Boston University Study Abroad

San Francisco Summer Program
Student Emergency Response Plan
(May- August 2018) _5.10.18_
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Student Welcome

Dear Students,

Welcome to the San Francisco Summer Program! Rated as one of the best cities for quality of life around the world, San Francisco is a hub of technology, innovation and entrepreneurship. This is the second time that Boston University sends students on a summer program in the Silicon Valley and we are excited you are with us for this program. We are making every effort to give you the opportunity for a pleasant, meaningful and memorable experience this summer.

While we hope you will learn a great deal from your internships and enjoy most of what San Francisco has to offer, we also want to make sure that you are safe and healthy. Even though emergencies are unlikely to happen, you need to be prepared with what to do, just in case. To this end, we have compiled this Emergency Response Plan (ERP). It is your responsibility to read through all these pages and be familiar with various procedures listed in this plan in the face of different emergency situations.

Upon your arrival at the Panoramic, we will conduct a fire drill, and provide other training for emergency situations – be it natural like an earthquake, or simply a medical situation. Please pay close attention to the training as you never know when this information will become of paramount importance.

If you have questions regarding any of the procedures or this plan in general, please feel free to contact me on my cell 408-828-8020, or via email sierratc@bu.edu.

On behalf of the Study Abroad Office of Boston University, I wish that all of you will have lots of fun and also learn a great deal during your summer in the Golden City.

Sincerely,

Sierra Tan

San Francisco Summer Program Coordinator
Study Abroad Office
Boston University

May 2nd 2018
Section #1: EMERGENCY CONTACT INFORMATION

Boston University Study Abroad In-Country Director and Staff:

1. Sierra Tan
   Position: Program Coordinator
   Phone: 408-828-8020  Cell/after hours: 408-828-8020
   Back up Phone Number (Sierra’s husband Michael): 408-829-4255
   Email address(s): sierratc@bu.edu; sierrainmiis@gmail.com
   Address: 2052 Flintcrest Drive, San Jose, CA 95148

2. Avinash Dabir
   Position: Course Instructor/Internship Placement Manager
   Phone: 617-256-5285  Cell/after hours: 617-256-5285
   Email address(s): adabir@bu.edu

3. Edgar Moreno
   Position: Property Manager at the Panoramic Building
   Phone: 415-701-7030 (Business Hours, 5am-4pm)  Cell/after hours: 510-325-8872
   Email address(s): edgar@panoramic.com

Local First Responders

Primary Emergency Phone Number: 911

Police Stations:

1) Mission Station: 415-558-5400; Address: 630 Valencia Street, San Francisco, CA 94110
2) Tenderloin Station: 415-345-7300; Address: 301 Eddy Street, San Francisco, CA 94103
3) For non-emergency police matters, the phone number is: 415-553-0123

Fire Station Phone Number: 911; Address: 109 Oak St., San Francisco, CA 95110

Ambulance Service Phone Number: 911

Counseling or Mental Health Phone Number: 415-781-0500 (24/7/365 hotline)

Boston University Study Abroad Office

During Business Hours: 1-617-353-9888

Emergency (after-hours) phone number: 1-617-594-3215

Health and Travel Insurance

Name and Policy Number: Aetna Student Health
Phone Number (24 hours Customer Service): 800-966-7772
Every student needs to print their own insurance card from the Aetna website shown below if they don’t have one yet. If care is needed, upon arrival at the medical care facility, present your insurance card when registering.

**Institute/ University Partner**

**First Contact**

**Organization:** The Panoramic  
Title: Front Desk staff  
Phone 24/7: **415-701-7030**  
Email address(s): Manager@panoramic.com

**Note:** The Panoramic has a Front Desk Attendant stationed at the front desk on the ground floor lobby 24-hours a day, 7 days a week (24/7). The Front Desk phone number is 415-701-7030 and students can call the front desk at any time of the day.

**Second Contact (waiting for updates)**

**Organization:** The Latitude 38  
Title: Residential Assistants (RAs)

**Health Services, Physicians & Hospitals**

**Physicians**

**Urgent Care #1**

Name: **Golden Gate Urgent Care**

Specialty or type of practice: **Urgent Care/Sick Call**

Address: **1600 Market St., San Francisco, CA 94102**

Phone: **415-746-1812**

Office Hours: **Mon-Fri 8am-8pm, Sat-Sun 8am-6pm, closed on Thanksgiving, Christmas, New Years and 4th of July.**

**Urgent Care #2**
Name: Direct Urgent Care
Specialty or type of practice: Urgent Care/Sick Call
Address: 1998 Market St., San Francisco, CA 94102
Phone: 415-792-6040 Office Hours: Mon-Sun 8am-8pm

Hospital or clinic #1
Name: Golden Gate Urgent Care
Address: 1600 Market St., San Francisco, CA 94102
Phone: 415-746-1812
Office Hours: Mon-Fri 8am-8pm, Sat-Sun 8am-6pm, closed on Thanksgiving, Christmas, New Years and 4th of July.

Hospital or clinic #2
Name: St. Francis Memorial Hospital
Address: 900 Hyde St., San Francisco, CA 94109
Phone: 415-353-6000
Office Hours: 24 hours

Hospital or clinic #3
Name: Chinese Hospital, East West Health Services
Address: 632 Commercial St, #100 San Francisco, CA 94111
Phone: 415-795-8100
Office Hours: Mon-Thur 9am-6:30pm, Fri 9am-6pm, Sat 9am-5pm, Sun closed

Mental Health Hotline #1
Name: San Francisco Mental Health Emergency
Phone: 415-781-0500 Office Hours: 24/7/365 hotline

Mental Health Hotline #2
Name: San Francisco General Hospital Psychiatric Emergency Services
Address: 1001 Potrero Avenue, San Francisco, CA
Phone: 415-206-8125 Office Hours: 24/7/365 hotline

Mental Health Facility #1

Name: Mental Health Clinic at Zuckerberg San Francisco General Hospital
Address: Room 1B20, Building #5, 1001 Potrero Ave, San Francisco, CA 94110
Phone: 415-206-8125, or 415-206-8000 (Operator) Office Hours: 24X7

Mental Health Facility #2

Name: Mental Health Association of San Francisco
Address: 870 Market Street, Suite 928, San Francisco, CA
Phone: 415-421-2926 Office Hours: Mon-Fri, 9am-5pm

Health Services- Pharmacies

Pharmacy #1 (24 hours)
Name: Walgreens at Union Square
Address: 135 Powell St, San Francisco, CA 94102
Phone: 415–391–7222
Hours of operation: 24/7/365

Pharmacy #2 (nearest)
Name: Walgreens
Address: 1301 Market St, San Francisco, CA 94103
Phone: 415–861–4010
Hours of operation: Mon-Fri 8:00 am-8:00 pm, Sat 9:00 am-5:00 pm, Sun 10:00 am-6:00 pm

Pharmacy #3
Name: CVS Pharmacy
Address: 789 Mission St, San Francisco, CA 94103
Boston University Study Abroad

Phone: 415-343-6273

Hours of operation: M-F 7:00 AM - 7:00 PM, Sat 9:00 AM - 5:00 PM, Sun Closed

Pharmacy #4

Name: Safeway Pharmacy

Address: 2020 Market St., San Francisco, CA 94114

Phone: 415-436-9032

Hours of operation: Mon-Fri 9:00 am-8:00 pm, Sat 9:00 am-5:00 pm, Sun 11:00 am-5:00 pm

Consulate Information

China Consulate contact information:

Operator (Auto Voice): 415-852-5900

Visa Office Phone Number: 415-872-9091, Fax: 415-852-5940; Email: visa.sf@gmail.com

Office Hours: 9am – 2:30pm Mon-Fri, no lunch break, closed on weekends & holidays.

Address (Main Office): 1450 Laguna Street, San Francisco, CA 94115

Visa office: Mailing address is the same as above. However, the entrance to the Visa office is on the Geary Blvd (From the main office, walk up north to the first traffic light, turn right and walk 1/2 block).

Hotline for Consular Protection and Assistance: 415-852-5924 (Working Hours), 415-216-8525 (None Working Hours)

Nearest Public Transportation Stop: Bus 38 & 38R at Laguna and Geary bus stop

Other Useful Numbers

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<tr>
<td>Phone Number: 415–861–4010;</td>
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<tr>
<td>Address: 1301 Market St, San Francisco, CA 94103;</td>
</tr>
<tr>
<td>Hours of Operation: Mon-Fri 8am-8pm, Sat 9am-5pm, Sun 10am-6pm</td>
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<th>Wells Fargo:</th>
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<tr>
<td>Phone Number: 415-396-4424;</td>
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<tr>
<td>Address: 1266 Market St, San Francisco, CA 94102;</td>
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<tr>
<td>Hours of Operation: Mon-Fri 9am -6pm, Sat 9am–4pm, Sun closed</td>
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<th>Bank of America:</th>
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<tr>
<td>Phone Number: 415-622-0283;</td>
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<tr>
<td>Address: 1525 Market St, San Francisco, CA 94103;</td>
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Hours of Operation: **Mon-Thur 9am -5pm, Fri 9am-6pm, Sat 10am–2pm, Sun closed**

**Chase Bank:**
Phone Number: **415-241-8700**
Address: **1201 Market St. San Francisco, CA 94103**
Hours of Operation: **Mon-Fri 9am -6pm, Sat 9am–4pm, Sun closed**

**Industrial and Commercial Bank of China (USA):**
Phone Number: **415-352-6900**
Address: **1001 Grant Ave., San Francisco, CA 94133**
Hours of Operation: **Mon-Fri 9am -5pm, Sat 9am-2pm, Sun closed**

**Local transportation supplier**

1. Name of organization: **Uber**, download the app on cellphone
2. Name of organization: **United Cab**
   Phone Number: **408-971-1111**
   Address: **Soma, 20 Heron St., San Francisco, CA 94103**
3. Name of organization: **SF Green Cab**
   Phone Number: **415-626-4733**
   Address: **2940 16th St., San Francisco, CA 94103**
4. Name of organization: **SFMTA** (San Francisco Municipal Transportation Agency)
   Phone Numbers: inside city call **311**, outside **415-701-2311**, 24/7/365
   Students can also sign up for free e-mail and text alerts for the specific Muni lines and times of day they travel.

**Section #2: Designated Assembly Point**
The primary assembly point the program site is: **outside of 1385-1399 Mission Street, San Francisco, on the corner of 10th and Mission; across the street from CUMAICA COFFEE**. Shown in the picture below.

**Directions to the primary Assembly Point:** exit from the front door, turn left and walk about 10 meters to the empty space in front of the parking lot outside of 1385-1399 Mission Street. See Map & Street View on the next page.
Section #3: Shelter-In Place

Overview: In the event of environmental (gas leak, external chemical fire) or natural hazards (sudden storm, tornado etc.) or other major event, authorized authorities or program staff may require students and staff to stay indoors for their own safety, rather than evacuate. A shelter-in-place command usually lasts from a few minutes to a few hours.

On notification of the order to Shelter-in-Place, anyone who is in the building must remain in the building. All students, faculty and visitors will assemble at the listed location(s).

Sheltering location(s) is/are: students' rooms at the Panoramic

Sheltering location(s) is/are: work place where students work as interns

The doors should be locked. In the case of a storm, close blinds and curtains to curtail flying objects that may hit the building

Everyone will remain in the shelter location until the all-clear has been sounded and normal operations resume.

If possible (phone lines are working, electricity is still on etc.), students should call their parents to inform them of their safety.

Staff will contact students not on the premises and advise them to stay away. If you are off-site and are advised to stay away, please do so. Staff will contact you again when the situation has cleared.
If more than one shelter location is needed, each room will have a responsible person assigned to distribute supplies, record names and communicate with the BUSA office as well as the responsible persons in other shelter locations.

Section #4: Premises Evacuation Plan:

Notification of the need to evacuate will be by the following means:

1. **FIRE ALARM SOUND AND SIGHT**: The Fire Alarm will sound like a LOUD HONKING HORN and there will be STROBE LIGHTS FLASHING.
2. **PUBLIC ADDRESS SYSTEM**: Emergency Announcements and Evacuation Instructions will be made via this system. You will hear: "May I have your attention, please. May I have your attention, please. There has been an alarm reported in the building. Please proceed to the stairways and exit the building. Do not use the elevators."

Section #5: Fire Safety Plan:

1. **In-Case-of-Fire Procedures**
   1) If fire alarm sounds, exit through stairways down to the ground floor and exit into the street, then gather at the Assembly Point.
   2) Do not use elevator in the event of a fire or earthquake.
   3) When descending stairs, stay to your right and out of the way of ascending fire personnel.
   4) Follow all directions given by Floor Warden Staff or Fire Safety Director.
   5) Remain calm, exit orderly, feel doors for heat before opening and crawl low in smoke or heat.
   6) Do not re-enter the building until Fire Department approves re-entry.

2. **Fire Safety Do’s, Don’ts, and Tips**
   1) No Smoking inside building or within 20 feet of building’s perimeter.
   2) Do not block exit doors.
   3) Do not use elevators in the event of a fire or earthquake.
   4) Do not use any type of fire flame inside building, Example; Lighters, Propane, Candles, etc.
   5) Please report any sign of fire to Fire Dept. Call 9-1-1
   6) Familiarize yourself with the building’s Fire Fighting equipment.
   7) Do not use any flammable liquids inside the building.
   8) If fire alarm sounds, exit through stairways down to ground floor and exit into the street.

Section #6: Emergency Communication Protocol

**Internal Emergency Communication Protocol:**

1. When recognizing an emergency, immediately call 911 if necessary.
2. If Sierra is not present when an emergency occurs, call to let her know if possible.
3. If it is a medial emergency, please first turn to the Residential Assistant (RA) on duty for help.
4. If it is something related to the Panoramic, immediately call the Front Desk and follow their instructions.
5. When an alarm or evacuation event occurs, follow evacuation procedures and gather at the Assembly Point.
6. Upon arrival to a safe place, immediately contact both Sierra and your parents to let them know that you are safe.

Other Contingency Plans:

1. EARTHQUAKES

   During an Earthquake

   1) Remain calm
   2) Stay inside; take cover in a safe location
   3) Calm others

   After a Devastating/Damaging Earthquake

   1) Be prepared for aftershocks.
   2) Check immediate location (Are you safe?).
   3) Check for injuries of others: Apply first-aid as needed.
   5) Turn off gas if you smell gas, see a broken pipe or are ordered to do so.
   6) Turn off water or electricity if it is causing a hazard or pipe is broken.
   7) Be prepared to go without emergency services. Help yourself and others.
   8) Listen for news and instructions over radio or television.
   9) Ration food and water.
   10) Use telephone only for dire emergencies.
   11) Check that all telephone receivers are on their phone cradles.
   12) Do not use elevators. Exit through stairways.

2. TOXIC HAZARDS

   Upon indication of a toxic spill or exposure:

   1) Immediately get to an area where not exposed, help others.
   2) Call “9-1-1” and inform of situation.
   3) GIVE BUILDING ADDRESS, FLOOR, APARTMENT, AND PHONE NUMBER.
   4) Take actions to contain hazard. Close doors behind you.

3. CIVIL DISTURBANCES

   1) Do not go through a violent crowd to leave or enter building
   2) Call “9-1-1” and inform of situation.
   3) Answer questions asked by the operator.
   4) Stay away from unruly crowd.
5) Inform building management or Front Desk.