

Step 2: Reservation

In the interest of maintaining a safe environment for all visitors at Stanford University, it is important for your program's staff and participants to know the following procedures in the unlikely event of a campus emergency.

While the campus has a thorough emergency plan of its own, Stanford Conferences also requires that each conference develop an emergency plan specific to their program's needs. We require that you submit your program's emergency plan to your Conference Account Manager for review 30 days prior to your program's check-in date.

Your emergency plan must be specific in referencing where your participants/staff will need to go and what actions they will need to take in response to various types of potential campus emergencies. Please ensure that your program's emergency plan addresses the following:

STAFFING

Stanford Conferences requires that you have at least one on-site Emergency Contact who can implement your emergency plan and who can be reached by cell phone at all times (24/7) during your program's stay on campus. It is your responsibility to train your on-site Emergency Contact on your program's emergency plan. Your on-site Emergency Contact should be trained to handle a variety of emergencies and should carry a copy of your emergency plan at all times (or at least know where their copy is located for quick retrieval).

Your on-site Emergency Contact will be Stanford Conferences' primary contact in the event of an emergency, and should be prepared to communicate information to Stanford staff about the condition and needs of your program's participants/staff, as well as relay information from Stanford staff to your program's participants/staff.

If your program is a Youth program and/or you have multiple on-site staff, it is recommended that you create a staffing plan with emergency-related responsibilities assigned to each staff member. Youth programs must have staff assigned to remain with any participants/staff who require medical attention or who have been exposed to an infectious disease. Staff of Youth programs should also be prepared to communicate with parents.

We recommend that you designate a second on-site staff member to serve as a backup in the event that your primary on-site Emergency Contact becomes ill, injured, or otherwise unable to perform the responsibilities expected during an emergency.

EMERGENCY ASSEMBLY POINT (EAP)

All campus buildings have a designated Emergency Assembly Point (EAP). In the event of an emergency, your participants/staff are expected to gather at the EAP designated for the building they are occupying.

Information about EAPs for your specific residential and meeting buildings should be included in your plan. It is expected that your on-site Emergency Contact will account for your participants/staff at the EAP and will also report back to your Conference Housing Service Center (CHSC) or to your Conference Account Manager within 24 hours (see the Off-Campus Contingency Plan section below for information on what to do if an emergency occurs while your group is off campus).

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Within 24 hours of occupying any campus building, your program is encouraged to meet at the EAP designated for that building to ensure that all program participants/staff know where to gather in the event of an emergency.

For information on where your designated EAP is located, please check with your CHSC, or visit: <https://ehs.stanford.edu/reference/emergency-assembly-points-campus> (Note: Website offers options to search for EAPs by building name or building number and to view an EAP location map).

Once the residences and meeting spaces have been inspected by University staff and deemed safe for reentry after a building evacuation, your CHSC or your Conference Account Manager will issue notifications informing conference groups that it is safe to return.

EVACUATION MAPS

Each residence is supplied with evacuation maps and accompanying instructions located behind every sleeping room door. It is important for your on-site Emergency Contact to ask participants to review this information upon their check-in to ensure they know where their EAP is located.

If you are interested in scheduling a fire drill to practice evacuating your conference from its campus residence, please contact your Conference Account Manager.

EMERGENCY WALLET CARD

Adult housed participants/staff will receive an emergency wallet card during their check-in. This card provides instructions, contact information, and hotline numbers for use during emergency situations. The hotline numbers appearing on the card are listed for the purpose of disseminating emergency-related information to participants, staff, and parents, whether they are on or off campus. Each participant/staff member will be asked to fill out their card with their name and phone number. We recommend that they carry this card at all times.

OFF-CAMPUS CONTINGENCY PLAN

Since many programs choose to take trips off campus, it is important to include instructions for times when your group will be away from Stanford. Regardless of whether your group is on or off campus, we ask that your on-site Emergency Contact account for all participants/staff and, report any occurrences of missing participants/staff and/or those needing assistance to your CHSC or to your Conference Account Manager within 24 hours of the emergency.

ROSTERS

Your on-site Emergency Contact should carry a current roster of all participants/staff at all times. This is essential in accounting for participants/staff gathered at an EAP. If your program is a Youth program and/or if you have multiple on-site staff responsible for accounting for your participants/staff, each staff member should carry a complete and updated roster at all times.

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In addition to their names and housing assignments, your program's roster should also include the ages, special needs, and emergency contact information for all participants/staff. Stanford Conferences recommends having an accessible way for minors to contact parents or persons of responsibility regarding their safety. This step is optional for adults.

Depending on the extent of the emergency, your CHSC could potentially find itself extremely busy with phone calls and with visitors asking questions. For this reason, you will need to take responsibility for printing your updated roster, rather than asking your CHSC to print it for you. As mentioned earlier in this document, it is critically important that your on-site Emergency Contact carry an updated roster at all times.

PARTICIPANTS/STAFF WITH DISABILITIES OR SPECIAL NEEDS

During campus emergencies, participants/staff with disabilities or special needs may require special consideration. Special needs include, but are not necessarily limited to: special dietary needs, prescription medications, and comfort/care items. A list of these needs should be included in your plan. Your on-site Emergency Contact and your CHSC need to know the names and room assignments of participants/staff with disabilities or special needs in advance.

EMERGENCY KIT

We recommend that your on-site Emergency Contact and other staff have an emergency kit that accompanies your emergency plan. The kit should include a flashlight, a radio, extra batteries, a first aid kit, water, a whistle, gloves, and a dust mask.

TRANSPORTATION

Your program must have the ability to provide transportation to medical facilities on and off campus. We recommend you designate at least one on-site staff member for this purpose. Maps and directions to local medical facilities and other transportation resources (local airports, train stations, etc.) should be included in your program's emergency plan. Please note that because the campus-based Vaden Health Center's priority is to care for Stanford students, conference clients will need to find alternative medical care at the campus-based Stanford Health Care or proceed to an off-campus facility. Please refer to the "Health Care Services" document included in the Conference Planning Manual for further information.

RELOCATION AND EVACUATION

If the severity of the emergency prevents conference groups from returning to normal operations, steps may include a campus evacuation. If an evacuation order is given, your program may be asked to evacuate within 24 - 48 hours of receiving notification. During an evacuation, participants/staff must bring their personal belongings with them; otherwise, belongings may be forfeited. Stanford University is not responsible for conference evacuation costs. These costs would be considered the responsibility of the program.

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If, following an emergency, there is a way for campus programs to continue, relocation within the campus may be required. Relocation and evacuation procedures will be coordinated by Stanford Conferences and by the CHSCs.

EMERGENCY SIREN ALERT SYSTEM

Stanford has an emergency siren alert system for notifying the entire campus of emergencies and life-threatening situations such as: an armed gunman on campus (e.g., the 2007 Virginia Tech tragedy), or a wildfire in the Stanford foothills. The siren generates a single alert tone emitted to warn of an emergency. Following the siren alert, programs will be notified about the actions they will need to take.

COST COVERAGE

It is the responsibility of your program to cover all costs for participants/staff during health emergencies including, but not limited to, medical and transportation costs. Please note that in the event of a health emergency, the University's financial assistance will be directed towards students, faculty, and staff.

Depending on the type and magnitude of the emergency, the University may use an online system for processing payments for services rendered. Turnaround times may be longer due to reduced staffing.

CONTACT INFORMATION AND RESOURCES

Your emergency plan must include your program's first line of contact information (i.e., on-site emergency contact, Conference Housing Service Center, Conference Account Manager). You should develop an emergency contact list specific to your program that includes cell phone numbers for all staff (located on-site and off campus). You should also provide your participants with a phone number they can call to reach someone in your program in the event of an emergency. A list of additional emergency contacts and resources has been provided on the following pages.

Stanford Conferences assigns a high level of importance to your program's safety during the time your participants/staff are on campus. If you have any questions about creating an emergency plan, please contact your Conference Account Manager.

SUGGESTED TOPICS FOR ON-SITE STAFF TRAINING

- 1) Review Cost Coverage Plan (**which staff will carry cash and/or credit card, process for documenting emergency expenses, etc.**)
- 2) Fire Prevention
 - a. Note the location of alarms, evacuation maps, and extinguishers, and know how to use these items.
 - b. Evacuation maps are considered emergency equipment; therefore, these items may not be removed, altered and/or obscured.
 - c. Leave fire doors closed at all times.
 - d. Clear obstructed corridors, aisles, and room exits.

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- e. Use only grounded electrical plugs. Limit use of extension cords and multiple outlets.
- f. Do not smoke inside or within 30 ft. of any University building.

3) Fire Response

- a. Call 9-911 from Stanford phones (911 from non-Stanford phones, including cell phones).
- b. Activate nearest alarm.
- c. Feel doors for heat. If cool, exit carefully. If hot, do not open the door. Remain where you are.
- d. If you see smoke, crouch near the floor as you exit. If you see fire, confine it by closing doors and windows.
- e. Use extinguishers on small fires, provided it is safe to do so. To use the extinguisher, pull the pin, aim at the base of the fire, squeeze the nozzle, and sweep back and forth.
- f. Never use an elevator during a fire evacuation. Proceed to the EAP.

4) Earthquake Preparedness

- a. Know how and where to take cover during an earthquake.
- b. Do not stack furniture.
- c. Move tall bookcases away from exits. Do not use them as room dividers.
- d. Store heavy items at floor level.
- e. Back up critical data. Keep duplicates off-site.

5) Earthquake Response

- a. Take cover immediately. Do not run or panic.
- b. Seek shelter in a safe place: under a desk, table, or chair; between seating rows in classrooms; against a corridor wall. If outdoors: stay away from falling hazards.
- c. Expect aftershocks.
- d. Major Quake (violent motion)
 - i. Restore calm. Assist others. Report injuries or fires by calling 9-911 from Stanford phones (911 from non-Stanford phones).
 - ii. Take emergency supplies.
 - iii. Do not use elevators.
 - iv. Proceed to the EAP.

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- v. Do not enter buildings until they have been officially declared safe for re-entry; await instructions, be patient, help others.
 - a. Minor Quake (brief rolling motion)
 - vi. Restore calm.
 - vii. Examine your area for damage.
 - viii. Report damage/hazardous releases.
- 6) Explosion Response
- a. Take shelter under a desk or sturdy table.
 - b. Exit the building immediately.
 - c. Do not use elevators.
 - d. Check for fire and other hazards.
 - e. Take any emergency supplies if time permits.
- 7) Medical Emergency Response
- a. Call 9-911 from Stanford phones (911 from non-Stanford phones).
 - b. Administer first aid if you are trained to do so.
 - c. Do not attempt to move seriously injured persons.
- 8) Infectious Disease Response during a Declared Biological Emergency:
- a. Many common illnesses have similar symptoms; therefore, do not automatically assume that the participant/staff should go to a hospital emergency room, or that any illness is the result of a biological attack.
 - b. Use common sense. Practice good hygiene/cleanliness to avoid spreading germs; seek medical advice.
 - c. Do not share food, water bottles, or eating utensils.
 - d. Be aware of contamination in group areas, food, and surfaces.
 - e. Wash hands thoroughly and frequently with soap, or use a hand sanitizer.
 - f. If the individual's symptoms match those described by authorities and if you are in the group/area considered at risk, seek immediate emergency medical attention.
 - g. If you have a potentially exposed participant or staff member, follow the instructions of doctors and other public health officials.
- 9) Campus Evacuation Plan (be prepared to implement within 24 - 48 hours of an evacuation notice)
- a. Schedule emergency check-out (**Identify Location**)
 - b. Staff to notify all participants of time and location of check-out. (Note: Everyone should be reminded to take all of their belongings with them.)
 - c. If the CHSC isn't able to provide staffing, (**Identify Assigned Staff**) will collect keys from participants and return them to the CHSC.
 - d. All staff will relay information regarding recommended off-campus routes. (**Things to consider: how many participants will have cars on campus, how many parents will be picking up youth participants in cars, etc.**)
 - e. Transport participants/staff needing to get to train stations, bus stations, or airports. (**Assigned Staff: Things to consider: how participants arrived to the area, i.e., by car, plane, bus, train, etc.**)

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IMPORTANT PHONE NUMBERS AND RESOURCES:

Fire, Police, and Medical Emergency (these numbers are intended for life-threatening emergencies only)	9-911	General emergency number (from any Stanford phone)
	911	General emergency number (from any non-Stanford phone or cell phone)
	(650) 723-5111	Stanford Health Care Emergency Services
	(650) 321-4433	Palo Alto Emergency Dispatch
Stanford University Department of Public Safety (for non-emergency situations)	(650) 723-9633 (650) 329-2413 (after-hours)	Office hours: 8:00AM - 5:00PM Monday – Friday
Stanford University Emergency Information Hotline	(650) 725-5555	On-campus callers
	(844) 253-7878 (844) AlertSU	Out of area hotline
	01-602-241-6769	Out of area callers from outside the US
Stanford Conferences Emergency Information Hotline	(650) 723-0982	
Stanford Health Care	(650) 498-8888	
Stanford Children’s Health	(650) 497-8000	
Parents Help Line	(650) 725-0649	

STANFORD EMERGENCY WEBSITE: <http://emergency.stanford.edu>

RADIO STATIONS: Follow the “Emergency Alert System” on the following radio stations:

- KZSU radio stations (90.1FM)
- KCBS 740 AM radio
- KGO 810 AM radio