

Chapter 37: [Emergency Management](#)

# Emergency Notification, Response, and Reporting Procedures

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URL: <https://www-esh.slac.stanford.edu/eshmanual/references/emergencyProcedNotification.pdf>

## 1 Purpose

The purpose of these procedures is to ensure that all persons affected by an emergency are notified and respond appropriately and that all emergencies are reported.

They cover general notification, response, and reporting.

They apply to workers, supervisors, area and building managers, SLAC Site Security, the SLAC duty officer, chief safety officer, and emergency responders. (For detailed response procedures and roles and responsibilities, see the [Emergency Management Plan](#).)

## 2 Procedures

### 2.1 Emergency Notification System (SLAC911)

SLAC community members are notified of emergencies and provided updates through SLAC's automated emergency notification system, SLAC911.

SLAC911 uses contact information in the [SLAC Directory](#) (by default work location, phone numbers, e-mail); individuals are highly recommended to [register additional contact information](#) (home phone number, cell phone number, and e-mail).

**Note** SLAC employees are also registered in Stanford's [AlertSU](#) system. Be sure to check your profile for accuracy and follow the instructions on the profile page to correct any errors.

## 2.2 Emergency Notification and Response

A situation is an *emergency* if it poses a serious threat to human health or the environment. Notification for emergencies that affect the general population or significant numbers of on-site personnel will be managed as follows.

Step	Person	Action
1.	SLAC duty officer	In consultation with senior management, declares emergency or disaster
2.	SLAC duty officer and/or chief safety officer	Activates SLAC911, which will call and/or e-mail each registered SLAC911 system user to inform him or her of current status
3.	Worker, affected person	Follows the evacuation procedure appropriate to the circumstance (leaves building immediately or in the event of an earthquake, ducks and covers, then leaves when shaking stops): <ul style="list-style-type: none"> <li>▪ Follows evacuation path as demonstrated during evacuation drills and/or as illustrated on a posted building evacuation map. (These are located near exits, fire extinguishers, or stairwells.)</li> <li>▪ Goes directly to the assigned emergency assembly point (EAP)</li> <li>▪ Notifies the person in charge of accountability. (Generally, the building manager is the designated roll taker.) Reports any additional information with regard to the safety of co-workers and condition of the area evacuated.</li> </ul>
4.	Building manager	Accounts for the occupants
5.	Building manager	Informs workers if emergency responders, specifically the SLAC incident commander, has given permission to reoccupy building or if they should re-assemble somewhere else
6.	Worker, affected person	If at home or traveling, checks for updates as follows (see Figure 1): <ul style="list-style-type: none"> <li>▪ Calls the SLAC Information Hotline, 877-477-SLAC. (This information will be updated as soon as an emergency is declared.)</li> <li>▪ Checks the <a href="#">SLAC Emergency Information</a> website</li> <li>▪ Watches for all hands e-mails</li> </ul>

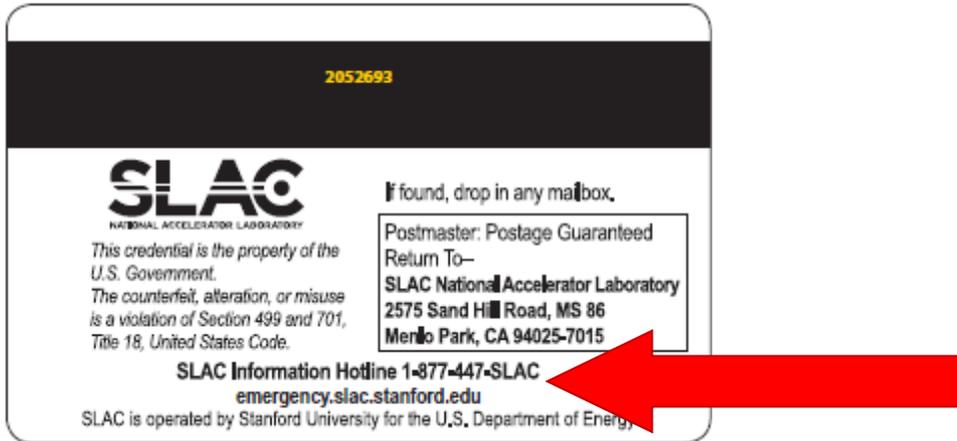


Figure 1 Emergency Notification Information on Employee ID Badge

## 2.3 Reporting Emergencies

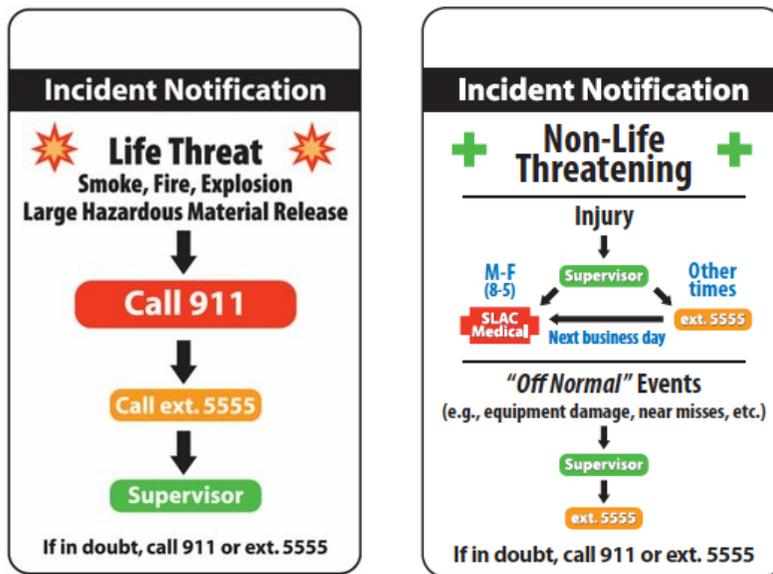


Figure 2 Reporting Life-threatening and Non-life-threatening Emergencies

### 2.3.1 Life-threatening

Emergencies include area-wide disasters such as an earthquake or a localized situation such as a medical emergency, smoke, fire, explosion, or large hazardous material release. *Life-threatening emergencies* must be reported immediately as follows (see Figure 2).

**Note** A *discoverer* is the person who discovers an incident. In a life-threatening situation, the *responder* is generally a professionally trained person.

Step	Person	Action
1.	Discoverer	<p>Calls 911 immediately from a safe location and provides the following information to the 911 operator:</p> <ul style="list-style-type: none"> <li>▪ Location</li> <li>▪ Number of people affected</li> <li>▪ Injury types, if any</li> <li>▪ Incident description</li> </ul>
2.	Affected person	<p>If evacuation is necessary:</p> <ul style="list-style-type: none"> <li>▪ Follows evacuation path as demonstrated during evacuation drills and/or as illustrated on a posted building evacuation map. These are located near exits, fire extinguishers, or stairwells.</li> <li>▪ Goes directly to the assigned emergency assembly point (EAP)</li> <li>▪ Notifies the person responsible for accountability. (Generally, the building manager is the designated to assess accountability.) Reports any additional information with regard to the safety of co-workers and condition of the area evacuated.</li> </ul>
3.	911 operator	Activates external professional emergency responders (fire department and officers of the law)
4.	Discoverer	Calls SLAC Site Security (650-926-5555, ext. 5555) to report the incident
5.	SLAC Site Security	<ul style="list-style-type: none"> <li>▪ Activates SLAC Emergency Response Team</li> <li>▪ Notifies SLAC duty officer</li> <li>▪ Activates appropriate subject matter experts / safety specialists</li> <li>▪ Contacts affected building / program / area manager(s)</li> <li>▪ Contacts 911 if no one has called</li> </ul>
6.	Discoverer	Notifies supervisor (subcontractor notifies supervisor and SLAC project manager / point of contact) and remains at a safe distance, but on scene, to provide details
7.	Supervisor	Provides location-specific information regarding personnel and processes

## 2.3.2 Non-life-threatening

*Non-life-threatening* emergencies are not life-threatening and will not result in serious environmental damage. The *discoverer* is the person who discovers an incident. The *responder* is the person who responds and makes the required notifications. In some cases these two roles are played by the same person. It is essential that only workers who have already been authorized via work planning and control and have completed necessary training act as *responders* (see Figure 2).

Step	Person	Action
1.	Discoverer	Notifies supervisor (subcontractor notifies supervisor and SLAC project manager / point of contact); goes to step 4 immediately if supervisor is unavailable
1.	Supervisor	Determines if SLAC Site Security should be notified. If not, determines course of action.
2.	Discoverer or supervisor	Calls SLAC Site Security (650-926-5555, ext. 5555) to report: <ul style="list-style-type: none"><li>▪ Location</li><li>▪ Number of people affected</li><li>▪ Injury types, if any</li><li>▪ Incident description</li></ul>
3.	Discoverer or supervisor	Remains on scene at a safe distance to provide incident details to responders
4.	SLAC Site Security	<ul style="list-style-type: none"><li>▪ Activates SLAC Emergency Response Team, if needed</li><li>▪ Notifies SLAC duty officer</li><li>▪ Activates appropriate subject matter experts or safety specialists</li><li>▪ Contacts affected building / program / area manager(s)</li></ul>

## 3 Forms

The following forms and systems are required by this procedure:

- SLAC911. SLAC emergency notification system. Uses contact information in the [SLAC Directory](#) to send emergency notifications (by default work location, phone numbers, e-mail); see [SLAC911 Registration Instructions](#) for how to enter additional contact information (home phone number, cell phone number, and e-mail)
- Stanford University Emergency Notification System ([AlertSU](#)). Stanford emergency alert system; SLAC employees are also registered here

## 4 Recordkeeping

The following recordkeeping requirements apply for this procedure:

- None

## 5 References

[SLAC Environment, Safety, and Health Manual](#) (SLAC-I-720-0A29Z-001)

- [Chapter 37, “Emergency Management”](#)
  - [Emergency Management Plan](#) (SLAC-I-730-0A14A-003). Describes detailed response procedures and roles and responsibilities for the emergency response organization
  - [SLAC Emergency Information](#)
  - [Emergency Management Program Site](#) (SharePoint)

Other

- [Stanford Emergency Information](#)