-95% alcohol.
- Practice cough and sneeze etiquette.
- Routinely clean the frequently touched surfaces in your workspace, using cleaning products specifically designed to disinfect on compatible surfaces.

REMEMBER: If SDSURF provides you with a laptop computer, ALWAYS take it home with you so that you have the means to work while away from the office if it becomes necessary for any reason.

For additional information on best practices related to hand hygiene and cough/sneeze etiquette, please see *Appendix F*.

XV. POWER OUTAGES

Power outages have many causes, and they may coincide with other emergency situations outlined in this Manual. Employees should use common sense when evaluating their responses to power outages: if power outages do align with other emergency situations that pose immediate threats to people and property, employees' responses should align with the guidelines for those more serious emergencies.

Regarding power outages in general:

- Use flashlights in the dark, not candles or other sources of open flame.
- Eliminate unnecessary travel, especially by car; power outages may impact traffic

lights, and roads may be congested and hazardous.

- Laboratory personnel should secure experiments or activities that may present dangers with the electrical power off or, conversely, when power is restored suddenly. When mechanical ventilation is interrupted, chemical vapors may reach hazardous concentrations. Use natural ventilation and clean up or put away chemicals and close containers.
- Turn off and unplug all unnecessary electrical equipment, including sensitive electronics.
- Turn off or disconnect any appliances (like stoves), equipment or electronics you were using when the power went out. When power comes back on, surges or spikes can damage equipment.
- Leave one light turned on so you'll know when the power comes back on.
- Contact SDSURF's Facilities team at 619-594-5761 to report the outage, and for information regarding the outage's scope and expected duration.
- If evacuation is necessary, use flashlights or light sticks to evacuate to assembly area. Follow instructions given by Safety Wardens and/or emergency personnel.

If a power outage traps people in an elevator:

- Tell the passengers to stay calm and that you will get help.
- Call SDSURF's Facilities team at 619-594-5761 immediately.
- Try to keep the trapped passengers calm. Confirm that they're uninjured and talk to them until emergency personnel arrive.

XVI. SHELTER IN PLACE EVENTS

Depending on the nature of an emergency, it may be safest for employees to stay where they are. In these cases, Safety Committee members will provide guidance on the necessary protective actions that employees should take. These actions could be as simple as remaining inside their workspaces while officials clear a hazard nearby, or they could require more protective measures in emergencies involving contaminated air.

If Safety Committee members and/or emergency personnel tell you to shelter in place:

- Stay indoors and away from windows.
- Lock doors, close windows, air vents, fireplace dampers.
- Stay alert to announcements from Safety Wardens and other SDSURF personnel. Conditions may change quickly; be prepared to evacuate.
- Stay inside until Safety Wardens tell you it is safe to leave.
- If you are asked to shelter in place because of concerns about harmful debris or contaminants in the air, take these additional precautions:
- Go to an interior room or a room with as few windows as possible, as directed by Safety Wardens.

XVII. WORKPLACE VIOLENCE

Workplace violence exists in many forms. This Manual addresses employee preparedness and safety as they relate to both general workplace violence and active shooter situations.

General Workplace Violence

While workplace violence is possible in any setting, the presence of one or more of the following situations or activities puts your workplace at higher potential risk of workplace violence:

- Working alone at night and during early morning hours;
- Exchange of money;
- Availability of valued items such as money and jewelry;
- Availability of prescription drugs;
- Working with patients, clients, customers or students known or suspected to have a history of violence;
- Employees or former employees with a history of assaults or who exhibit belligerent, intimidating or threatening behavior; and/or
- Employees who have been the object of belligerent, intimidating or threatening behavior from family members or significant others.

Every SDSURF department and project should perform an initial assessment to identify its unique workplace security issues. If that assessment determines employees are at significant risk, the responsible manager or supervisor should contact SDSURF's Risk Manager and/or members of its Safety Committee for additional information and training.

If you witness violent acts or behavior, immediately move away from the incident and call 9-1-1 to summon authorities. Always follow instructions given by law enforcement personnel.

Active Shooter Situations

This portion of the Manual offers a general description of what to do if you find yourself in an active shooting event, how to recognize signs of potential violence around you, and what to expect after an active shooting takes place.

Preparing for an active shooter situation

- Participate in active shooter training and drills and take them seriously! SDSURF partners with San Diego State University to offer active shooter training for employees, and it will continue to search for effective means of educating employees on active shooter response.
- Be aware of unaccompanied individuals in your workspace that you don't recognize.
- If you see something, say something right away.

- Sign up to receive local emergency alerts and register your work and personal contact information with any work sponsored alert system.
- Always be aware of your environment and any possible dangers, both in and out of the workplace.

During an active shooter situation

RUN and escape, if possible.

- Getting away from the shooter or shooters is the top priority.
- Leave your belongings behind and get away.
- Help others escape, if possible, but evacuate regardless of whether others agree to follow.
- Warn and prevent individuals from entering an area where the active shooter may be.
- Call 911 when you are safe, and describe shooter, location, and weapons.

HIDE, if escape is not possible.

- Get out of the shooter's view and stay very quiet.
- Silence all electronic devices and make sure they won't vibrate.
- Lock and block doors, close blinds, and turn off lights.
- Don't hide in groups. Spread out along walls or hide separately to make it more difficult for the shooter.
- Try to communicate with police silently. Use text messages or social media to tag your location or put a sign in a window.
- Stay in place until law enforcement gives you the all clear.
- Your hiding place should be out of the shooter's view and provide protection if shots are fired in your direction.

FIGHT as an absolute last resort.

- Commit to your actions and act as aggressively as possible against the shooter.
- Recruit others to ambush the shooter with makeshift weapons like chairs, fire extinguishers, scissors, books, etc.
- Be prepared to cause severe or lethal injury to the shooter.
- Throw items and improvise weapons to distract and disarm the shooter.

After an active shooter situation

- Keep hands visible and empty.
- Know that law enforcement's first task is to end the incident, and they may have to pass injured along the way.
- Officers may be armed with rifles, shotguns, and/or handguns and may use pepper spray or tear gas to control the situation.
- Officers will shout commands and may push individuals to the ground for their safety.

- Follow law enforcement instructions and evacuate in the direction they come from, unless otherwise instructed.
- Take care of yourself first, and then you may be able to help the wounded before first responders arrive.
- If the injured are in immediate danger, help get them to safety.
- While you wait for first responders to arrive, provide first aid. Apply direct pressure to wounded areas and use tourniquets if you have been trained to do so.
- Turn wounded people onto their sides if they are unconscious and keep them warm.

I. ACCOUNTING FOR ALL PERSONS

One of the most critical responsibilities of the members of SDSURF’s Safety Committee involves accounting for all persons – that is, accounting for the whereabouts and wellbeing of all individuals within their respective areas of safety-related coordination. Safety Committee members employ several mechanisms to prepare for, execute, and improve this responsibility, as follows:

BEFORE	Ensure all employees are aware of evacuation assembly points, and educate employees on the importance of compliance with evacuation procedures
	Maintain and continuously update, as needed, rosters for the employees in assigned areas of coordination
	Act as points of contact for employees who may travel frequently for work-related purposes and/or who may have planned absences, especially in times of higher emergency risk
DURING	Assist employees and building guests in emergency scenarios by directing them to safety
	Act as “last one out” in evacuations, and clear rooms within assigned areas of coordination during final sweeps
	Alert emergency personnel immediately of any employee not accounted for
AFTER	Ensure that employees remain at evacuation assembly points until after an “all clear” has been issued
	Participate in all post-emergency analyses to identify and act upon areas for improvement
	Preserve rosters used in accounting for all persons processes post-emergency

As an integral part of their responsibilities, Safety Committee members will maintain clipboards that feature (1) evacuation routes, (2) lists of non-workspace rooms to clear, (3) emergency contact information, and (4) rosters of all employees within their respective areas of safety-related coordination. These clipboards, along with vests that indicate their Safety Committee member designations, are used by SDSURF’s Safety Committee members in all emergencies.

Appendix A:
Emergency Contacts

Emergency Contacts for On-Site Emergencies



**City of San Diego Police, Fire, and
Emergency Medical Services**

Dial 9-1-1

SDSU Police Department

619-594-1991

SDSURF Facilities Department

619-594-5761

- **Custodial Services**
- **Utility Problems**
- **Building Issue**

SDSU Environmental Health & Safety

619-594-6778 (M – F, 8:00a – 4:30p)

619-594-1991 (After Hours)

San Diego Gas & Electric

800-611-7343

- **Outages and
Emergencies**

San Diego Water Services

619-515-3525

- **Emergency
Water/Sewer Repair**

Poison Control

800-876-4766

City of San Diego

619-615-6111

Appendix B:
New Employee Safety and Emergency
Response Onboarding Checklist

**New Employee Safety and Emergency
Response Onboarding Checklist**



Employee Name: _____

CHECKLIST ITEM	EMPLOYEE INITIALS
I have read SDSURF's <i>Emergency Response Manual</i> , and I understand the importance of my compliance.	
I understand my role and responsibilities regarding emergency preparedness and response.	
I understand the roles and responsibilities of Safety Committee members regarding emergency preparedness and response.	
I know where the first aid equipment and fire extinguishers nearest to my usual workspace are located.	
I have identified both my primary and alternate evacuation routes.	
I know the location of my evacuation assembly point.	
I understand how to seek out additional resources on emergency preparedness and response in the event I feel I need them.	
Other:	

Employee Signature: _____ **Date:** _____

Appendix C:
Building Floorplans and
Emergency Exit Details
(All Locations)

Including, in order:

Gateway Center
5250 Campanile Drive

Alvarado Research & Professional Center
6310 Alvarado Court
6330 Alvarado Court
6363 Alvarado Court
6367 Alvarado Court
6386 Alvarado Court
6475 Alvarado Road
6495 Alvarado Road
6505 Alvarado Road

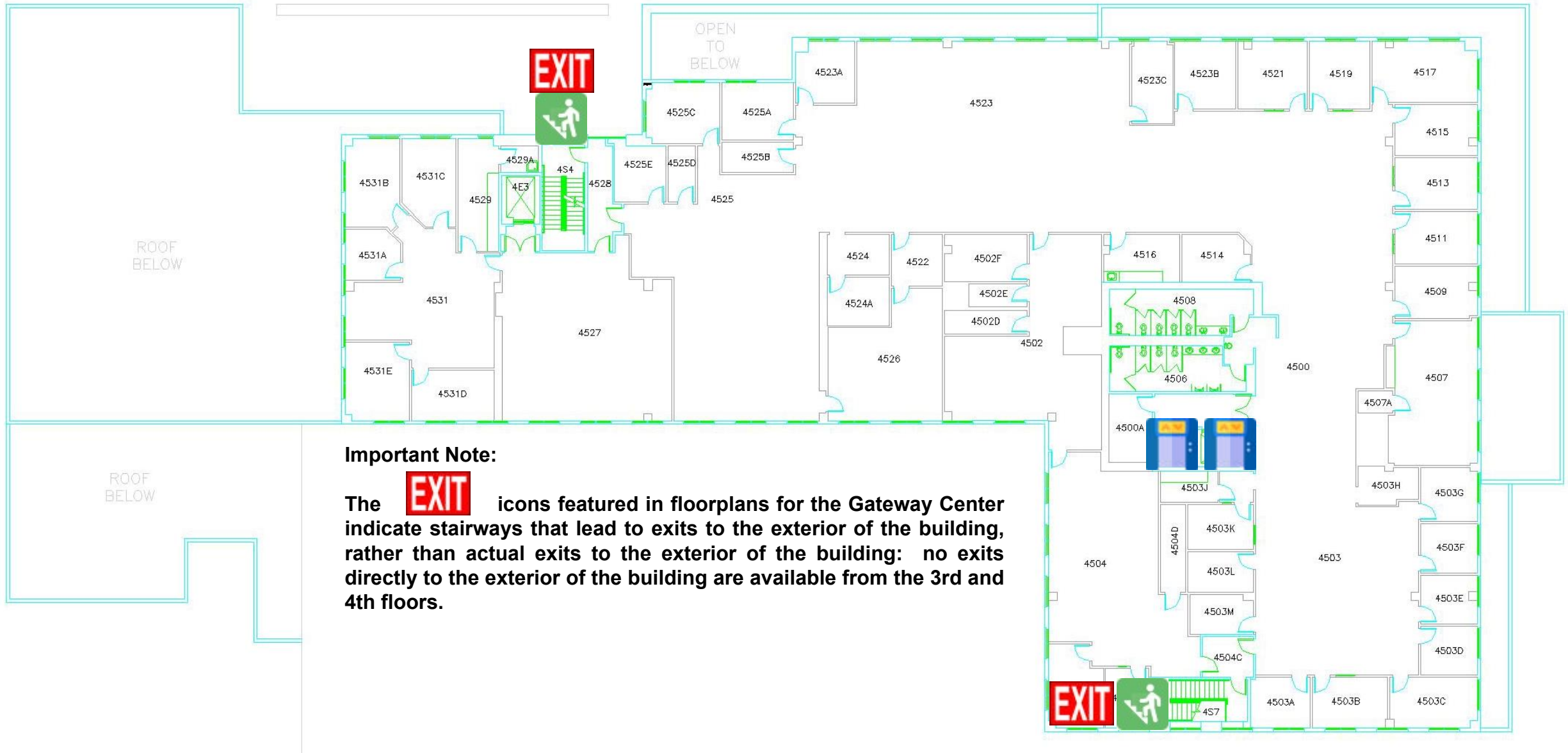
Black Resource Center
5723 Linda Paseo

City Heights
4275 El Cajon Boulevard
4283 El Cajon Boulevard

Coastal Waters Laboratory
4165 Spruance Road

Sky Park
9245 Sky Park Court

Student Organization Annex
5121 Campanile Drive
5141 Campanile Drive



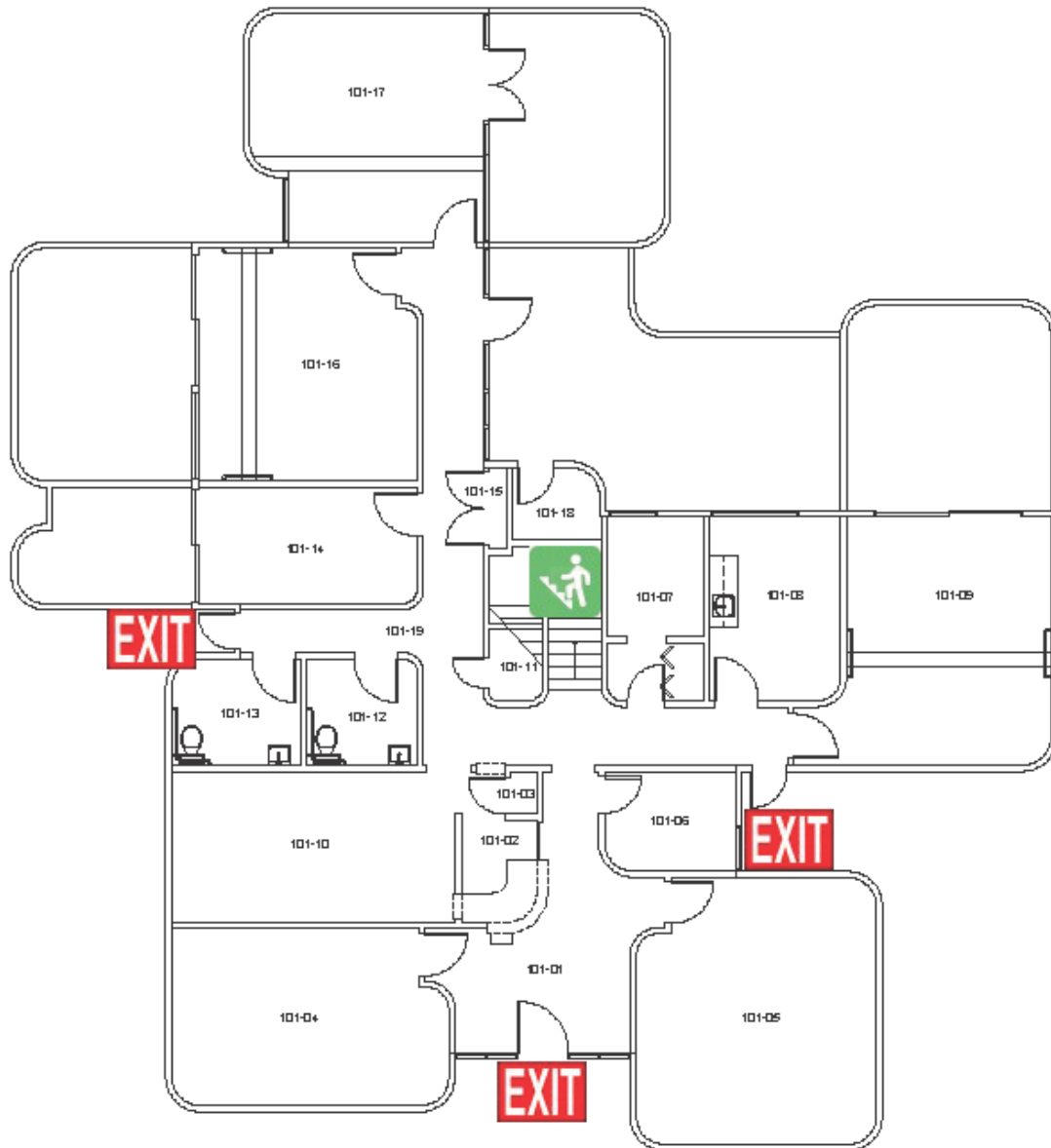
Important Note:

The **EXIT** icons featured in floorplans for the Gateway Center indicate stairways that lead to exits to the exterior of the building, rather than actual exits to the exterior of the building: no exits directly to the exterior of the building are available from the 3rd and 4th floors.

6310 Alvarado Court, San Diego, CA 92120

Evacuation Assembly Point: Alvarado Medical Center Parking Lot




Floor 1



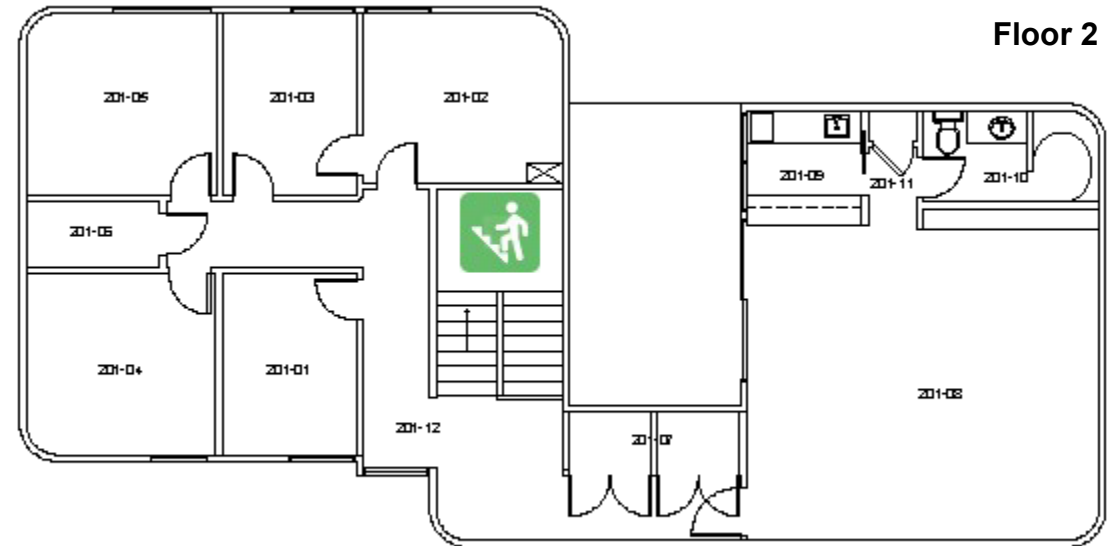
All employees are expected to know the exits nearest their usual workspaces.

Please note: These floorplan renderings do not feature cubicles and/or other furnishings that may impede travel between workspaces and exits. Employees should review the learn the fastest route(s) from their workspaces to exits.

Key

- Staircase: 
- Exit to exterior of building: 
- Elevator: 

Floor 2



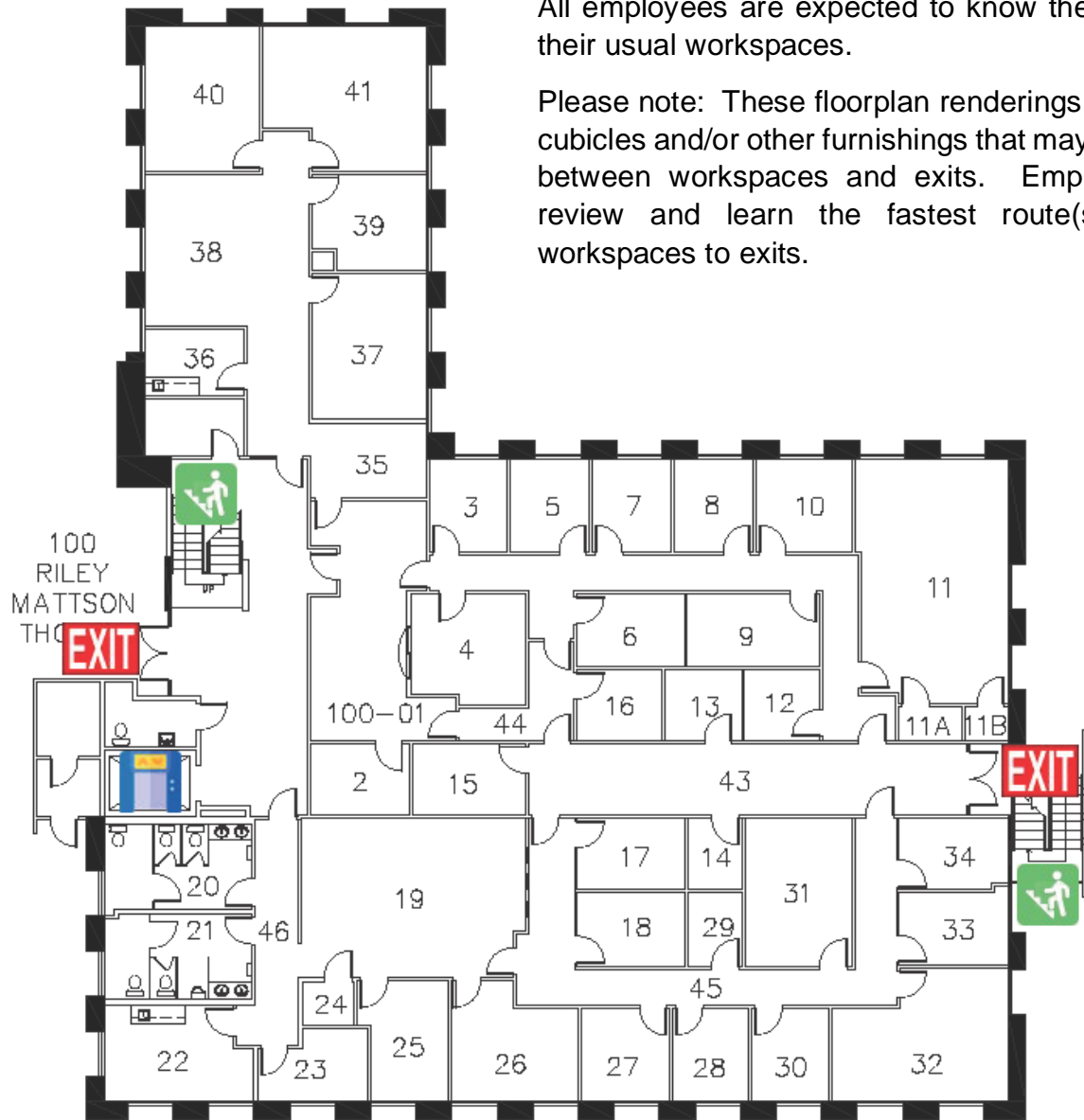
6330 Alvarado Court, San Diego, CA 92120

Evacuation Assembly Point: Alvarado Medical Center Parking Lot

Floor 1

All employees are expected to know the exits nearest their usual workspaces.

Please note: These floorplan renderings do not feature cubicles and/or other furnishings that may impede travel between workspaces and exits. Employees should review and learn the fastest route(s) from their workspaces to exits.



Floor 2

Key

Staircase:



Exit to exterior of building:



Elevator:



6363 Alvarado Court, San Diego, CA 92120

Evacuation Assembly Point: Alvarado Medical Center Parking Lot

All employees are expected to know the exits nearest their usual workspaces.

Please note: These floorplan renderings do not feature cubicles and/or other furnishings that may impede travel between workspaces and exits. Employees should review the learn the fastest route(s) from their workspaces to exits.

Key

Staircase:



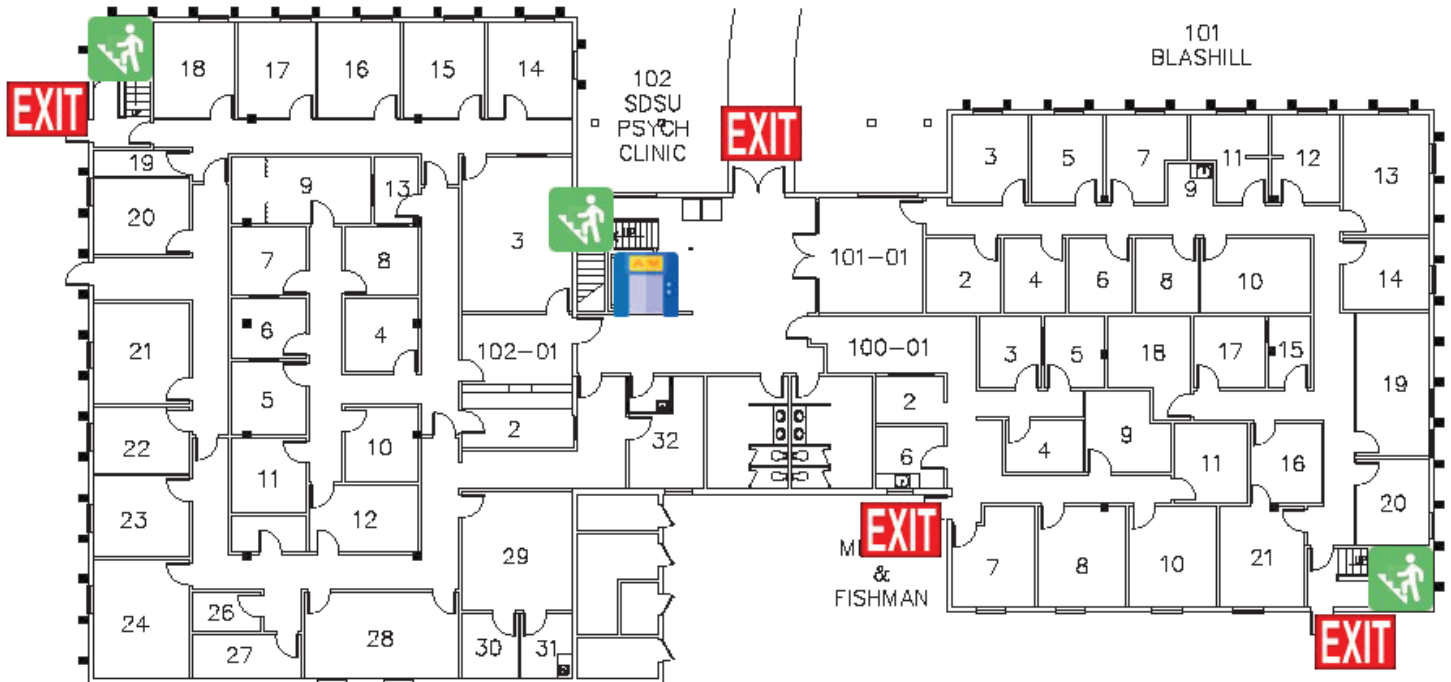
Exit to exterior of building:



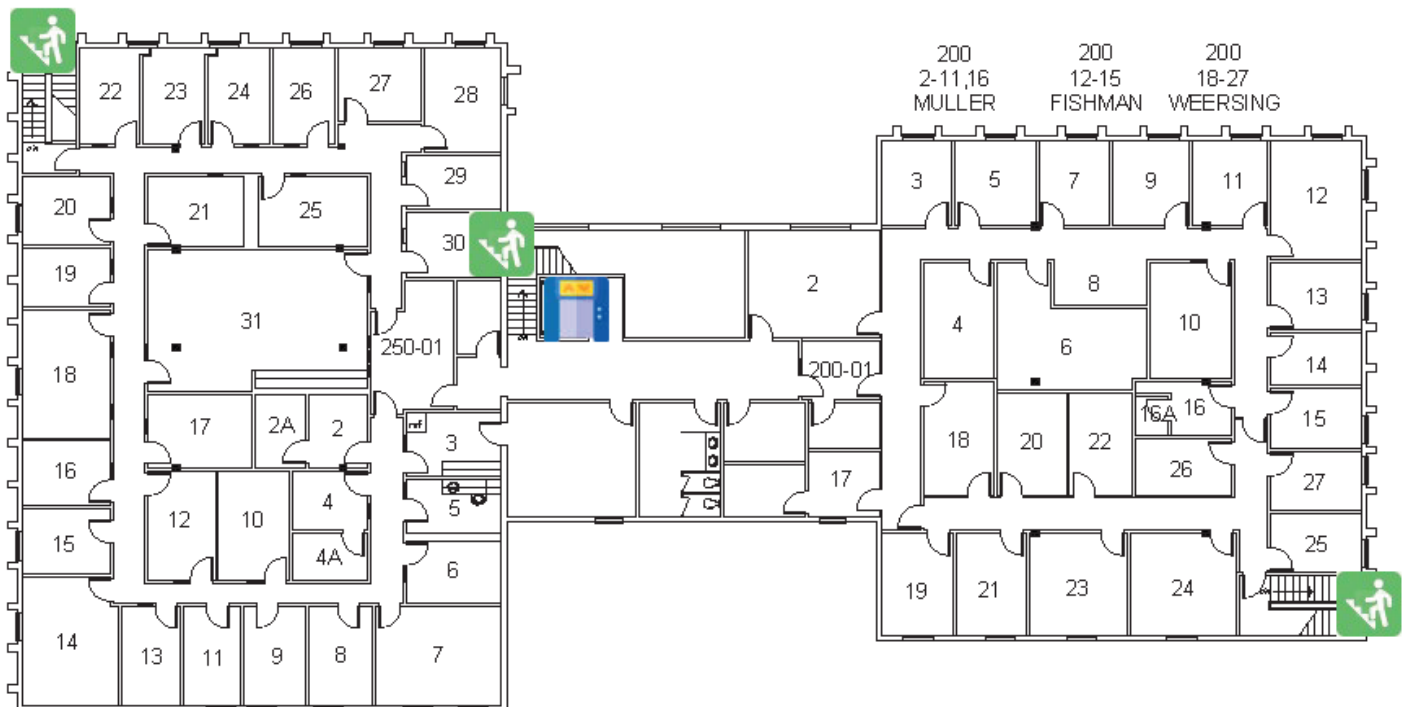
Elevator:



Floor 1



Floor 2



6367 Alvarado Court, San Diego, CA 92120

Evacuation Assembly Point: Alvarado Medical Center Parking Lot

All employees are expected to know the exits nearest their usual workspaces.

Please note: These floorplan renderings do not feature cubicles and/or other furnishings that may impede travel between workspaces and exits. Employees should review the learn the fastest route(s) from their workspaces to exits.

Key

Staircase:



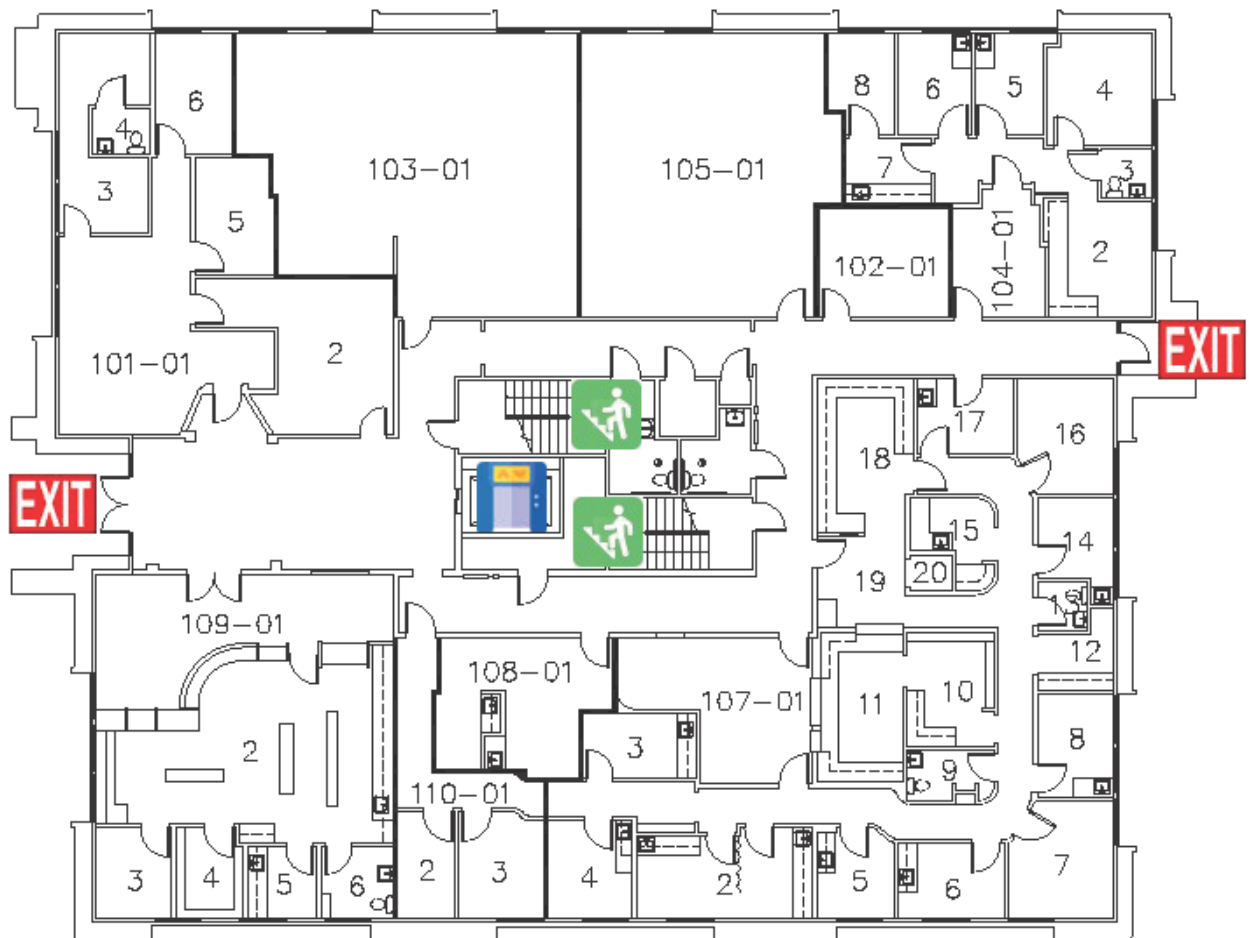
Exit to exterior of building:



Elevator:

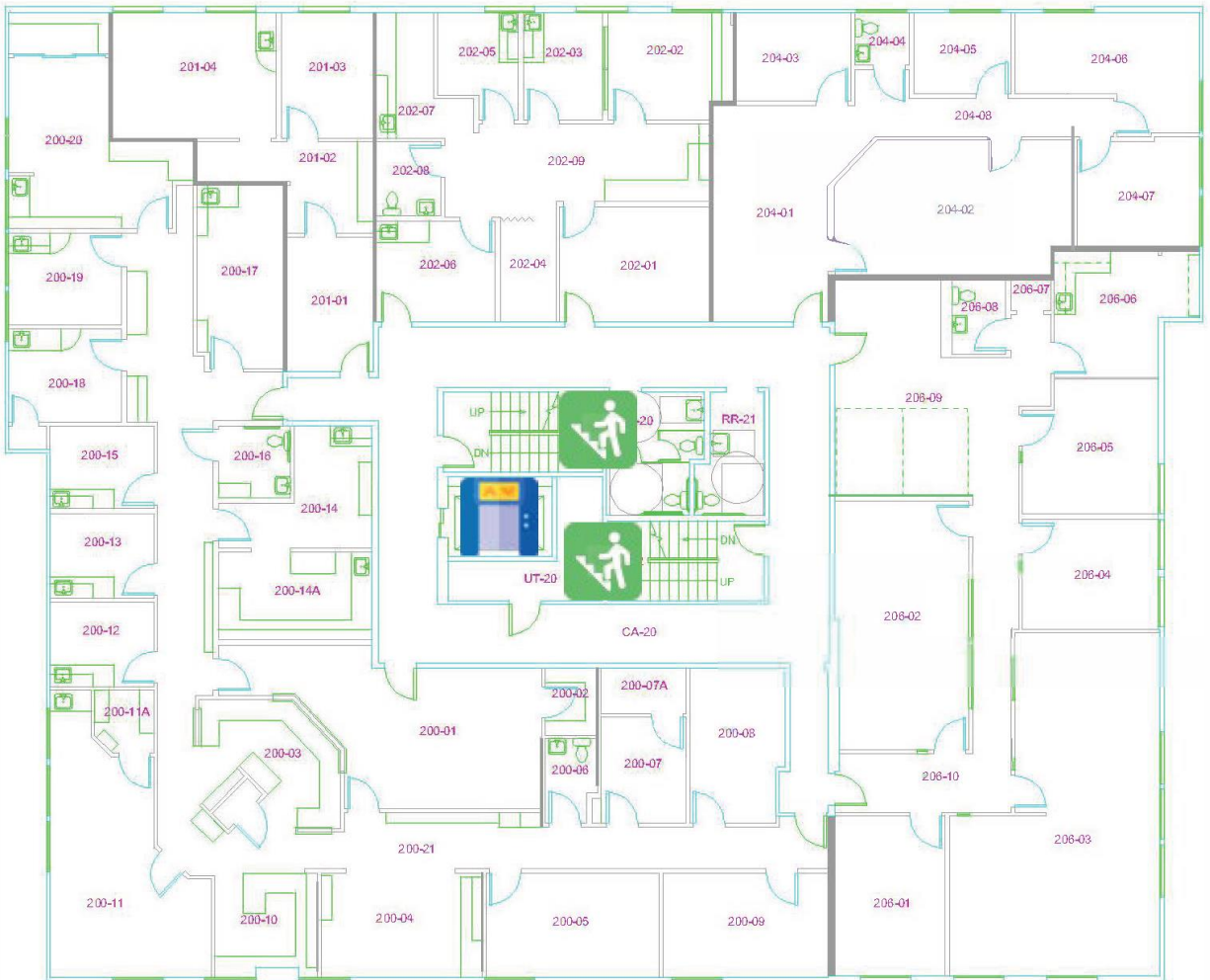


Floor 1

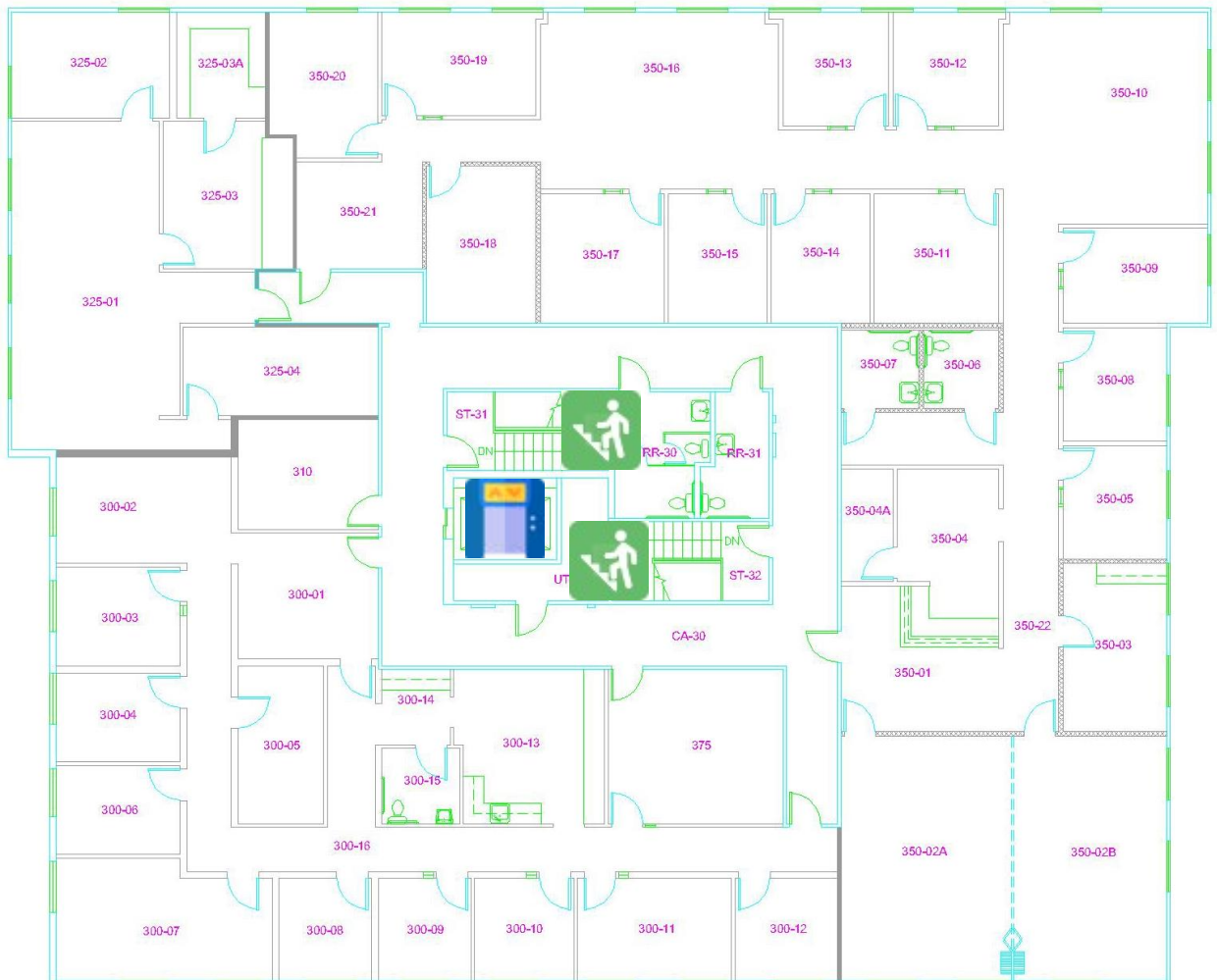


(Floors 2 and 3 are detailed on the following page.)

Floor 2



Floor 3



6386 Alvarado Court, San Diego, CA 92120

Evacuation Assembly Point: Alvarado Medical Center Parking Lot

All employees are expected to know the exits nearest their usual workspaces.

Please note: These floorplan renderings do not feature cubicles and/or other furnishings that may impede travel between workspaces and exits. Employees should review the learn the fastest route(s) from their workspaces to exits.

Key

Staircase:



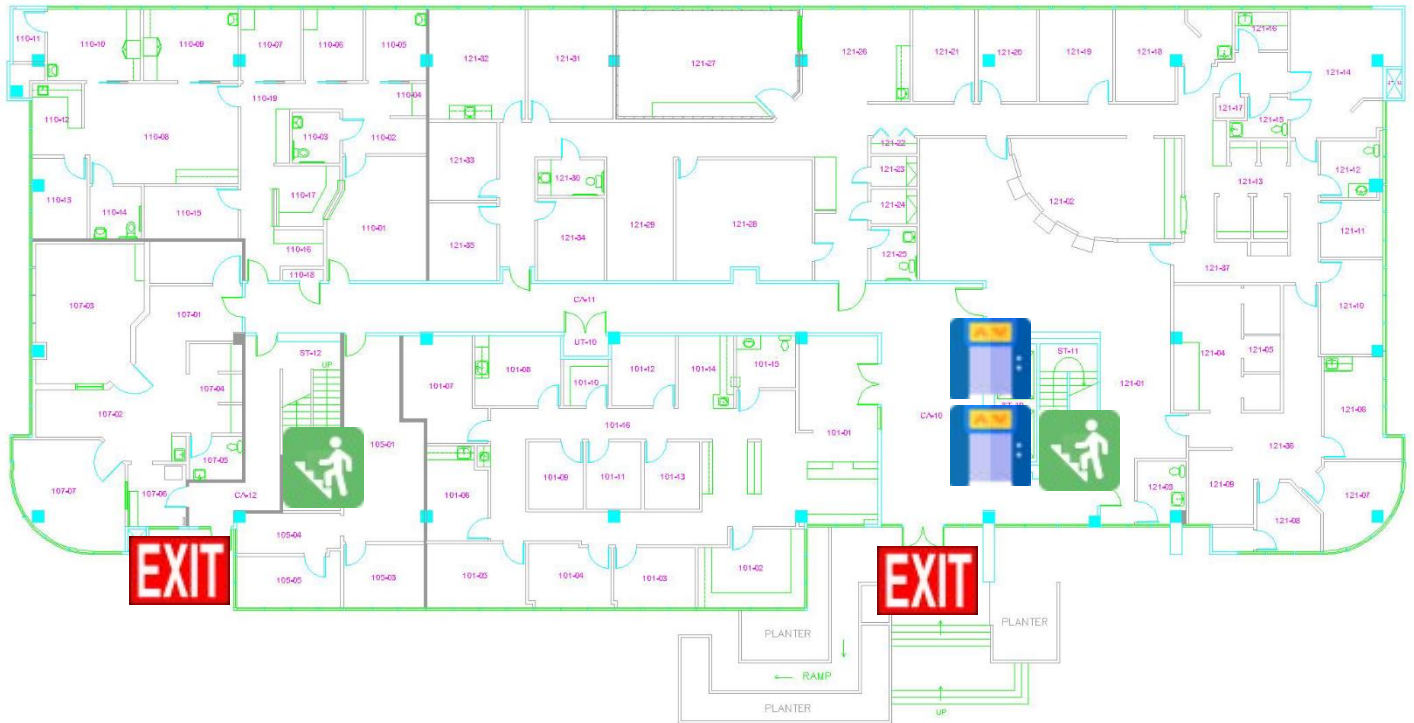
Exit to exterior of building:



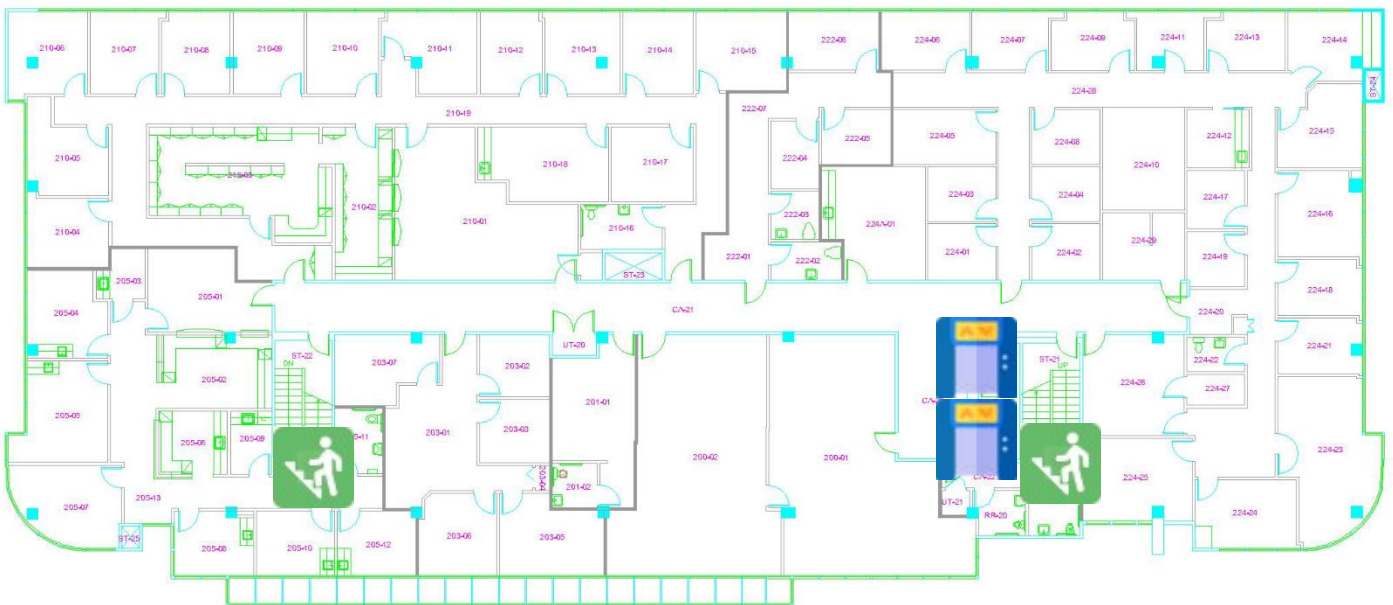
Elevator:



Floor 1

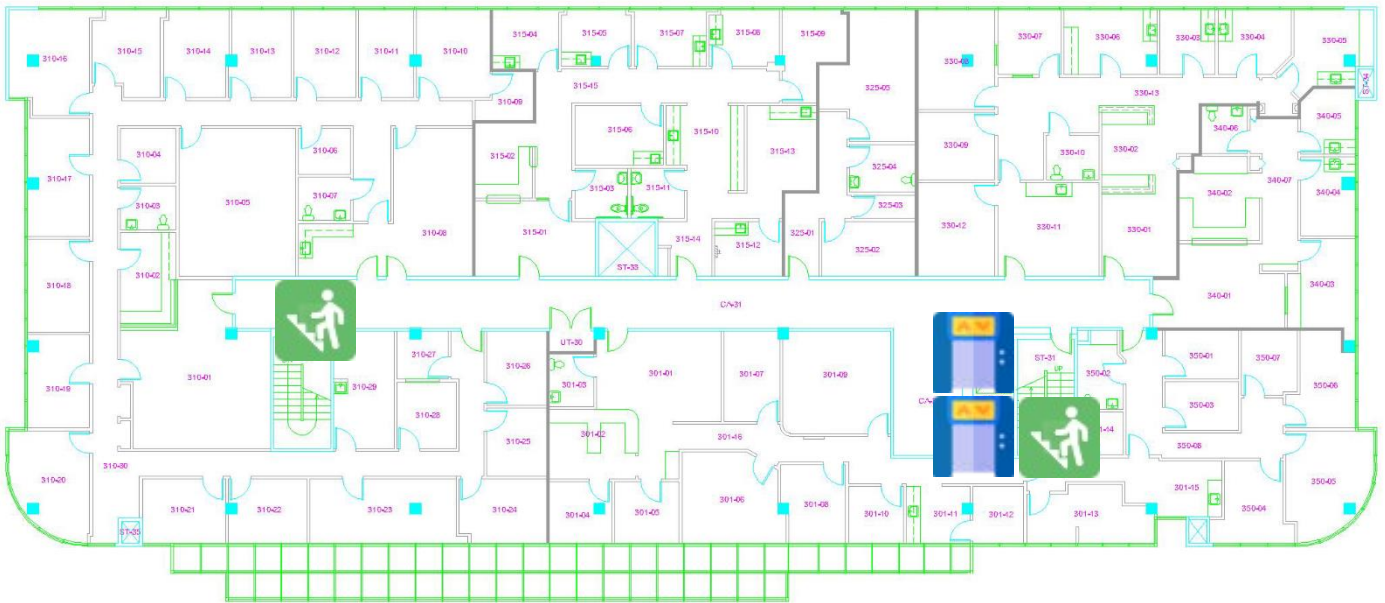


Floor 2

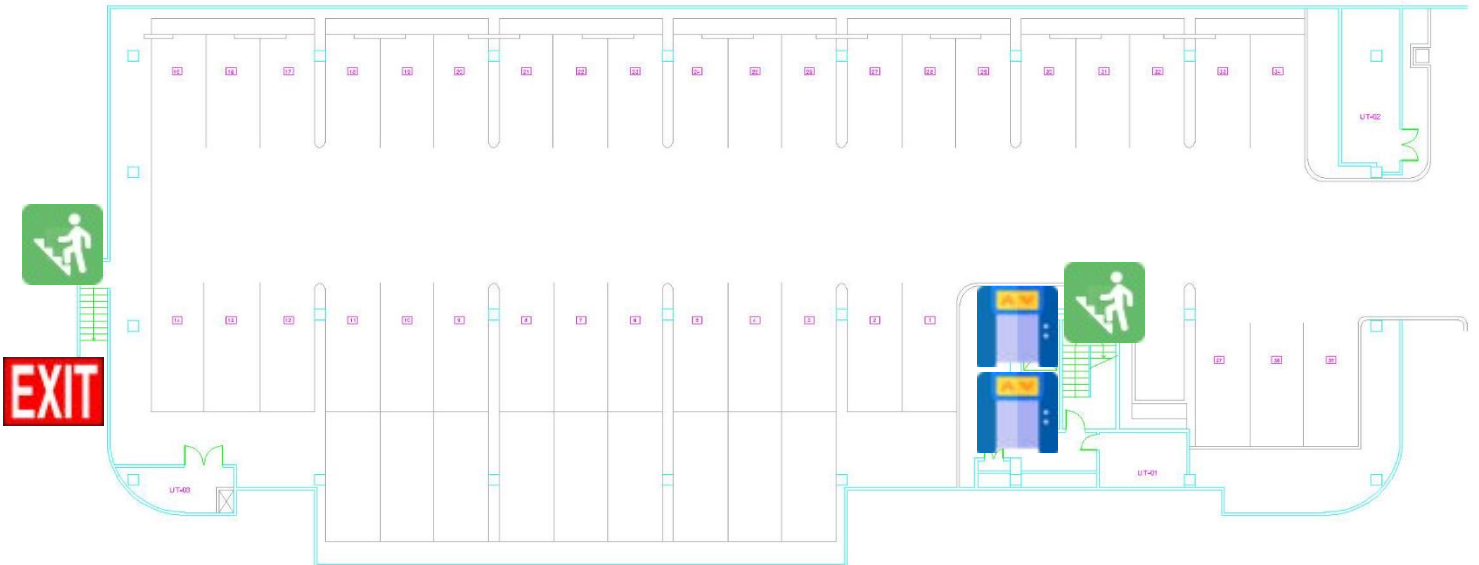


(Floor 3 and the Parking Garage are detailed on the following page.)

Floor 3



Parking Garage



6475 Alvarado Road, San Diego, CA 92120

Evacuation Assembly Point: Alvarado Medical Center Parking Lot

All employees are expected to know the exits nearest their usual workspaces.

Please note: These floorplan renderings do not feature cubicles and/or other furnishings that may impede travel between workspaces and exits. Employees should review the learn the fastest route(s) from their workspaces to exits.

Key

Staircase:



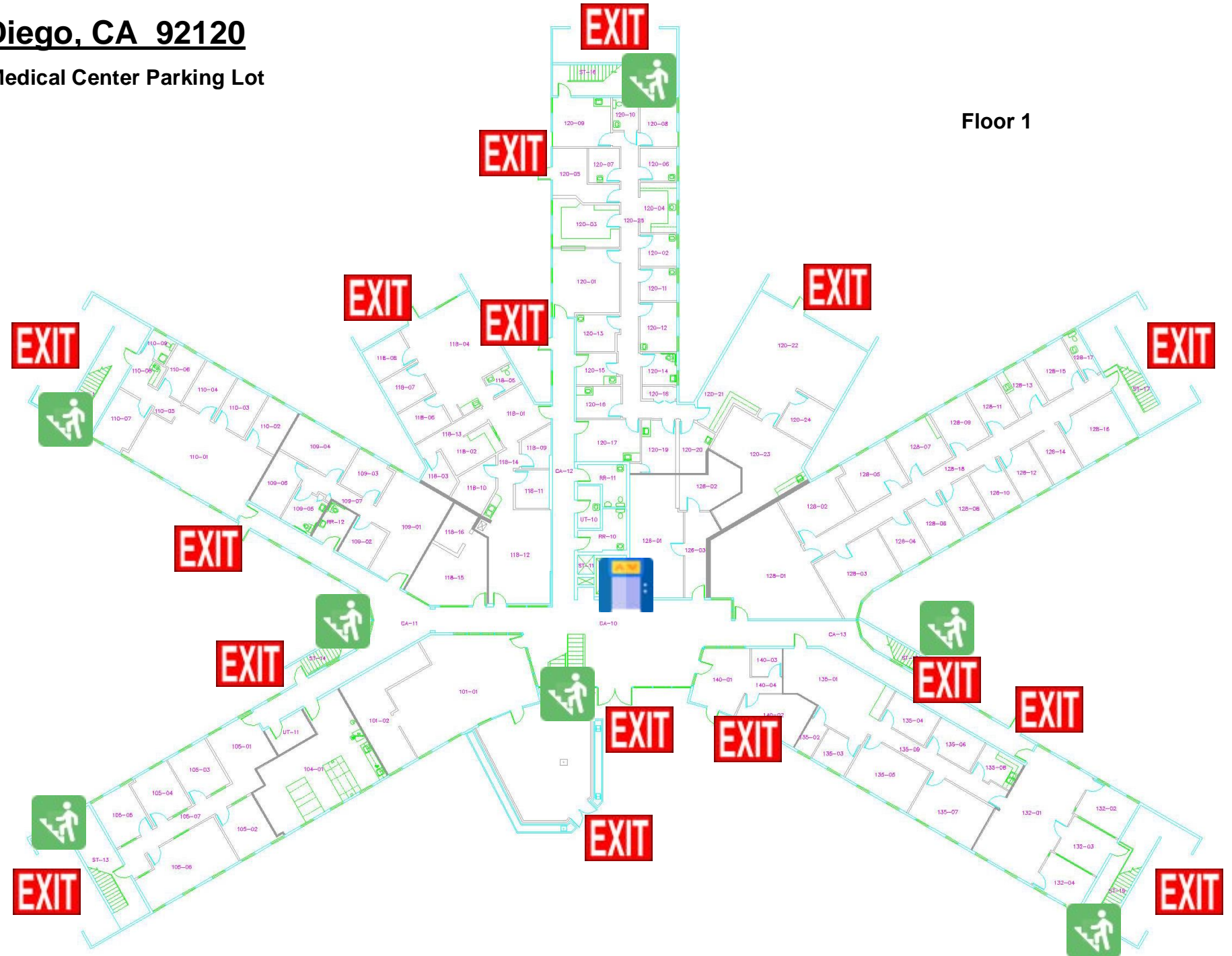
Exit to exterior of building:



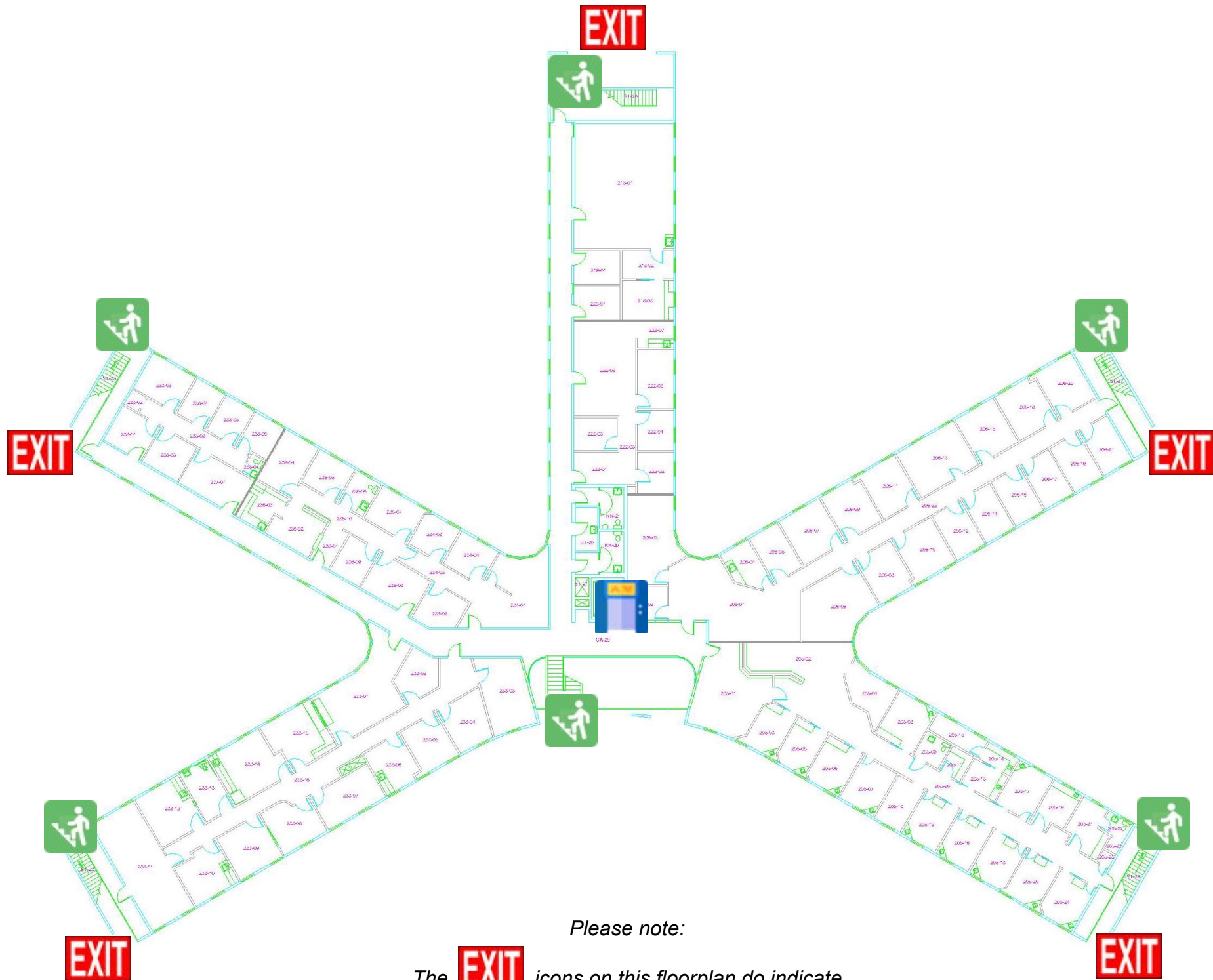
Elevator:



(Floor 2 and the Basement are detailed on the following pages.)

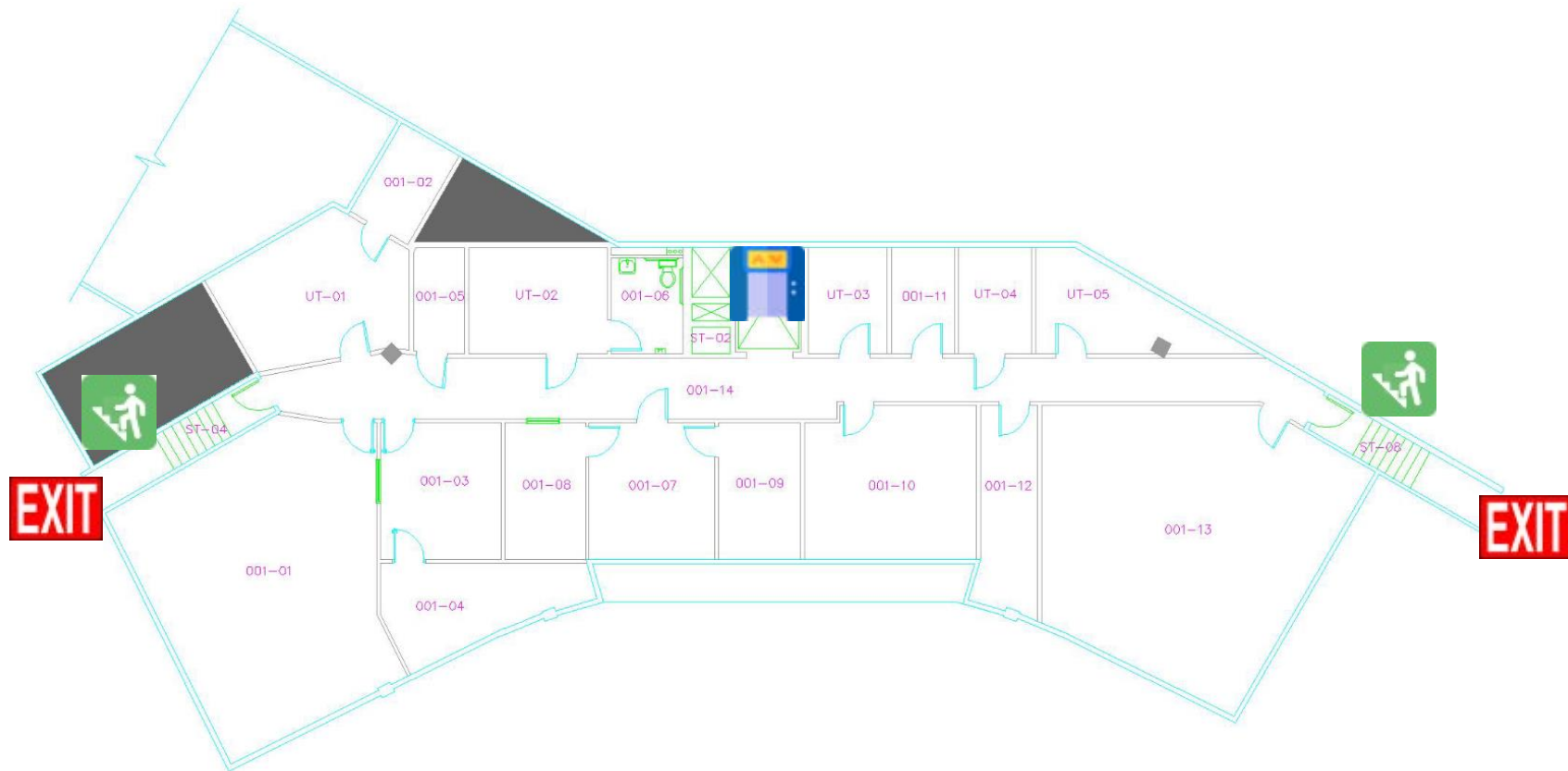


Floor 1



Please note:

The **EXIT** icons on this floorplan do indicate exits to the building's exterior from the 2nd floor; however, employees using those exits must



Please note:

The **EXIT** icons on this floorplan do indicate exits to the building's exterior from the 2nd floor; however, employees using those exits must ascend stairs to reach ground level.

6495 Alvarado Road, San Diego, CA 92120

Evacuation Assembly Point: Alvarado Medical Center Parking Lot

All employees are expected to know the exits nearest their usual workspaces.

Please note: These floorplan renderings do not feature cubicles and/or other furnishings that may impede travel between workspaces and exits. Employees should review the learn the fastest route(s) from their workspaces to exits.

Key

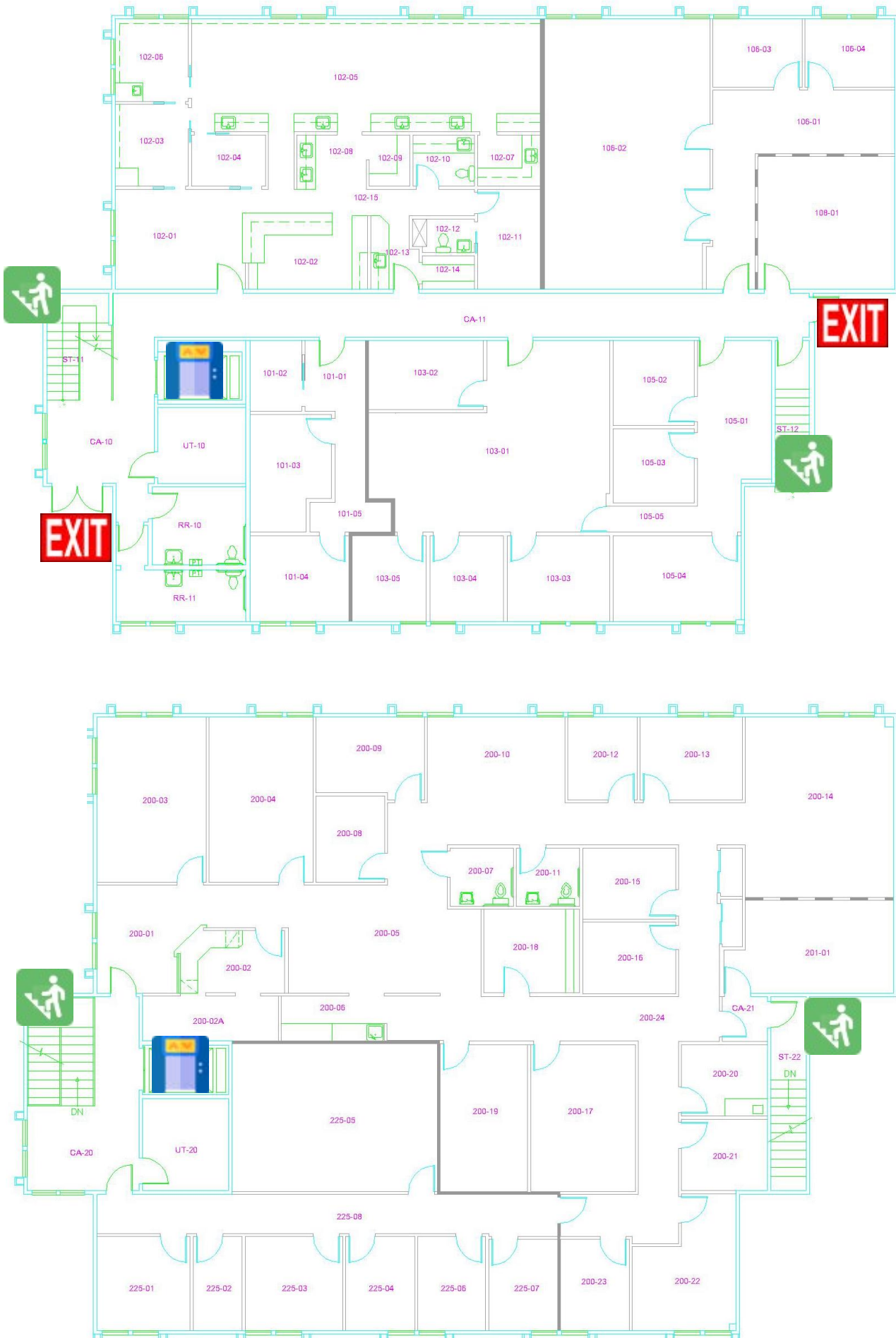
Staircase:



Exit to exterior of building:



Elevator:



6505 Alvarado Road, San Diego, CA 92120

Evacuation Assembly Point: Alvarado Medical Center Parking Lot

All employees are expected to know the exits nearest their usual workspaces.

Please note: These floorplan renderings do not feature cubicles and/or other furnishings that may impede travel between workspaces and exits. Employees should review the learn the fastest route(s) from their workspaces to exits.

Key

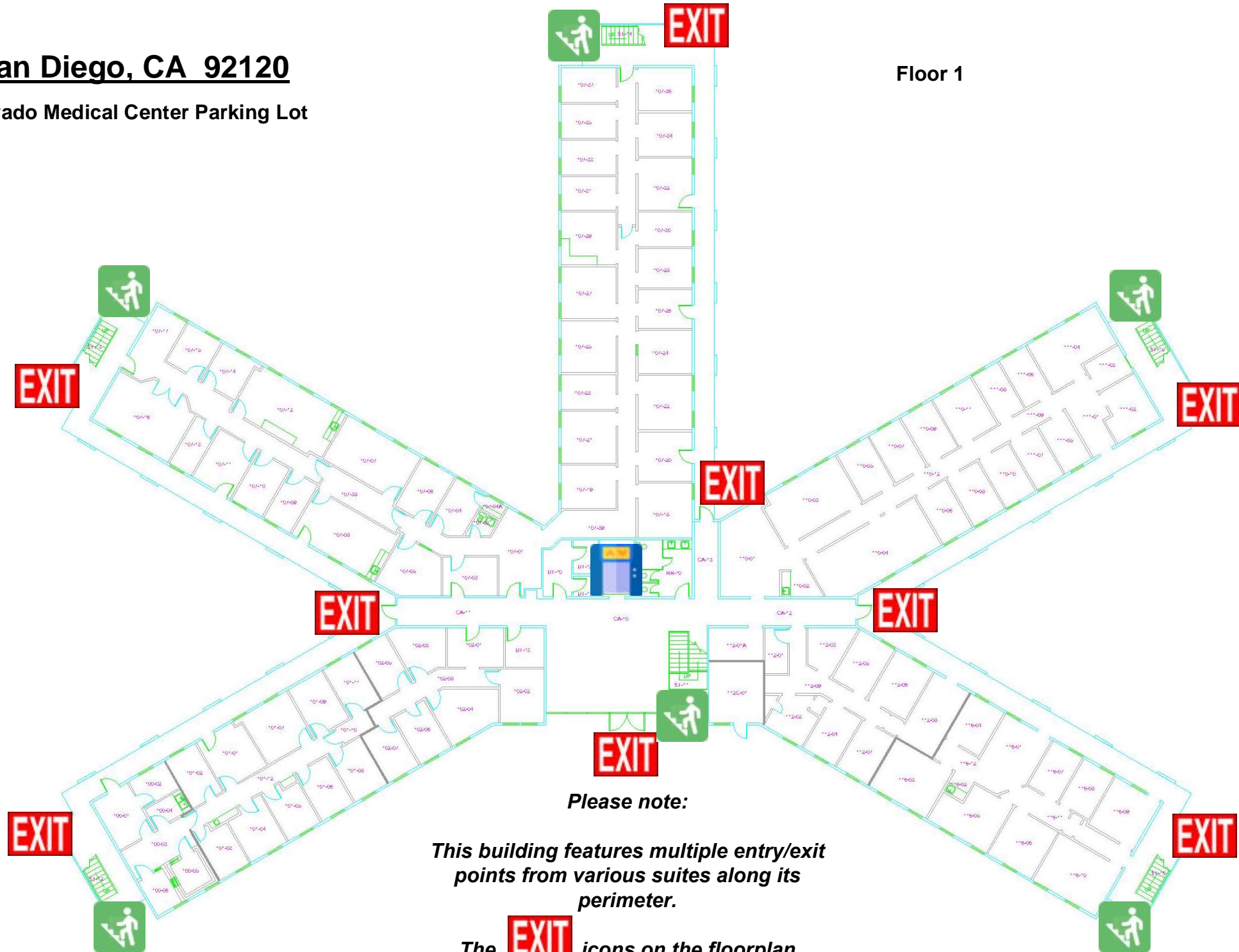
Staircase:

Exit to exterior of building:

Elevator:



(Floor 2 is detailed on the following page.)



Please note:
This building features multiple entry/exit points from various suites along its perimeter.

The **EXIT** icons on the floorplan indicate only general exit points.

Floor 2

Employees exiting this building from the 2nd floor must descend stairs to reach ground level.



Please note:

This building features multiple entry/exit points from various suites along its perimeter.

The  icons on the floorplan indicate only general exit points.

5723 Lindo Paseo, San Diego, CA 92115

Evacuation Assembly Point: Campanile Mall

All employees are expected to know the exits nearest their usual workspaces.

Please note: These floorplan renderings do not feature cubicles and/or other furnishings that may impede travel between workspaces and exits. Employees should review the learn the fastest route(s) from their workspaces to exits.

Key

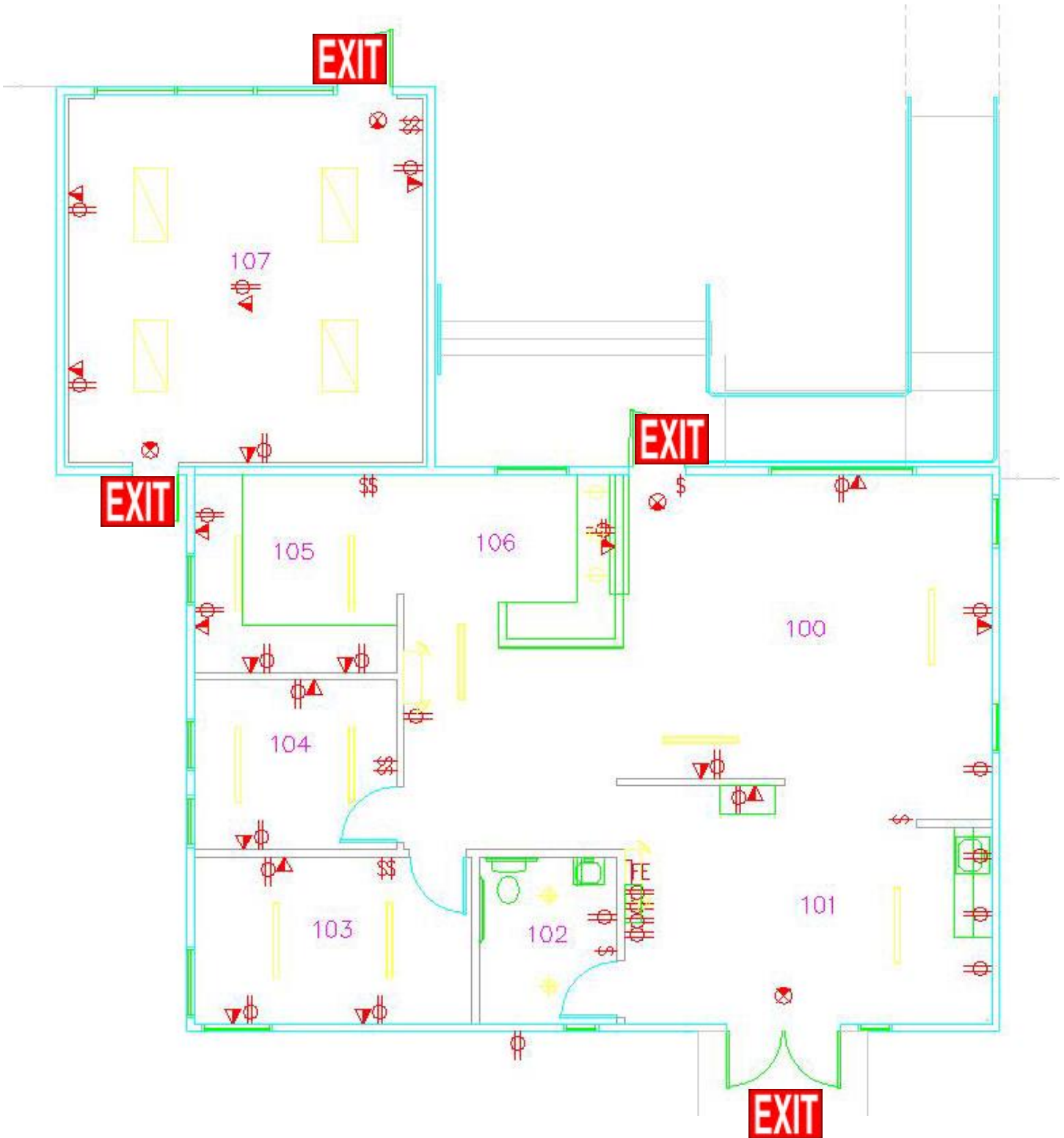
Staircase:



Exit to exterior of building:



Elevator:



4275 El Cajon Boulevard, San Diego, CA 92105

Evacuation Assembly Point: 43rd Street Parking Lot

All employees are expected to know the exits nearest their usual workspaces.

Please note: These floorplan renderings do not feature cubicles and/or other furnishings that may impede travel between workspaces and exits. Employees should review the learn the fastest route(s) from their workspaces to exits.

Key

Staircase:



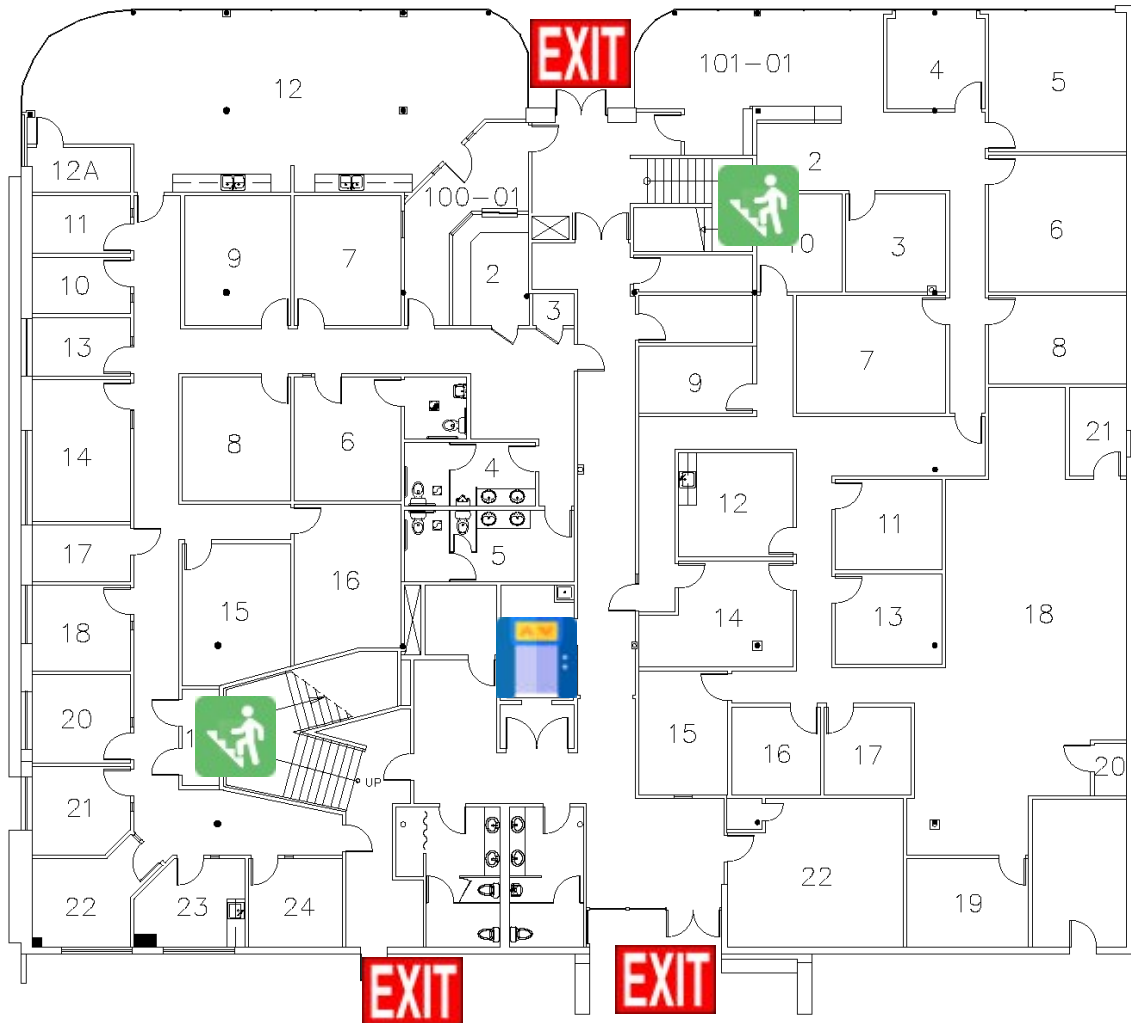
Exit to exterior of building:



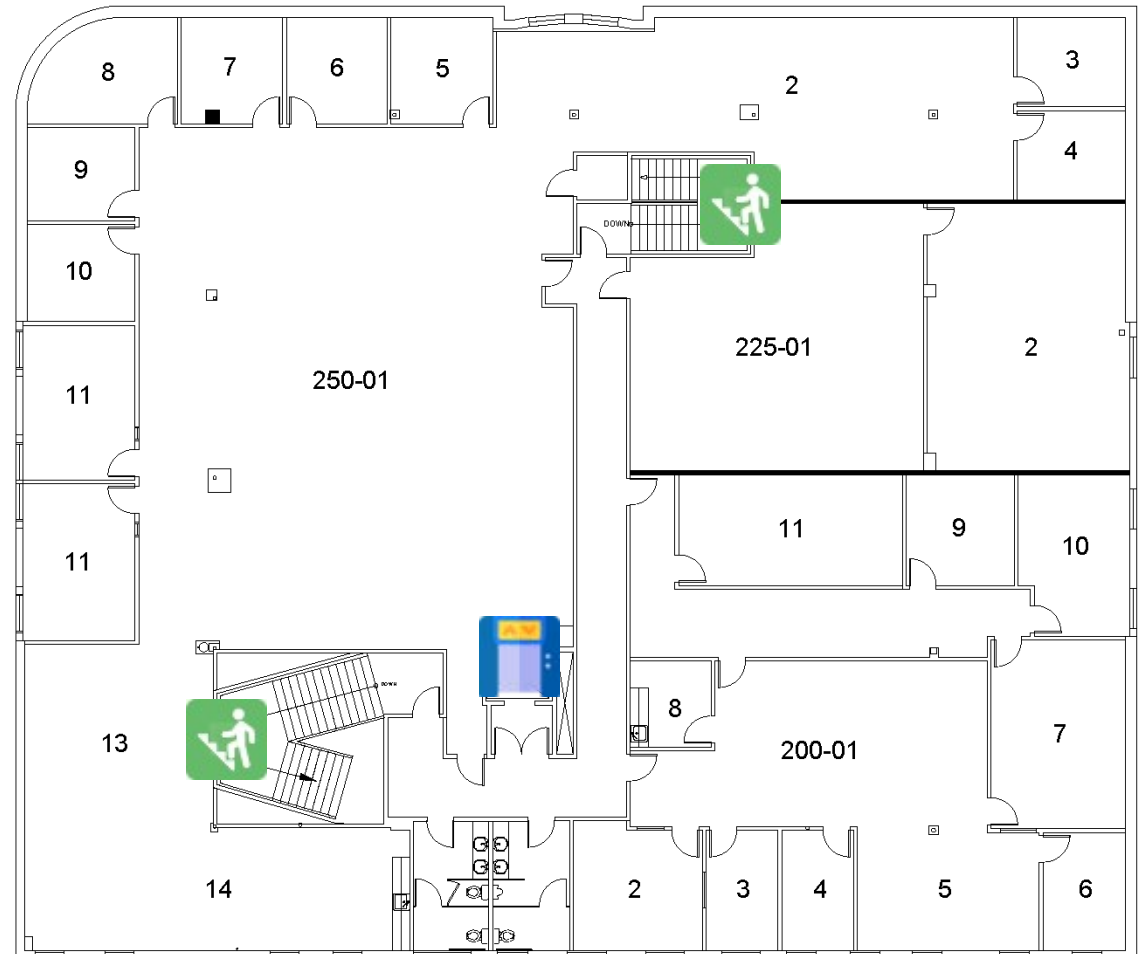
Elevator:



Floor 1



Floor 2



4283 El Cajon Boulevard, San Diego, CA 92105

Evacuation Assembly Point: Exterior 43rd Street Parking Lot

All employees are expected to know the exits nearest their usual workspaces.

Please note: These floorplan renderings do not feature cubicles and/or other furnishings that may impede travel between workspaces and exits. Employees should review the learn the fastest route(s) from their workspaces to exits.

Key

Staircase:



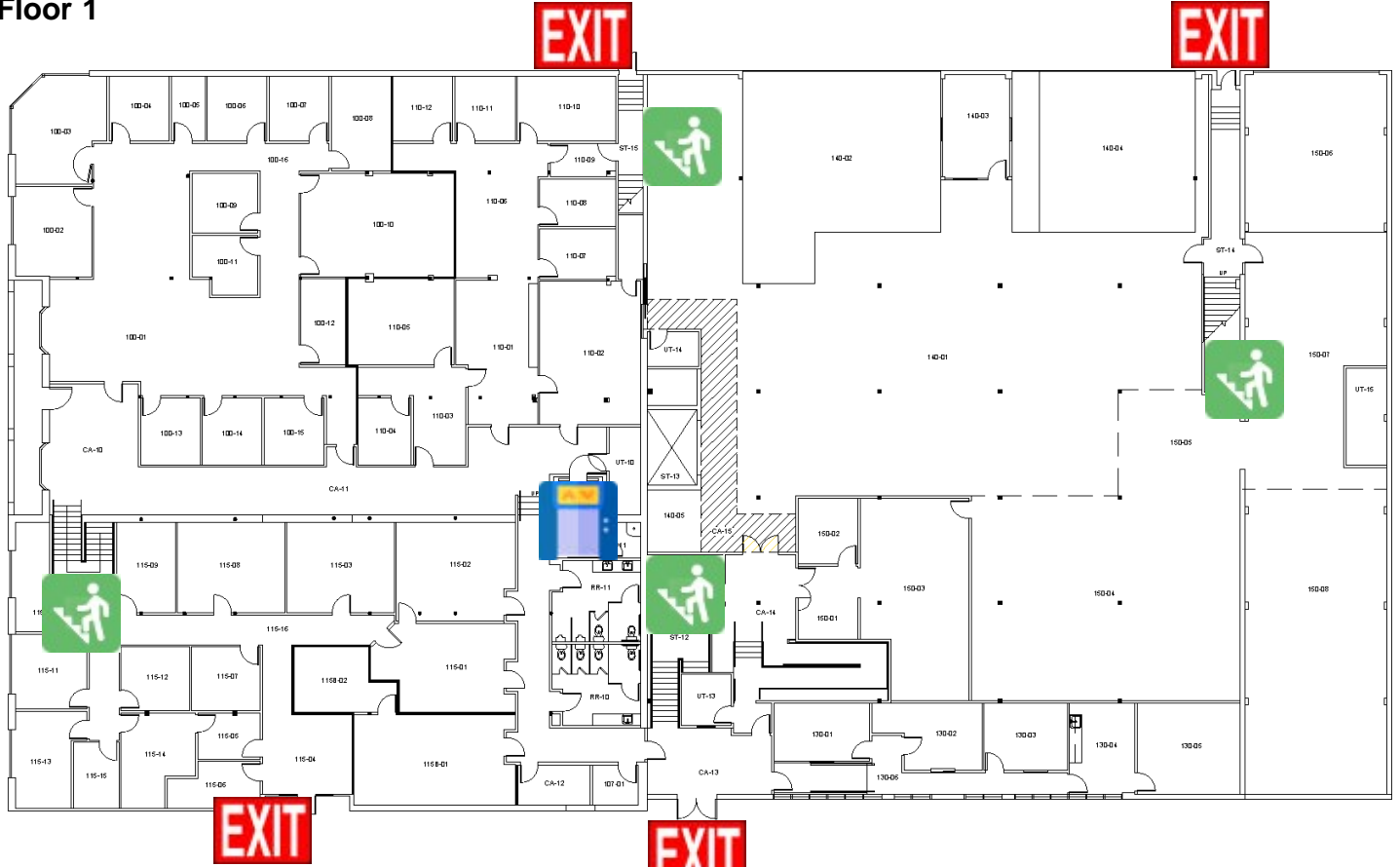
Exit to exterior of building:



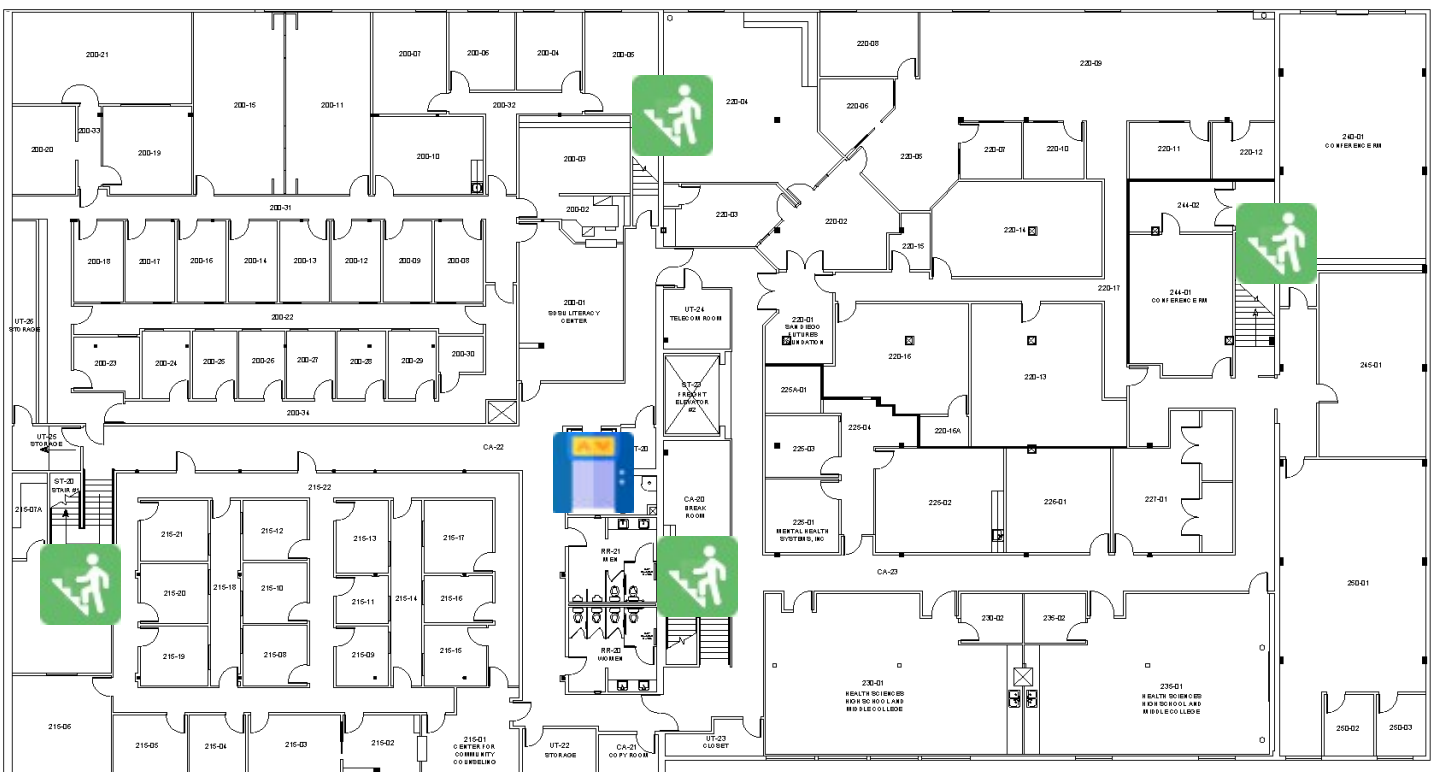
Elevator:



Floor 1



Floor 2

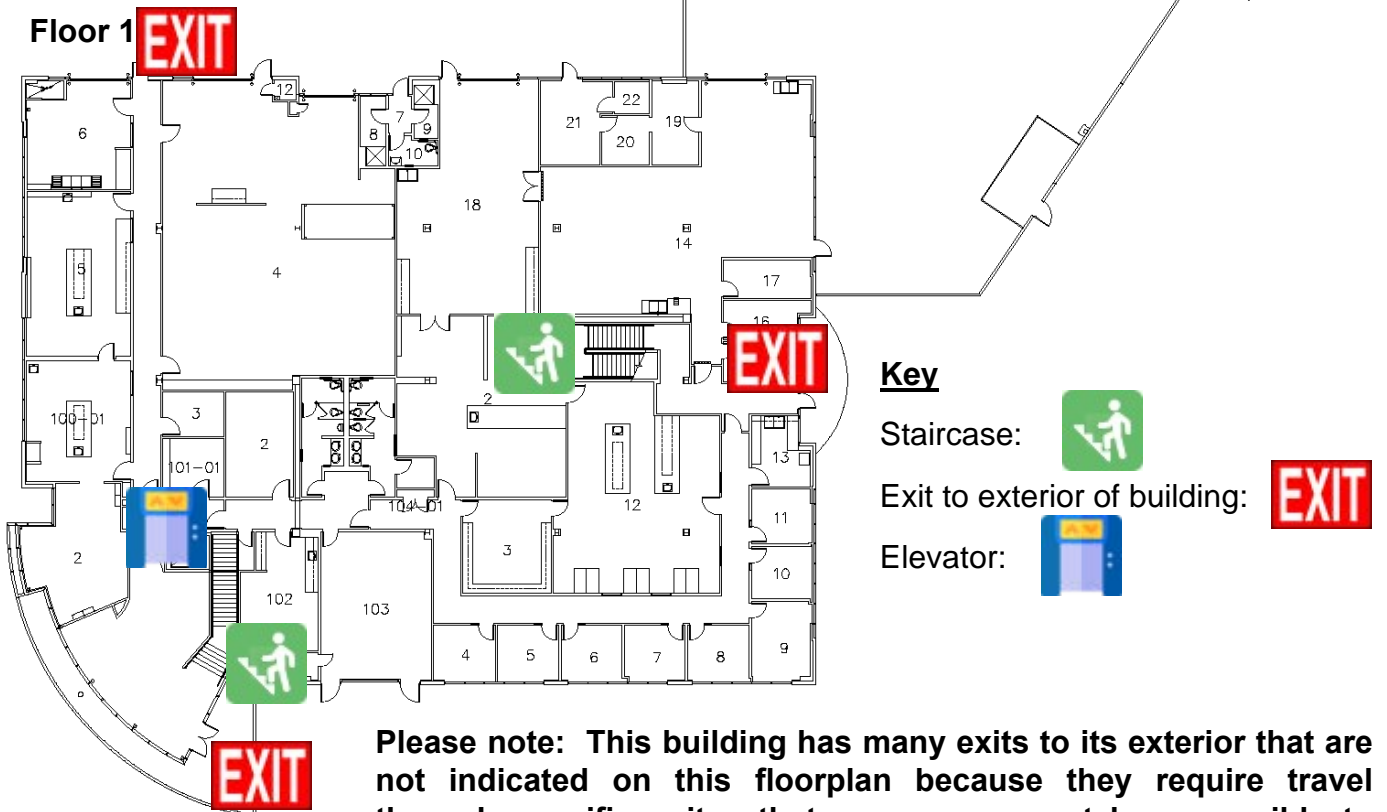


4165 Spruance Road, San Diego, CA 92101

Evacuation Assembly Point: Coastal Waters Parking Lot

All employees are expected to know the exits nearest their usual workspaces.

Please note: These floorplan renderings do not feature cubicles and/or other furnishings that may impede travel between workspaces and exits. Employees should review the learn the fastest route(s) from their workspaces to exits.



Floor 2






9245 Sky Park Court, San Diego, CA 92123

Evacuation Assembly Point: Sky Park Court Parking Lot

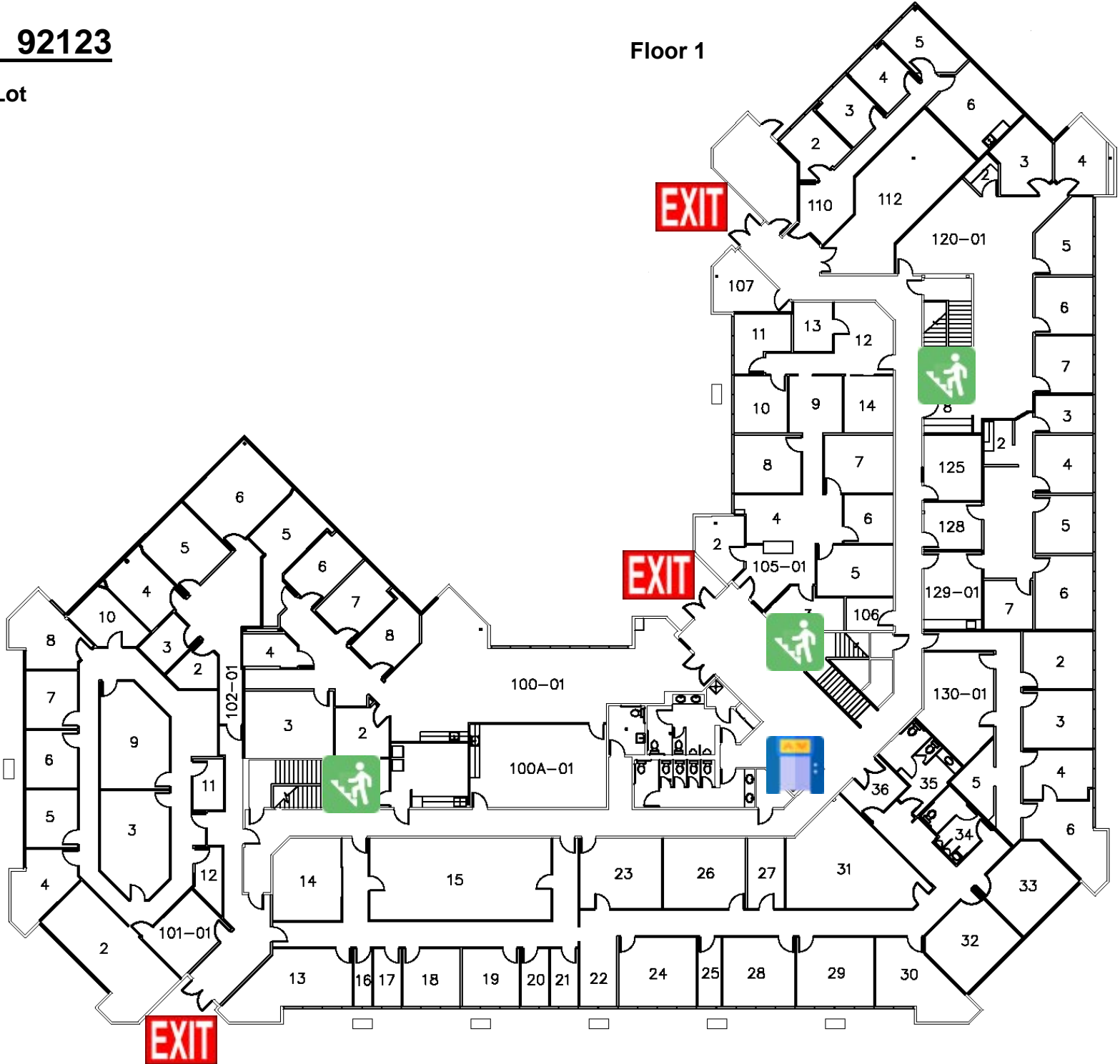
All employees are expected to know the exits nearest their usual workspaces.

Please note: These floorplan renderings do not feature cubicles and/or other furnishings that may impede travel between workspaces and exits. Employees should review the learn the fastest route(s) from their workspaces to exits.

Key

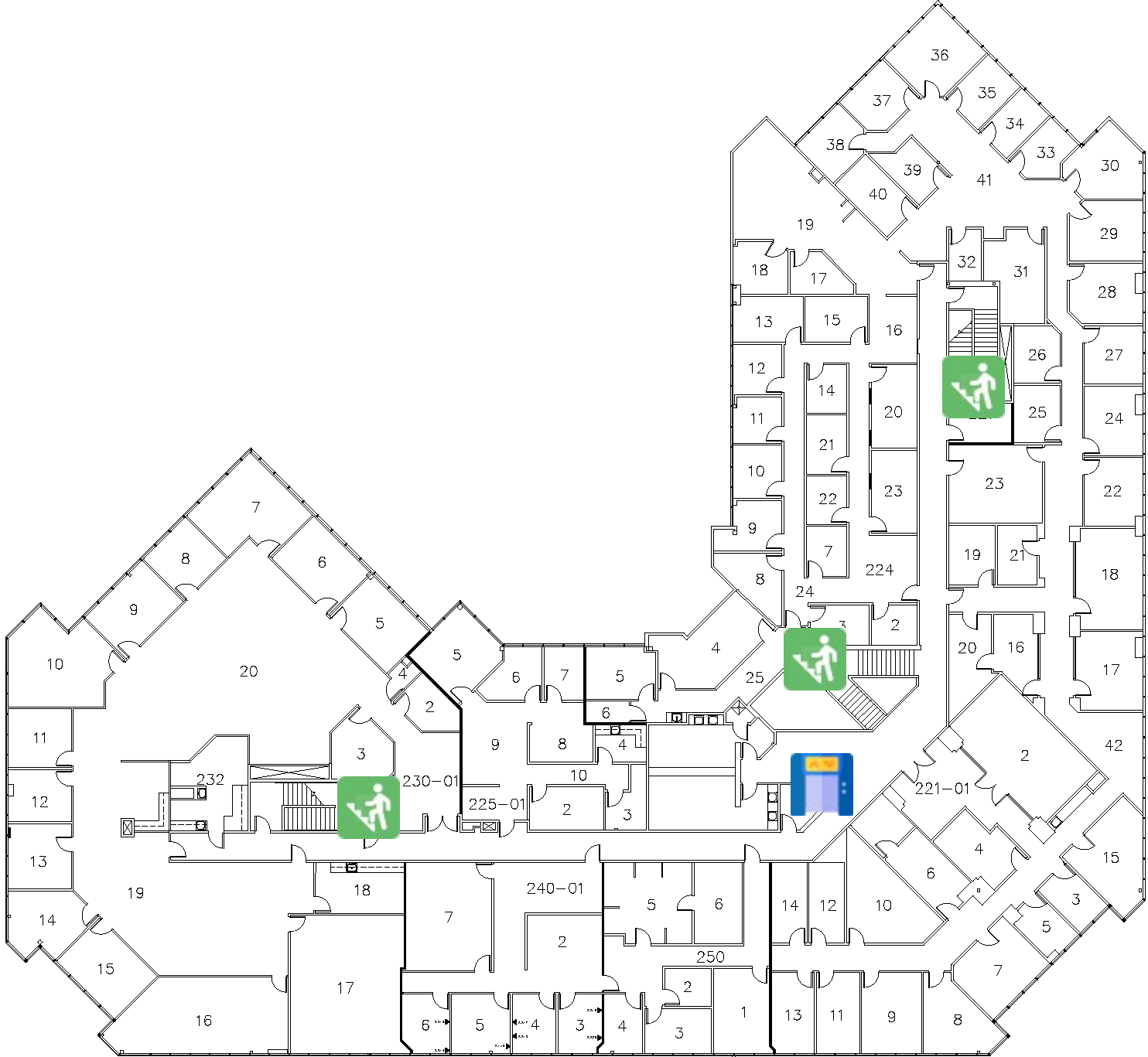
- Staircase: 
- Exit to exterior of building: 
- Elevator: 

Floor 1



(Floor 2 is detailed on the following page.)

Floor 2



5121 Campanile Drive, San Diego, CA 92115

Evacuation Assembly Point: Campanile Mall

All employees are expected to know the exits nearest their usual workspaces.

Please note: These floorplan renderings do not feature cubicles and/or other furnishings that may impede travel between workspaces and exits. Employees should review the learn the fastest route(s) from their workspaces to exits.

Key

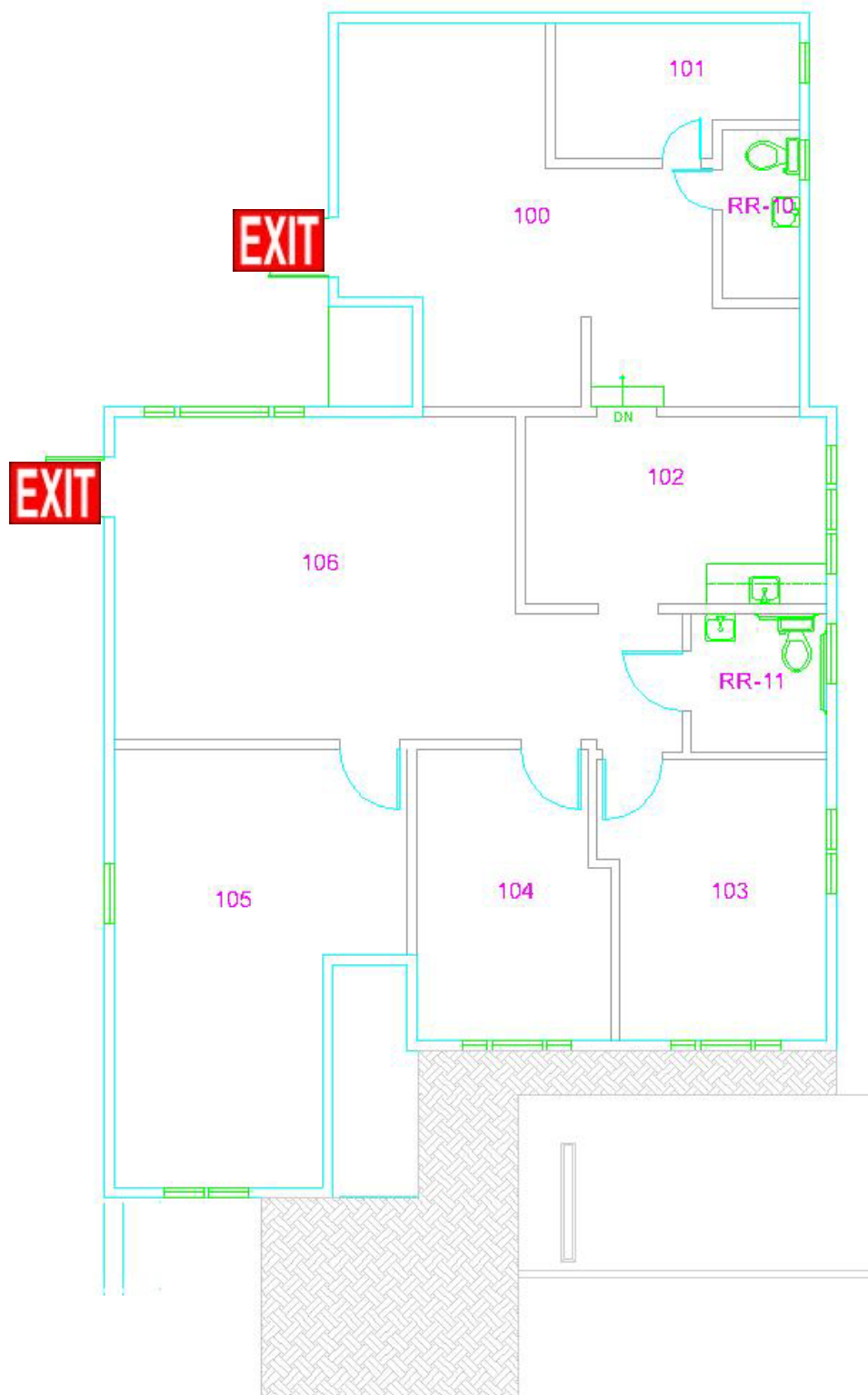
Staircase:



Exit to exterior of building:



Elevator:



5141 Campanile Drive, San Diego, CA 92115

Evacuation Assembly Point: Campanile Mall

All employees are expected to know the exits nearest their usual workspaces.

Please note: These floorplan renderings do not feature cubicles and/or other furnishings that may impede travel between workspaces and exits. Employees should review the learn the fastest route(s) from their workspaces to exits.

Key

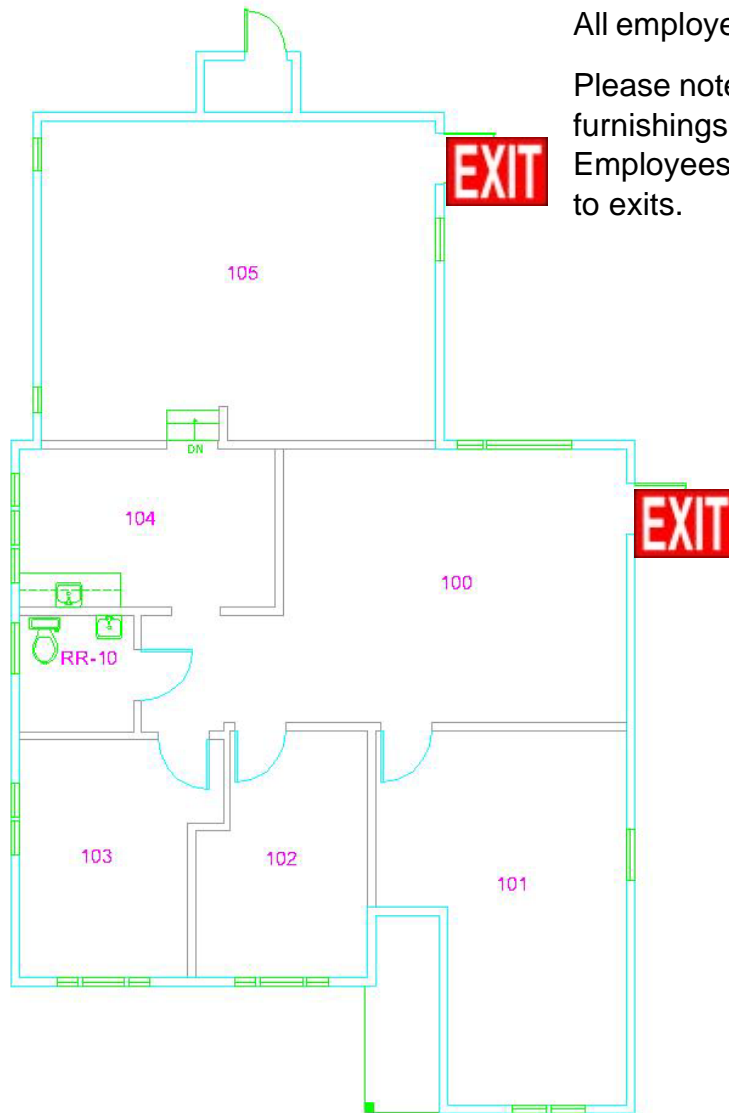
Staircase:



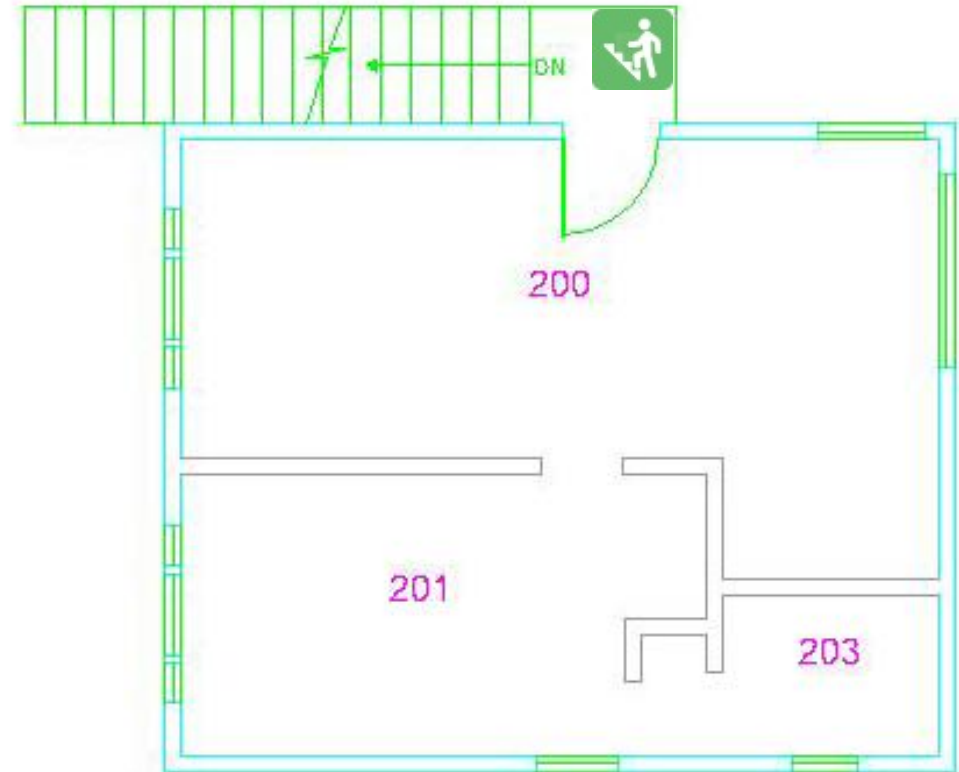
Exit to exterior of building:



Elevator:



Floor 1



Floor 2

Appendix D:
Bomb Threat Reporting Form

Bomb Threat Checklist



Exact wording of threat	Questions to ask
	Where is the bomb located?
	When will it go off?
	What does it look like?
	What kind of bomb is it?
	What will make it explode?
	Did you place the bomb? Why?
	Where are you calling from?
	What is your name?

Observations about the call

Estimated age:	Phone number on caller ID:
Voice familiar? <input type="checkbox"/>	Voice computer generated? <input type="checkbox"/>
Threat played from recording? <input type="checkbox"/>	Threat being read from a script? <input type="checkbox"/>

Caller's voice	Background noise	Threat language
Female <input type="checkbox"/>	Airplanes <input type="checkbox"/>	Incoherent <input type="checkbox"/>
Male <input type="checkbox"/>	Animals <input type="checkbox"/>	Irrational <input type="checkbox"/>
Accent <input type="checkbox"/>	Factory machinery <input type="checkbox"/>	Profane <input type="checkbox"/>
Angry <input type="checkbox"/>	Household <input type="checkbox"/>	Well-spoken <input type="checkbox"/>
Calm <input type="checkbox"/>	Kitchen <input type="checkbox"/>	
Clearing throat <input type="checkbox"/>	Music <input type="checkbox"/>	
Coughing <input type="checkbox"/>	Office machinery <input type="checkbox"/>	
Cracking voice <input type="checkbox"/>	PA System <input type="checkbox"/>	
Crying <input type="checkbox"/>	Quiet <input type="checkbox"/>	
Deep <input type="checkbox"/>	Street <input type="checkbox"/>	
Deep breathing <input type="checkbox"/>	Trains <input type="checkbox"/>	
Disguised <input type="checkbox"/>	Voices <input type="checkbox"/>	
Distinct <input type="checkbox"/>		
Excited <input type="checkbox"/>		
Laughter <input type="checkbox"/>		
Lisp <input type="checkbox"/>		
Loud <input type="checkbox"/>		
Nasal <input type="checkbox"/>		
Normal <input type="checkbox"/>		
Ragged <input type="checkbox"/>		
Rapid <input type="checkbox"/>		
Raspy <input type="checkbox"/>		
Slow <input type="checkbox"/>		
Slurred <input type="checkbox"/>		
Soft <input type="checkbox"/>		
Stutter <input type="checkbox"/>		

Other information

Date of call:	Other observations:
Time call started:	
Time call ended:	
Your name:	
Your number:	

Appendix E:
Guide to Using Fire Extinguishers

BEFORE USING A FIRE EXTINGUISHER, BE SURE

- the fire department has been called
- you have announced the fire to alert others
- occupants have begun evacuating or are leaving the structure
- the fire is small and not spreading
- you know how to operate the fire extinguisher, and
- the fire won't block your unobstructed escape route

Provided by the National Fire Protection Association (NFPA).



TYPES OF FIRES



Class A fires are fires in ordinary combustibles such as wood, paper, cloth, trash, and plastics.



Class B fires are fires in flammable liquids such as gasoline, petroleum oil, and paint. Also included are flammable gases such as propane and butane. Class B fires do not include fires involving cooking oils and grease.



Class C fires are fires involving energized electrical equipment such as motors, transformers, and appliances. Remove the power and the Class C fire becomes one of the other classes of fire.



Class D fires are fires in combustible metals such as potassium, sodium, aluminum and magnesium.

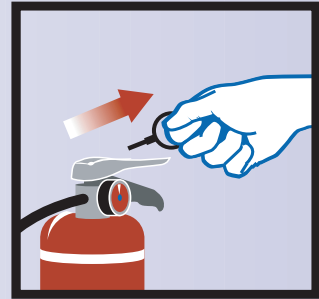


Class K fires are fires in cooking oils and greases such as animal fats and vegetable fats.

When it's time to use a Fire Extinguisher, just remember **PASS!**

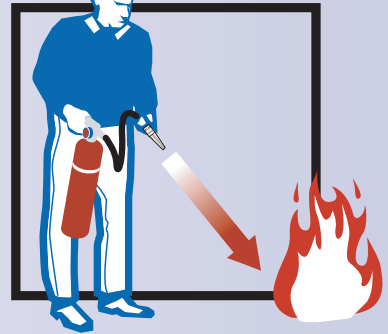
PULL

Pull the pin.



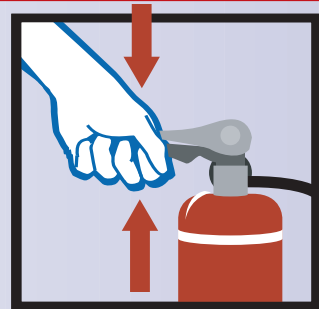
AIM

Aim the nozzle or hose at the base of the fire from the recommended safe distance.



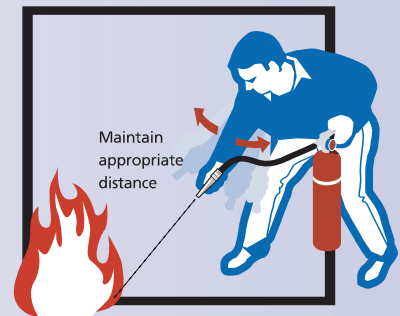
SQUEEZE

Squeeze the operating lever to discharge the fire extinguishing agent.



SWEEP

Starting at the recommended distance, **Sweep** the nozzle or hose from side to side until the fire is out. Move forward or around the fire area as the fire diminishes. Watch the area in case of re-ignition.



TYPES OF EXTINGUISHERS

Dry Chemical fire extinguishers extinguish the fire primarily by interrupting the chemical reaction in the fire. *Today's most widely used type of fire extinguisher is the multipurpose dry chemical that is effective on Class A, B and C fires. This agent also works by creating a barrier between the oxygen element and the fuel element on Class A fires. Ordinary dry chemical is for Class B & C fires only. It is important to use the correct extinguisher for the type of fuel! Using the incorrect agent can allow the fire to re-ignite after apparently being extinguished successfully.*

Water and Foam fire extinguishers extinguish the fire by taking away the heat from the fire. Foam agents also separate the oxygen from the fuel and heat. *Water extinguishers are for Class A fires only, they should not be used on Class B or C fires. The discharge stream could spread the flammable liquid in a Class B fire or could create a shock hazard on a Class C fire. Foam extinguishers can be used on Class A & B fires only. They are not for use on Class C fires due to the shock hazard.*

Carbon Dioxide fire extinguishers extinguish the fire by separating the oxygen element from the fuel and heat, and also by removing the heat with a very cold discharge. *Carbon dioxide can be used on Class B & C fires. They are usually ineffective on Class A fires.*

Wet Chemical is a new agent that extinguishes the fire by removing the heat from the fire and prevents re-ignition by creating a barrier between the oxygen and fuel elements. *Wet chemical or Class K extinguishers were developed for modern, high efficiency deep fat fryers in commercial cooking operations. Some may also be used on Class A fires in commercial kitchens.*

Halogenated or Clean Agent extinguishers are either based on halocarbon agents or on the older and no longer made halon 1211 agent, which can no longer be used for training. *Halocarbon agents replaced halon 1211 within the last 8 years and are much more environmentally acceptable. Commercialized halocarbon agents extinguish the fire by removing heat from the combustion zone. Halon 1211 extinguishers, however, were chemically active and interfered with the chemical reactions occurring in the combustion zone. Halocarbon and halon 1211 extinguishers are effective on Class A, B, and C type fires, although very small sizes do not achieve the lowest UL Class A rating, 1-A.*

Dry Powder extinguishers are similar to dry chemical except that they extinguish the fire by separating the fuel from the oxygen element of the fire. *However, dry powder extinguishers are for Class D or combustible metal fires, only. They are ineffective on all other classes of fires.*

Water Mist extinguishers are a recent development that extinguishes the fire by taking away the heat from the fire. They are an alternative to the clean agent extinguishers where contamination is a concern. *Water mist extinguishers are primarily for Class A fires, although they are safe for use on Class C fires as well.*

fireextinguisher.com



Appendix F:
Hand Hygiene and Cough/Sneeze
Etiquette Resources

Stop Germs! Wash Your Hands.

When?

- After using the bathroom
- Before, during, and after preparing food
- Before eating food
- Before and after caring for someone at home who is sick with vomiting or diarrhea
- After changing diapers or cleaning up a child who has used the toilet
- After blowing your nose, coughing, or sneezing
- After touching an animal, animal feed, or animal waste
- After handling pet food or pet treats
- After touching garbage



How?



Wet your hands with clean, running water (warm or cold), turn off the tap, and apply soap.



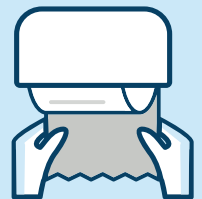
Lather your hands by rubbing them together with the soap. Be sure to lather the backs of your hands, between your fingers, and under your nails.



Scrub your hands for at least 20 seconds. Need a timer? Hum the “Happy Birthday” song from beginning to end twice.



Rinse hands well under clean, running water.



Dry hands using a clean towel or air dry them.

Keeping hands clean is one of the most important things we can do to stop the spread of germs and stay healthy.

LIFE IS BETTER WITH

**CLEAN
HANDS**



www.cdc.gov/handwashing

This material was developed by CDC. The Life is Better with Clean Hands Campaign is made possible by a partnership between the CDC Foundation, GOJO, and Staples. HHS/CDC does not endorse commercial products, services, or companies.



CS310027-A



DON'T SPREAD GERMS AT WORK

If you're sick, stay home, rest, and remember to:



Cover your coughs and sneezes with a tissue or your sleeve.



Wash your hands often with soap and water.



Talk to your supervisor about working from home.



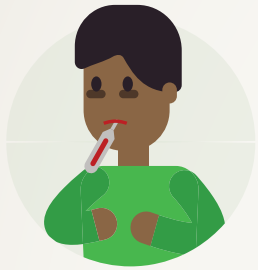
U.S. Department of Health and Human Services
Centers for Disease Control and Prevention

STOP

Feeling sick?

Stop the spread of flu in the workplace.
Stay home when you are sick.

Common Flu Signs & Symptoms Include:



Fever* or feeling feverish/chills

*It is important to note that not everyone with flu will have a fever.



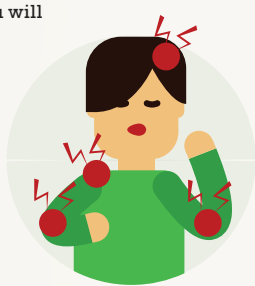
Sore throat



Runny or stuffy nose



Cough



Muscle or body aches



Headaches



Fatigue (tiredness)

*Flu is different from a common cold.
Flu usually comes on suddenly, and in general symptoms are more intense.*

If you think you may have flu tell your supervisor and stay home from work.

All employees should stay home if they are sick. CDC recommends that you stay home for at least 24 hours after your fever (100 degrees Fahrenheit or 37.8 degrees Celsius) is gone. Your fever should be gone without the need to use a fever-reducing medicine.

For more information visit www.cdc.gov/flu



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