BE AWARE, GET PREPARED

Emergency Preparedness Guide for UCSF Medical Center Staff

UCSF Medical Center
Emergency Management
Emergencies can occur anytime and anywhere. Emergencies will affect all of us at some point and in order to be ready we must be empowered with the knowledge of preparedness as well as reducing the fear. In accomplishing this, I would like to introduce the first ever Emergency Preparedness Campaign specifically for UCSF Medical Center staff, *Be Aware, Get Prepared*.

What makes this campaign different from all the great resources that are currently out there? Listening to staff, the questions still remained in regards to emergency preparedness, as to what staff specifically need and be aware of as an employee of UCSF Medical Center. How does resources regarding emergency preparedness apply to staff? There is a lot of information on emergency preparedness, how can preparedness be easily understood.

As a result of these discussions, *Be Aware, Get Prepared* addresses all of these concerns. This campaign is sectioned into twelve months that contain items to be considered to be obtained or issues to be aware of.

You can begin this endeavor of emergency preparedness by downloading/printing this guidebook (if you haven’t done so already) and encourage your coworkers to do the same. You can begin this journey at any time of the year by starting at Month One.

There is a brief explanation of each item and why you should consider it. Some of these items you may have or some of these items you will want to obtain or not get at all. You will have to determine yourself and possibly your loved ones on what to gather to be prepared. The items in this campaign are not entirely exclusive. There are things that you may want to consider that may not be a part of this campaign as you prepare.

By gathering these items it increases your preparedness in an emergency. However, do not be mistaken that by being prepared that you are impervious to the dangers of disasters. Emergencies are by nature unpredictable.

You can also use this *Be Aware, Get Prepared* guidebook to keep track of these items you choose to get prepared or reference tips. Many of the items will have a place below a brief explanation with Office Go-Bag, Home Kit, and/or Home Go-Bag along with the date of storage.

Each month there is some additional information listed in the “One More Thing …” to consider. Also there are “Additional Resources” for further reading to obtain more information and to help determine your own individual needs to get prepared. And finally, staff members give their own personal advice on emergency preparedness - something we should consider as we continue to ensure the safety of our coworkers, patients, and visitors.

For individuals who do not work at UCSF Medical Center and want to get prepared, some suggested sites you can refer them to are [www.72hours.org](http://www.72hours.org) and [www.ready.gov](http://www.ready.gov). Let’s get to work.

Chau H. Vu
Emergency Preparedness Manager
UCSF Medical Center

---

**LEGEND**

**Office Go-Bag**
A collection of personal items contained within a bag that you can use in the event of an evacuation here at UCSF Medical Center. A Go-Bag should be sturdy, lightweight and portable. Supplies should be able to sustain you from 72-96 hours until additional help arrives.

**Home Go-Bag**
A collection of personal items contained within a bag that you can use in the event of an evacuation at home. A Go-Bag should be sturdy, lightweight and portable. Supplies should be able to sustain you from 72-96 hours until additional help arrives.

**Home Kit**
A home kit contains supplies that are set aside in an easily accessible container or cupboard that can sustain you and those you live with from 72-96 hours until additional help arrives.
1. PLAN: Create a home emergency plan. A home emergency plan should include but not limited to how to communicate during an emergency incident/event and reunification points for those living with you (see Additional Resources below). Also, discuss with your supervisor and co-workers the details of your Department Emergency Action Plan (EAP) regarding your role(s) and responsibilities as well as emergency response procedures.

2. GO-BAG: Create your personal Go-Bag for home and an office Go-Bag to be stored at UCSF Medical Center. A Go-Bag is a collection of items you can “grab and go” in the event of an emergency incident/event that can sustain you with essential items for up to 72-96 hours. A Go-Bag should be sturdy, lightweight and portable. Many items that should be considered are listed within this guide.

3. FLASHLIGHT: Obtain a portable light source such as flashlights or light sticks. Having a light source to find your way around a situation with little to no light sources is essential. If you choose flashlights consider a hand-cranked version. If you obtain a battery operated flashlight(s), keep the batteries separate or tape them outside of the flashlight to conserve the battery life.

One More Thing . . .
Remember to check your Go-Bag annually for any possible expired items.

Additional Resources:
EM Intranet - http://emergencymanagement
72 Hours - www.72hours.org

Mark R. Laret
Chief Executive Officer
1. **BOTTLED WATER**: Obtain bottles of water, preferably up to 3 gallons for 3 days (1 gallon per day, per person). Since water is heavy, consider a type of water filtration system and/or water purification tablets. Ensure that the plastic is not biodegradable to avoid possible leakage from long storage.

2. **NON-PERISHABLE FOOD**: Gather non-perishable foods to sustain you for 72 – 96 hours. Non-perishable foods include meal replacement bars, energy/breakfast bars, bulk foods ready to eat, and canned foods to name a few. Ensure if you choose canned goods, that these cans have a self-pull back lid or include a can opener within your supplies. Check expiration dates and rotate food in and out of your emergency supplies and Go-Bags to ensure a consistent fresh supply. Don’t buy food that is unfamiliar, salty or needs to be cooked.

3. **CAN OPENER/MESS KIT**: If canned goods are part of your non-perishable emergency food surplus, to reiterate, obtain a small and convenient can opener. Additionally, obtain a mess-kit (knife, fork, spoon and bowl or plate). This mess-kit will be necessary to eat your food with proper utensils. A mess-kit can be created by stocking disposable or reusable utensils and plates.

---

**One More Thing . . .**

Dispose of perishable food after 4 hours over 41°F, even if it looks OK.

---

"Be sure to pack some hand sanitizer or wipes to clean your hands before eating. You don’t want to get sick during a disaster." — Jack Henderson

**Manager, Nutrition & Food Services**

---

**Additional Resources:**

- EPA - [www.epa.gov/safewater](http://www.epa.gov/safewater)
- CDC - [www.cdc.gov/safewater](http://www.cdc.gov/safewater)
1. FIRST-AID KIT: Acquire a first aid kit. A first aid kit will assist you or someone in need of immediate care before help arrives. An effective first aid kit may include: adhesive bandages, antiseptic wipes, cold pack, eye wash, first aid cream, gauze pads and rolls, plastic bags, scissors, bandages, latex gloves, and waterproof tape.

2. RADIO: Get a radio. To receive the latest news reports and updates during an emergency incident/event, obtain a battery-operated, or preferably, a hand-cranked radio. A radio is another way to receive information in the event there is power failure/disruption which will affect internet and television.

3. CONTACT LISTS: Create and update contact lists. Utilize the Contact List/Checklist sheet in the back of this guide with any updated contact information from your Supervisor and Department. Also, obtain a copy of important numbers from your Department Emergency Action Plan (EAP). Develop a personal contact list along with an out-of-state contact.

One More Thing . . .

Subscribe to text alert services from local and state governments to receive alerts during a disaster.

Additional Resources:
Google Crisis Response - www.google.com/crisisresponse
Alert SF - https://alertsf.org

Renuka Darbha
Disaster Recovery Program Manager, IT

“For non-emergency communication, use text messaging, email, or social media (Facebook, Google+, Twitter, etc) instead of making calls on your cell phone. These methods are less likely to experience network congestion, thus allowing you to communicate with family and friends.”
1. RAIN GEAR: Acquire rain gear that may include but not limited to an umbrella and a waterproof poncho. In the event that you find yourself outdoors in inclement weather, rain gear protects you from the elements until you find proper shelter.

2. COMFORTABLE SHOES: Secure a pair of comfortable shoes. Having a pair of comfortable shoes is important in the event that you need to keep your feet warm and dry from the elements during an emergency incident/event. Additionally, if you have to walk long distances or stand for a certain period of time, a pair of comfortable shoes is essential.

3. EXTRA CLOTHING: Maintain a supply of extra clothing. You may need a change of clothes dependent on several factors such as weather, situation, and circumstances. Some suggestions include extra shirts/blouses, t-shirts, pants, shorts, light jacket, underwear, and socks.

One More Thing . . .

Make sure you have your issued UCSF Medical Center identification card with you at all times.

Additional Resources:

- Ready NY - [www.nyc.gov/readyny](http://www.nyc.gov/readyny)
- Quake Quiz SF - [http://quakequizsf.org](http://quakequizsf.org)

“In order to care for our patients in a disaster and be a team player, we all must be responsible to prepare.”

Gladys Morazan
Assistant, Ambulatory Services
1. TOOTHBRUSH/TOOTHPASTE: Get a toothbrush along with toothpaste. Being able to maintain a level of good hygiene especially ensuring good dental hygiene during an emergency is important.

2. HAND SANITIZER: Obtain a small supply of hand sanitizer. In the event that there is no potable water source readily available, hand sanitizers can help maintain a level of hygiene to possibly ward off any harmful germs.

3. HYGIENE PRODUCTS (M/F): Maintain a supply of personal hygiene products along with toilet paper. Ensuring that you have a supply of personal hygiene products (male/female) is essential in maintaining good health.

One More Thing . . .
Set-up an “out-of-area” emergency telephone contacts with family and friends. Post this information where it is accessible at home and at work. Call during holidays to insure information is current.

Additional Resources:
CDC Emergency Preparedness & Response- www.bt.cdc.gov
World Health Organization - www.who.int/en/

Christine Yee
Safety Coordinator, Security Services

“Me first! In order to assist in time of crisis – are you ready too? Is your personal ‘Go-Bag’ ready with current medications, money, and a plan that has been shared with family and friends?”
Emergency preparedness is a team effort.

1. **MEDICATIONS**: Maintain a small up-to-date supply of essential prescription medication. In the event of an emergency, you may not be able to access a pharmacy nor will a pharmacy be able to refill your prescription. Ensure to have at least 72 – 96 hours worth.

2. **DUST MASKS**: Obtain dust masks. In the emergency incident/event, air quality may be compromised which may or may not be visible. Having a dust mask will protect you from any unknown potentially harmful particulate matter that may be in the air.

3. **MYLAR BLANKET**: Secure Mylar blankets. During an emergency incident/event, which may occur in cold weather and you may be outdoors for an undetermined amount of time. Utilizing a Mylar blanket will keep you warm and safe from the cold.

**One More Thing**

During an emergency incident/event check 415.885.STAT (7828) with the latest update from UCSF Medical Center.

**Additional Resources:**
- California Hospital Association - www.calhospitalprepare.org

---

Janice Herrera
Assistant, Facilities & Engineering
1. PET SUPPLIES: Create a small portable Go-Bag for your pet(s). If you have a dog and/or cat, obtain some essential pet supplies which include but not limited to: plastic bags for managing pet waste, muzzle to protect others, and a no spill bowl for your pet to drink water out of.

2. CARRIER/LEASH: Pack within your Pet Go-Bag some extra carrier/leashes. It is important to keep your pet leashed or in a cage to protect your pet and others.

3. PET PHOTO: Carry a current picture of your pet along with its statistics (i.e., name, age, breed, tag number, distinctive characteristic) in the event that your pet may go missing. Your pet photo will help others be able to identify your missing pet. Have a physical copy and have one handy on your mobile device.

One More Thing . . .

Identify a trusted friend or neighbor to look after your pet(s) in case a disaster prevents you from returning home.

Remember to factor in your pets when purchasing your supply of emergency water ... they need water too!

Tristin Penland, RN, BSN, CCRN
Interim Patient Care Manager, Mt. Zion
1. CHILD CARE ITEMS (INFANTS/TODDLERS):
Create a small portable Go-Bag for the children (infant/toddlers) in your direct care that should include but not limited to diapers/wipes, bottles, formula and enough bottled water to mix formula with along with a few changes of clothes and blankets.

2. CHILD CARE ITEMS (SCHOOL AGED/OLDER CHILDREN):
Create a small portable Go-Bag for the children (school aged/older children) in your direct care that should include but not limited to their own flashlight (hand cranked recommended), favorite toy or game, books, cell phone charger, journal, blanket or space blanket, warm clothes, and kid friendly non-perishable foods.

3. PARENTS CAREGIVER CHECKLIST:
- Keep an updated list of who can pick up the kids in your care at their school. Make sure those identified allowed to pick up the kids in your care know to pick up your kid in an emergency if you can’t get there. Keep a list of their phone numbers with you and the children in your care at all times.
- Discuss and practice your emergency plans with the kids in your care (at an appropriate level of detail for their age).
- Make sure your insurance and wills are up to date and that you have a written plan for ongoing care of the children in your care if something happens to you.
- Know the schools and afterschool activity centers emergency plans. Make sure you have phone numbers for whoever is in charge at these venues.

One More Thing . . .
If your child has a cell phone, make sure they have ICE (In Case of Emergency) contact entered.

Additional Resources:
Sesame Street - www.sesamestreet.org/parents/topics/andactivities/toolkits/ready/activities
American Academy of Pediatrics - www.aap.org

When there is a disaster locally or anywhere in the world, do not let kids watch repeated newscasts which may cause further distress and fear.

Christa Thomas, RN
Pediatric Outreach Coordinator
Chair, BCH Disaster Planning Committee
1. IMPORTANT DOCUMENTS: Keep copies of important documents (i.e., health insurance, bank accounts) in a secure folder along with this information on an encrypted external drive (USB).

2. EXTRA KEYS: Have an extra set of keys to anything you have under lock and key. Ensure that no further identifiers are on these keys such as address or location of these locks.

3. CASH: Keep a small amount of cash in small denominations. In an emergency situation resulting in a power disruption/failure will most likely affect cash registers and ATM’s. Having cash on hand can ensure the easiest way to purchase necessary items.

One More Thing . . .

Subscribe to the UCSF MC EM Twitter at ucsfmc_em to get the latest updates and tips!

Additional Resources:

Create an Emergency Medical ID card for you and your family members. It should have contact info, medications, health history, allergies and language spoken.

Elizabeth Clifton, RN
Emergency Department
1. KNOW R.A.C.E. AND P.A.S.S: Understand and know the acronym R.A.C.E. which stands for: R – Remove those in danger; A – Announce, pull the alarm and call 9 + 911; C – Contain fire, close door to fire/area doors; and E – Extinguish, if safe to do so evacuate. Understand and know the acronym P.A.S.S. for fire extinguishers. P – Pull; A – Aim; S – Squeeze; and S – Sweep.

2. KNOW EVACUATION ASSEMBLY POINTS: Know your departments primary and secondary evacuation assembly points. Ensure your contact information is up-to-date in your Department Emergency Action Plan (EAP). Please consult with your supervisor. You will only evacuate the building under the overhead announcement “Operation Exit.”

3. SMOKE/CO DETECTORS: Obtain a Smoke/CO Detector for your home. Ensure that the batteries are changed twice a year (Daylight Savings Time). Smoke/CO detectors save lives by warning you and those living with you of a fire and/or CO leak.

One More Thing...

Have you signed up to be a First Receiver? To sign up and to learn more send an email to: MedCtFirstReceivers@ucsf.edu

Additional Resources:
Safety Intranet - http://safety
1. WHISTLE: Obtain a small whistle. This whistle can be affixed to your ID, key chain, or Go-Bag(s). A whistle could be used after an emergency incident/event to alert first responders to assist you and others in the circumstance that you will require additional help.

2. BATTERIES/BACK-UP CHARGERS: For any items in your home emergency preparedness supplies and Go-Bags that requires batteries, include back-up batteries. Rotate these batteries to ensure a fresh supply is convenient. Also, store back up chargers for your other electronic items such as mobile devices and computers.

3. DUCT TAPE: Obtain duct tape. Duct tape is multifunctional and should be stored and used when appropriate in day-to-day or emergency incident/events.

Additional Resources:
FEMA- www.fema.gov
Ready - www.ready.gov

One More Thing . . .

Anything battery operated, place the batteries in reverse or tape them the outside of the device in order to conserve battery life.

“If you do not prepare now do you really think you can rescue yourself and family after a major disaster?”

Scott Stanley, RN
Radiology
PSYCHOLOGICAL FIRST AID – DO
Remember there is no right or wrong way to feel and react to a disaster!

Promote SAFETY
Help people meet basic needs such as food and medical assistance.

Promote CALM
Provide accurate information about the situation and listen to those who want to share their feelings and stories.

Promote CONNECTEDNESS
Help people to contact their loved ones and keep families together.

Promote HOPE
Acknowledge the difficulty of the situation and remind people that UCSF Medical Center is doing all it can to help and to manage it.

Promote SELF-SUFFICIENCY
Give practical suggestions on what people can do.

PSYCHOLOGICAL FIRST AID – DON’T
Don’t force people to share their stories.

Don’t tell people what and how they should feel.

Don’t tell people how they should have acted earlier.

Don’t make promises that cannot be kept.

Don’t criticize services in front of those who are in need of them.

DISASTER SELF-CARE TIPS FOR UCSF MEDICAL CENTER STAFF

TAKING CARE OF YOUR BODY
Get enough sleep and rest. Eat healthy. Exercise as much you can. Avoid drugs and excessive drinking and smoking.

TAKING CARE OF YOUR MENTAL HEALTH
Learn about normal and abnormal reactions to disasters. Don’t ignore your own emotions. Know when to seek help. Do things you find relaxing.

TAKING CARE OF YOUR SPIRITUAL SELF
Make time to reflect. Meditate. Pray. Find spiritual connection or community.

INCREASING YOUR RESILIENCY
Do something that will help you to regain a sense of control. Focus on your strengths and positive coping skills.

REACHING OUT
Do not be afraid to express your feelings. If you feel overwhelmed reach out. Do not be afraid to accept help.

REMAINING ACTIVE
Go back to your normal activities as soon as it feels comfortable to do so.

MANAGING YOUR WORKLOAD
Maintain a healthy balance between your work and rest. Take breaks and time off. Prioritize your tasks.

REDUCING YOUR STRESS
Do things you find comforting: exercise, reading, listening to music, talking. Be with people whose company you enjoy. Practice stress-reducing exercises.

One More Thing . . .
In times of crisis, remember that you are never alone.

Additional Resources:
CDC Disaster Mental Health - www.bt.cdc.gov/mentalhealth
SF Suicide Prevention - www.sfsuicide.org

“Emergencies don’t happen often, but preparing makes all the difference.”

Peter Balestreri
Director, Security Services
# CONTACT LIST/CHECKLIST

- [ ] Reviewed Dept EAP
- [ ] Reviewed/Checked Dept. Emergency Supplies/Go-Bags

<table>
<thead>
<tr>
<th>DEPARTMENT:</th>
<th>MAIN PHONE #:</th>
</tr>
</thead>
<tbody>
<tr>
<td>LOCATION:</td>
<td>BACKLINE #:</td>
</tr>
<tr>
<td>MANAGER:</td>
<td>CENTRIX #:</td>
</tr>
<tr>
<td>ADMINISTRATOR:</td>
<td>CENTRIX LOCATION:</td>
</tr>
</tbody>
</table>

### IMPORTANT CONTACT NUMBERS – MEDICAL CENTER/DEPARTMENT

<table>
<thead>
<tr>
<th>Name</th>
<th>Title/Area</th>
<th>Phone Number(s)</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### IMPORTANT CONTACT NUMBERS – PERSONAL

<table>
<thead>
<tr>
<th>Name</th>
<th>Relationship</th>
<th>Phone Number(s)</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### ASSEMBLY AREA LOCATION

- Primary
- Secondary

### FIRE ALARMS

- Location(s)

### FIRE EXTINGUISHERS

- Location(s)