



UNIVERSITY OF
SAN FRANCISCO

Building Marshals Emergency Response Procedures

(Updated January 2015)

Quick Incident Response Guide

Type of Emergency	Emergency Description	Action Type Evacuate vs. Shelter-in-Place
Earthquake	A significant earthquake strikes the area	Shelter-in-Place Evacuate only if there is significant structural damage
Fire	A fire breaks out inside the building	Evacuate
Gas Leak / Explosion	A gas line ruptures either externally or internally causing gas to escape and / or leading to an explosion	Shelter-in-Place if the leak is outside the building Evacuate if the gas leak is inside the building
Water Damage	A pipe bursts causing water to leak onto a floor or create a flood; possible electrical hazard.	Evacuate the damage area. May not be necessary to evacuate entire building
Civil Disturbance	Riot or civil unrest in or around the building or neighborhood	Shelter-in-Place
Bomb Threat	Notification of the possibility of a bomb or suspicious package in or near the building. Includes the actual discovery of a bomb or suspicious package by Law Enforcement	Evacuate the area
Gunman / Active Shooter	A gunman is in or around the building	Run. Hide. Fight depending on the situation
Biological Release	Hazardous biological materials are released externally near the building or inside the building	Outdoor release: Shelter-in-Place Indoor release: Evacuate
Chemical Release	Hazardous chemical materials are released	Outdoor release: Shelter-in-Place



	externally near the building or inside the building	Indoor release: Evacuate
Radiological Release	Radiological materials are released externally near the building or inside the building	Outdoor release: Shelter-in-Place Indoor release: Evacuate
Nearby Neighborhood Emergencies	Apartment house fire in neighborhood; robbery / shooting near campus; major accident	To be determined by incident

How Your Roles Differ

Evacuation	Shelter-in-Place
<ul style="list-style-type: none"> • Ensure all occupants have left the floor • Test exit door for heat prior to entering • Instruct employees away from elevators • Lead employees to the relocation site 	<ul style="list-style-type: none"> • Lead / Deputy Building Marshals instruct staff to floor relocation site • Search Monitors check each office and cubicle to ensure that staff has left • Relocation Monitors lead staff to floor relocation site • Stair Monitors: Check stairways for employees and instruct employees away from elevators

Shelter-in-Place – Where Do We Go?

Lead Building Marshals designate a safe location on the floor or in the building, away from windows:

- Large conference room
- Internal hallway
- Stairwell

Evacuation Emergency Management Areas

Emergency Management Area Zone	Buildings in Zone
1 Negoesco Stadium (Soccer Field)	Koret Center
2 Gleeson Library Lawn	St. Ignatius Church Fromm Hall



	Kendrick Hall Zief Law Library Gleeson Library Harney Center John Lo Schiavo, S.J. Center for Science and Innovation Cowell Hall Kalmanovitz Hall
3 Ulrich Field	University Center Malloy Hall Phelan Hall Memorial Gym Gillson Hall Hayes-Healy Hall Fulton House
4 Lone Mountain Parking Lot	Lone Mountain Pacific Wing Lone Mountain Main Pacific Rim Conference Center Rossi Wing Loyola House
5 Turk Boulevard Lawn	Underhill Complex School of Education 281 Masonic
6 6 th Avenue (Kaiser Parking Lot)	Pedro Arrupe Residence Hall
7 Lo Schiavo Drive	Loyola Village Lone Mountain Residence Hall Lone Mountain North Wing

Building Marshal's General Responsibilities

A fully-prepared Building Marshal is responsible for the following which are in compliance with The California Health and Safety Code, The California Code of Regulations, and the California Fire Code.

Know the behavior objectives of Emergency Response Procedures. Proper handling of an emergency saves lives. Critical success factors include:

- Clear thinking
- Quick actions
- Calm leadership

Form a building emergency team and know the other Building Marshals on your floor and in your building. Meet with them to decide who will be the Lead Building Marshal. Also, make sure your floor and building has the following Emergency Assistants: an Assistant Building Marshal, a Disability Assistant, Stair Monitors, a Relocation Monitor, and Search Monitors.

- Know the various Building Marshal roles
- Know the people who work in your immediate area. Identify employees who may require special assistance in an emergency
- Know the location of the fire extinguishers and how to use them
- Take emergency training, including first aid, CPR, and Neighborhood Emergency Response Team (NERT) classes (voluntary)
- Know the location of any first aid cabinets and emergency supplies
- Know the location of stairwell exits and a direct route to each
- Know the alternate evacuation routes if you encounter obstacles
- Know the relocation site and routes to them
- Know how to contact Public Safety in an emergency: **415-422-2911 (Emergency Dispatch)**
- Periodically conduct an inspection of exits, exit pathways, exit lighting, extinguishers, and door closing devices. Report deficiencies to the building management and department management.
- Maintain a current list of Department employees to facilitate in verifying staff at a relocation or shelter-in-place site.
- Establish a system of replacements for Building Marshals to account for personnel absences and departures (vacations, class, turnover, etc.)
- Direct an evacuation or a shelter-in-place situation.

Building Marshal's Duties

Lead Building Marshal

- Manage Building Marshals and maintain control of occupants.
- Last person off the floor in an evacuation or relocation.
- In evacuation, ensure that the door to sidewalk / relocated floor is closed.
- Notify Public Safety that evacuation / relocation is complete.
- Go to the designated assembly point and conduct a head count of the evacuees from your floor or building. Report the count to Public Safety.
- Give first aid if necessary, if trained and wait for further instructions.

Deputy Building Marshal

- Assume the duties of the Lead Building Marshal in his/her absence.
- Perform all tasks as assigned by the Lead Building Marshal.

Search Monitor

- Search all enclosed spaces and restrooms to ensure occupants have left the floor.
- Work in pairs, if possible, to avoid repetitive searching and losing track of each other.
- Keep calm and set the example.
- Know the location of fire extinguishers, pull stations, and exits.
- Inform the Lead Building Marshal when the floor is evacuated.

Relocation Monitor

- Direct personnel away from elevator lobbies and toward exit stairwells.
- Begin relocation when directed by alarm or announcement.
- Make certain that the relocation path is clear and position yourself at the lower door to direct traffic.
- If possible, report to Lead Building Marshal before exiting, and do **NOT** prop the relocation floor door open.
- Assist the Lead Building Marshal in any way directed.

Disability Assistant

- The disabled person should be allowed to pick their assigned assistant.
- The Disability Assistant and disabled person should know the location of the department exit stairwells.

- In a fire emergency, the Disability Assistant will accompany the disabled person to the exit location. The Assistant will place their charge away from the path of travel of exiting occupants and await the arrival of the first responders. Alert Public Safety of your presence in the stairwell.
- The Disability Assistant will remain with their charge until first responders arrive. For their own safety, individuals in wheelchairs should remain in the fresh air stairwell with an Assistant until trained fire department personnel can carry them down the stairs. If properly trained, the Assistant may use an evacuation device located in the stairwell, if available.

Work Together as Building Emergency Teams

It is vital that Building Marshals unite as a team within the building you work. Department Marshals will work with other departments in the building until all floors are represented.

Form a Building Emergency Team

- Organize Building Marshals that work in each building into a unified team.
- Each team should select a Building Leader and alternate. In an emergency, they will serve as the building's Emergency Director and oversee the incident.
- Assign specific Building Marshal duties above to the other members.
- Meet with the Team to decide who will be the Lead Building Marshal on each floor. Also, ensure that each floor or building has the following Marshals:
 - Search Monitor
 - Disability Assistant
 - Stair Monitors
 - Relocation Monitor
- A floor with two Building Marshals can split these duties – Search Monitor and Disability Assistant / Stair Monitor. After the initial search phase, the Search Monitor may then serve as a Relocation Monitor and lead floor occupants to relocation site.

Additional Items to Remember for Building Emergency Teams

- Know the people who work in your immediate area. Identify occupants that may require special assistance in an emergency.
- Maintain an up-to-date list of all mobility-impaired persons on the floor.
- **Make a wallet contact card with cell phone numbers for each Building Marshal Team.**
- Know the location of the fire extinguishers and how to use them.
- Take emergency training, including first aid, CPR, and Neighborhood Emergency Response Team (NERT) classes (voluntary).
- Know the location of any first aid cabinets and emergency supplies.
- Know the location of stairwell exits and a direct route to each.
- Know the relocation site and routes to the site.



- Know how to contact Public Safety in an emergency: **415-422-2911 (Emergency Dispatch)**.
- Periodically conduct an inspection of exits, exit pathways, exit lighting, extinguishers, and door-closing devices. Report deficiencies to the building management and department management.
- Maintain a current list of department employees.
- Establish a system of replacements for Building Emergency Teams to account for personnel absences and departures.
- **Practice as a BUILDING TEAM! Conduct walk-throughs, cell phone tests, etc.**

Incident-Specific Emergency Response Procedures

What to Do When an Earthquake Occurs:

DUCK, COVER and HOLD

- All occupants should take cover under a table, a desk, or other object and stay clear of windows and glass doors.
- If in a corridor or elevator lobby, sit on the floor and brace your back against the wall.
- Shelter-in-place unless there is obvious structural damage. It is safer inside than outside because of external hazards such as downed power lines, trees, falling brick, or glass.
- Control visitors.

Post-Earthquake Building Marshal Duties:

- Secure, rescue, and head count.
- Remain calm and help others.
- Check for injuries. Give first aid, if trained. Report injuries and damage to Public Safety.
- Establish communications, both internal and external.
- Await further instruction and information from Public Safety and first responders.

What to Do in a Medical Emergency:

- Do not move the person.
- Call x2911 from a University phone or 415-422-2911 from a non-University phone. Give Public Safety Dispatch the following information:
 - Who and where
 - Building name and location
 - Building address
 - Cross streets
 - Floor and room number
 - Nature of the emergency
 - Your call-back number
- Try to make the victim comfortable. If you are trained in first aid or CPR, assist as needed.
- Gather as much information as you can about the person and the injury (signs/symptoms and complaints of the victim).
- Have someone at the service elevator lobby on the floor to meet the University's Public Safety Officers or Paramedics and direct them where needed.