



**MOSCONE CENTER**

**EMERGENCY  
PREPAREDNESS PLAN**

**Moscone North & South**

Revised: 04/14/10

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# Table of Contents

Introduction.....	1
Overview.....	3
Public Emergency Response System(PERS).....	4
Facility Staff Responsibilities During Emergencies.....	6
Security's Responsibilities During an Emergency.....	7
Senior Management's Responsibilities During an Emergency.....	8
Evacuation/Relocation Procedures.....	9
Fire.....	11
Earthquake.....	13
Medical Emergencies.....	14
Power Outage.....	16
Bomb Threat.....	17
Social Disturbances.....	19
Building/Portable Structure Collapse.....	20
Flood.....	21
Toxic/Chemical Emergencies.....	22

# Introduction

It is the intent of the San Francisco Convention Facilities (SFCF) and SMG's management team to provide our clients, visitors, employees, and the City and County of San Francisco with a comprehensive emergency management plan to aid in ensuring maximum safety in the event of an emergency situation at the convention facilities. The full plan consists of several documents, with each document outlining an action program appropriate to a different audience.

*This document, An Emergency Preparedness Plan, is written for the specific purpose of outlining an action plan appropriate for our clients and facility users. Its intent is to provide a general understanding of the roles played by convention center staff and management, as well as outside agencies, in any emergency situation. It is also intended to convey appropriate response measures to be taken by facility users, contractors, and related parties in assuring the greatest responsiveness and care for the safety of everyone in the facility.*

While we have committed to writing a basic guide to be followed during specific emergencies within our facilities, this plan should not be interpreted as the sole solution to all emergencies. Our intent is to minimize the problems of confusion and indecision that often accompany emergency situations. Flexibility and rationality are key to successfully managing any emergency. We stress human safety above material loss at all times.

In addition to the safety of those within the facility, the San Francisco Convention Facilities and SMG have made efforts to work cooperatively with City agencies, public and private emergency support providers, and our surrounding neighborhood during emergency situations. We are committed to working cooperatively with the American Red Cross, law enforcement agencies, rescue agencies and neighborhood associations. Through the cooperative efforts of these agencies and the facility, a swift recovery from any emergency can be made safely.

While virtually all of the information in this plan establishes procedures to be followed by facility staff in responding to emergencies, ***your role is equally important in assuring the most effective emergency response to any situation. It is critical that as the facility user you review this plan with your own staff and that you establish an agreed-upon location outside the facility for your staff to meet in the event of a building evacuation.*** It is the responsibility of our staff to act in the interest of your safety and that of your attendees, exhibitors and employees, and we ask that you assist us by supporting our plan through cooperation and active listening in the event of any emergency.

# Overview

The Moscone Center is San Francisco's premier meeting and exhibition facility. Located in the heart of the downtown district, the convention center is minutes away from the City's theaters, nightclubs, and business community. Moscone North and South anchor the central blocks of the 87-acre Yerba Buena Center, a major development devoted to public use facilities and parks. Immediately surrounding the convention center are the San Francisco Museum of Modern Art, Sony METREON, the Center for the Arts, the Yerba Buena Gardens, local businesses, and large residential complexes.

Moscone North and South include:

## North Hall

Hall D	138,684 square feet
Hall E	42,756 square feet/6 meeting rooms
North Meeting Rooms	10,800 square feet/11 meeting rooms
North Lower Lobby	19,949 square feet
North Upper Lobby	19,436 square feet
North Loading Docks (red)	10

## South Hall

Halls A,B,C	260,560 square feet
Gateway Ballroom	24,825 square feet
East Mezzanine	21 meeting rooms
West Meeting Rooms	13 meeting rooms
South Lower Lobby	9,000 square feet
South Upper Lobby	15,300 square feet
East/West Loading Docks (green/blue)	9

## Esplanade Ballroom

Esplanade Ballroom	42,675 square feet/10 meeting rooms
Room 300	2,870 square feet
Esplanade Upper & Lower Lobbies	12,304 square feet
Folsom Street Loading Docks	2

*Moscone West is a separate facility. A separate plan has been developed for that facility.*

# Public Emergency Response System PERS

Moscone North and South are equipped with a unique safety feature known as the Public Emergency Response System or PERS. There are 107 PERS stations throughout the facility, and all locations are monitored at the Security Control Room allowing facility staff to identify the exact location of any emergency. Each station is equipped with pull handles designated by "FIRE", "POLICE", and "MEDICAL" in the South Hall or "FIRE", "POLICE/MEDICAL" in the Esplanade and North Hall.

## **PERS Station Activation Procedures**

1. Go to the PERS station closest to the emergency.
2. Pull the handle appropriate to the emergency (Fire, Police, or Medical).
3. Open the door adjacent to the pull station and lift the red emergency phone.
4. Wait for an answer.
5. Calmly explain the emergency.
6. Replace the receiver after reporting the emergency.
7. If safe, wait at the PERS station for emergency personnel to arrive. Direct them to the emergency.

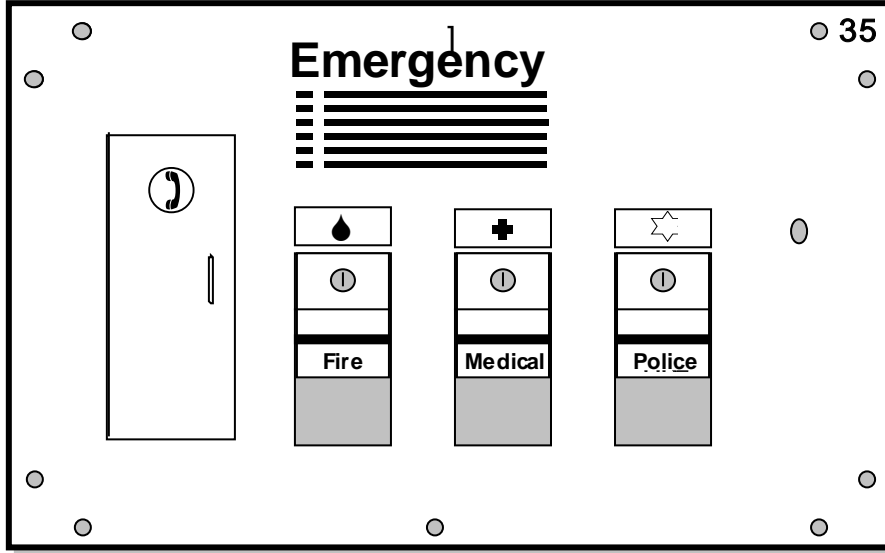
**IN THE EVENT OF MULTIPLE PERS STATION ACTIVATIONS  
CALLS WILL BE QUEUED UP IN ORDER OR TRANSFERRED TO 911  
IF NECESSARY**

**DO NOT HANG UP OR ACTIVATE  
ANOTHER PERS STATION**

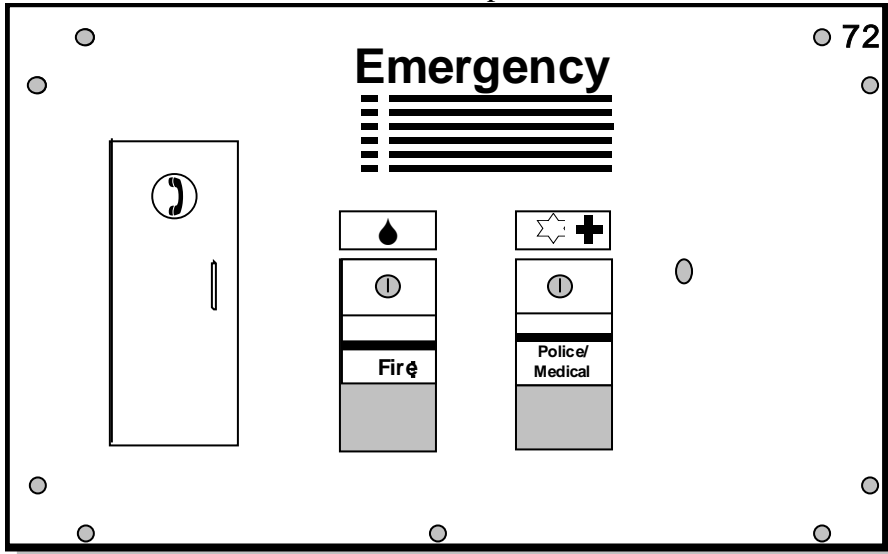
**IF A HOUSE TELEPHONE IS CLOSER TO THE  
EMERGENCY, DIAL X511 TO CONTACT THE CONTROL ROOM.**

**PERS Stations**

Moscone South



Moscone North and Esplanade Ballroom



# Facility Staff Responsibilities During Emergencies

## Control Rooms

The Security and Engineering control rooms are located on the West Mezzanine of Moscone South. The Control Room is staffed at all times. In the event of an emergency, when it is reported through our computerized monitoring system, the control room is the first place where the emergency is recorded and the first response initiated.

## Engineer's Responsibility during an Emergency

The Engineering Staff has been trained to deal with many types of emergencies. When an emergency is reported the following is a brief guideline:

***In case of fire notify the San Francisco Fire Department immediately.***

1. Remain calm.
2. Establish the exact location of the emergency.
3. Dispatch personnel to the emergency location to report conditions.
4. Alert all departments of the emergency by radio, and contact Senior Management.
5. Make the necessary Facilities Emergency Announcement(s).
6. In all other emergencies contact the appropriate agency for assistance and / or information.
7. If evacuation is necessary, refer to the *Evacuation/Relocation* section (on page 9) of this guide for further instructions.
8. Interface with Senior Management when they arrive at the Control Room and provide support as necessary.
9. Lend technical assistance to any agency, if requested.

# Security's Responsibility during an Emergency

The Security Staff has also been trained to deal with many types of emergencies; their efforts in the Control will basically be in conjunction with those of Engineering.

The following is a basic guideline:

***In case of fire notify the San Francisco Fire Department immediately.***

1. Remain calm.
2. Establish the exact location of the emergency.
3. Dispatch personnel to the emergency location, to report on conditions.
4. Alert all departments of the emergency by radio, and contact Senior Management.
5. Make the necessary Facilities Emergency Announcement(s).
6. In all other emergencies contact the appropriate agency for assistance and / or information.
7. If evacuation is necessary, refer to the *Evacuation/Relocation* section of this guide for further instructions.
8. Interface with Senior Management when they arrive at the Control Room and provide support as necessary.
9. Lend technical assistance to any agency, if requested.



# Senior Management's Responsibilities During an Emergency

During any emergency it is the responsibility of the highest-ranking person to assume the lead.

The control rooms located on the West Mezzanine in Moscone South are designated as the command center for any emergency. The following are some general guidelines to assist you in case of an emergency:

- Remain calm.
- Remember that during any emergency our personnel will be looking for direction.
- Report to the control room. There is a group of telephone lines located at the back wall of the control room. These are available for use in receiving and sharing of information during emergencies. These telephones will need "operators" appointed to answer or to make calls. **One telephone line will always be dedicated for open communication with Show Management.**
- Assess the emergency and review what has been accomplished with the Engineer and / or Security person on duty in the Control Room(s). Insure that emergency pages have been made using the P.A. and will continue until the situation is resolved.
- Organize personnel and equipment (radios, telephones, cellular telephones, flashlights, etc.) to establish the cause and solution. If you feel the situation will not be resolved immediately proceed with the following:
  - 1) Establish contact with appropriate outside agency. If there is an interruption of natural gas contact P.G &E
  - 2) Take a roll call of all personnel
  - 3) Assign "operators" to be stationed at the emergency telephones.
  - 4) Dispatch personnel for assessment of the facilities using the Emergency Floor Plan Grid. When dispatching personnel appoint a "leader" that will report back to the control room at assigned intervals to a designated telephone number.
  - 5) Contact Senior Management Personnel
  - 6) Assist outside agencies as they arrive.
- Try not to use the radios as the primary source of communication. The radios will be the quickest way to get critical information to everyone involved if the channels remain clear.

**After the Emergency is successfully managed, ensure that the "ALL CLEAR" page is made through the P.A. System.**

# Evacuation/Relocation

In the event of an emergency, evacuation of the facilities may be necessary. Only the highest-ranking emergency personnel on the premises may authorize evacuations. Emergency personnel are trained to assist in the evacuation.

## **Evacuation Safety**

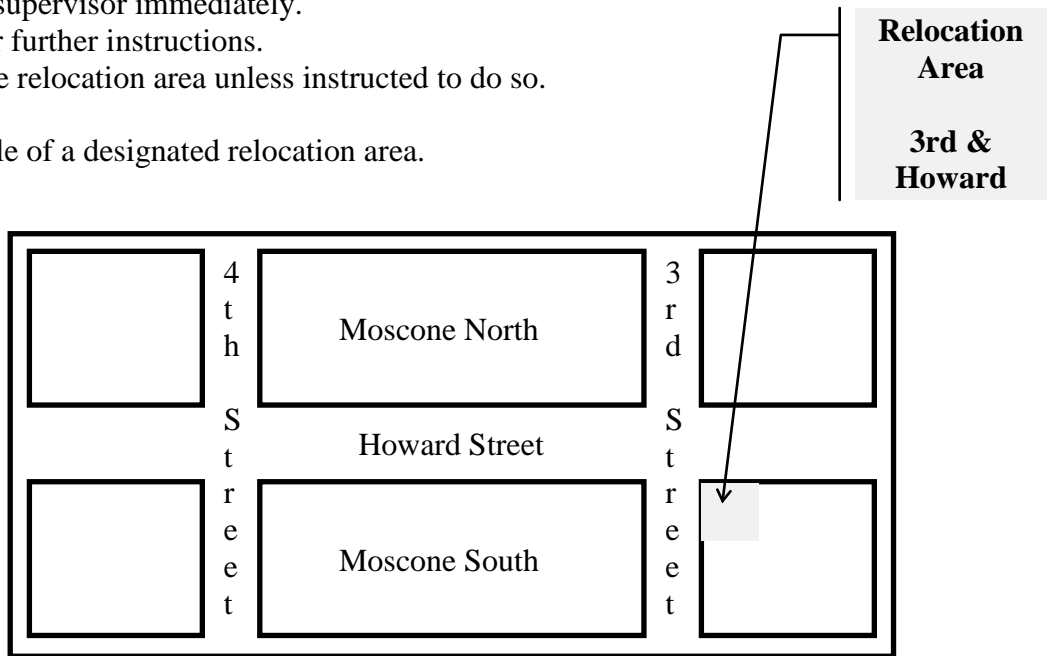
1. Be calm, courteous, and quiet.
2. Do not use elevators.
3. Assist elderly, injured, and disabled persons in exiting the facility or relocate them to a safe area.
4. Listen for further instructions via the PA system, radio or from your supervisor.
5. Leave the facility through the nearest exit.
6. Do not return to the locker room or your office. Do not retrieve personal property.
7. Do not loiter or wait for others.
8. Watch for incoming firefighters and other emergency personnel. Do not try to assist them unless asked.
9. Proceed directly to the designated relocation area.
10. Report to your supervisor immediately.
11. Do not try to re-enter the facility.

# Relocation Procedures

Designate a relocation area for your employees

1. Evacuate the building immediately upon notification.
2. Walk directly to the designated relocation area.
3. Report to your supervisor immediately.
4. Wait quietly for further instructions.
5. Do not leave the relocation area unless instructed to do so.

Below is an example of a designated relocation area.



# Fire

The Moscone Center has many fire prevention features. These include but are not limited to Public Emergency Response Stations (PERS) throughout the building, extensive fire sprinklers in all areas, water reserve of approximately 100,000 gallons and a computerized monitoring system that reports all alarms to a central control room which is monitored twenty-four hours a day.

Fire prevention is everyone's responsibility. Do not engage in fire fighting of any type unless you have been properly trained. Fire fighting techniques will not be provided in this guide.

**The Fire Marshall advises each organization using the facility to designate an area for staff roll call should an emergency arise.**

**DO NOT ATTEMPT TO EXTINGUISH A FIRE  
UNLESS YOU ARE PROPERLY TRAINED**

**REPORT ALL FIRES TO SECURITY  
CONTROL (X511) IMMEDIATELY**

## **Fire Safety**

1. Remain calm.
2. Report the fire immediately. Do not assume that the fire has been reported.
3. Move safely away from the fire and smoke.
4. Stay low to the ground.
5. Do not inhale smoke or fumes.
6. Listen for instructions via the PA system.
7. Proceed to the nearest exit and leave the facility.
8. Report to designated assembly area.

## **House Phone Reporting Procedures**

1. Call the Security Control Room (x511).
2. Speak slowly and clearly.
3. Tell the person in the control room:
  - a) There is a fire.
  - b) The location of the fire.
  - c) Type or cause of the fire.
  - d) If there are any injuries.
4. If safe, wait at the location for emergency personnel to arrive. Direct them to the emergency.

## **PERS Station Fire Reporting Procedures**

1. Pull the handle marked FIRE on the PERS station closest to the fire.
2. Open the small stainless steel door and pick up the red emergency phone. The phone automatically connects to the Security Control Room or 911.
3. If Security Control answers, tell the person:
  - a) There is a fire.
  - b) The location of the fire.
  - c) Type or cause of the fire.
  - d) If there are any injuries.
4. If 911 answers, tell the operator:
  - a) There is a fire at the Moscone Center - 747 Howard Street.
  - b) The location of the fire within the building.
  - c) Type or cause of the fire.
  - d) If there are any injuries.
5. If safe, wait at the location for emergency personnel to arrive. Direct them to the emergency.

# Earthquake

In the event of a natural disaster, the Moscone Center is a designated Mass Care Facility for District 3 of San Francisco. On order by the Mayor of San Francisco and the Mayor's Office of Emergency Services, the American Red Cross will utilize the facility for this purpose. SMG will continue full operation of the facility. As a tenant of the facility, the American Red Cross will operate in compliance with all facility rules. SMG assumes no liability for the safety and well being of visitors in care of the American Red Cross.

**The Fire Marshall advises each organization using the facility to designate an area for roll call should an emergency arise.**

## **Earthquake Procedures**

1. Remain calm.
2. Take cover under a sturdy object or doorway. Avoid all windows and glass
3. Assist injured and disabled persons.
4. Prepare for aftershocks.
5. Do not use the elevators or escalators
6. Listen for instructions via the PA system
7. Do not leave the facility unless instructed to do so.
8. Report to designated assembly area.

# Medical Emergencies

The Moscone Center employs medical personnel during all event hours. They are responsible for treating medical emergencies and serve as a liaison to emergency care agencies. The building is equipped with four Automated External Defibrillators (AEDs). They are located outside the three first aid offices and inside the Security Control Room. In addition to the medical staff, many SFCF employees have been trained in CPR and AED procedures. The medical staff should be notified of all injuries. All non-emergency injuries should be directed to one of the Health Offices. If there is no medical staff on duty, non-emergencies should be reported to department managers, supervisors or the to the Security Control Room (x4021). First Aid techniques are not included in this guide.

## Health Office Locations

South First Aid Office	Exhibit level near room 106	974-4090
North First Aid Office	Exhibit level near room 124	974-4096
Esplanade First Aid Office	Esplanade level near room 300	974-4092

### **REPORT ALL MEDICAL EMERGENCIES IMMEDIATELY**

**To report a medical emergency call “511” on any house/show phone.<sup>2</sup> Please, be prepared to answer some basic questions about the condition(s) of the injured. For example: Is the person breathing? Is the breathing labored? Is the person conscious? Is there any bleeding? Etc.**

## Injury Safety

### **DO NOT ADMINISTER FIRST AID TECHNIQUES YOU ARE NOT TRAINED IN**

1. Remain calm.
2. Report emergency immediately
3. Do not move the injured person unless they are in danger of further injury.
4. Keep the person warm and covered.
5. Do not let the injured person see or touch his/her wounds.
6. Do not give an unconscious or semi-conscious person anything to drink.

## **House Phone Reporting Procedures**

1. Call the Security Control Room (x511).
2. Speak slowly and clearly.
3. Tell the person in the Control room:
  - a) There is a medical emergency.
  - b) The location of the emergency.
  - c) Prepare yourself to answer general questions as to the condition of the person.
  - d) Wait at the location for emergency personnel to arrive. Direct them to the emergency.

## **PERS Station Medical Reporting Procedures**

1. Pull a handle on the PERS station closest to the emergency.
2. Pick up the emergency phone adjacent to the pull station. The phone automatically connects to the Security Control Room or 911.
3. If Security Control answers, tell the person:
  - a) There is a medical emergency.
  - b) The location of the emergency.
  - c) Prepare yourself to answer general questions as to the condition of the person.
  - d) Wait at the location for emergency personnel to arrive. Direct them to the emergency.
4. If 911 answers, tell the operator:
  - a) There is a medical emergency at the Moscone Center - 747 Howard Street.
  - b) The location of the emergency within the facility.
  - c) Prepare yourself to answer general questions as to the condition of the person.
  - d) Wait at the location for emergency personnel to arrive. Direct them to the emergency.



# Power Outage

Although the likelihood of a complete black out within the Moscone Center is minimal, the possibility still exists. In the event of a power outage, the North facility is supplied emergency power by two diesel generators, with a capacity of 2,000 gallons of fuel. The South and Esplanade facilities have three diesel generators, with a capacity of 5,200 gallons of fuel. The emergency power system is designed to activate within the first few minutes of any power disturbance. Once activated, there is a general level of power provided to those areas affected by power loss.

## Power Outage Supply

In the event of a power outage, some of the major areas supplied by the diesel generators are:

- Emergency Lighting
- Life Safety Features
- Smoke Exhaust Fans
- Control Room
- VIES (Voice Initiated Egress System) for announcements.
- Refrigerators / freezers
- Sewerage and Sump Pumps
- Telephone Service

**POWER OUTAGES ARE DANGEROUS - DO NOT ATTEMPT  
TO PROCEED IF YOU ARE NOT SURE OF YOUR  
PATH OR OBSTACLES IN FRONT OF YOU**

## General reporting guideline

1. Remain calm
2. Go to the PERS station closest to the emergency or call the Security Control Room (x4021).
3. Pull a handle to automatically report the emergency (Fire, Police, and / or Medical).
4. Open the door adjacent to the pull station and lift the red emergency phone.
5. Wait for an answer.
6. Calmly explain the emergency.
7. Replace the receiver after reporting the emergency.

8. Listen to special instructions via the PA Systems.

## Bomb Threat

### Bomb Threat Safety Guidelines

1. Utilize telephone and cellular communication whenever possible, utilizing radio communication only for essential messages.
2. By telephone, notify the General Manager, Assistant General Manager, Security Manager, Event Manager, and Director of Operations.
3. Using the PA system, recall all SFCF managers to the Security Control Room.

**PA Script:** *"Your attention please, all Moscone Center Managers report to the Security Control Room. All Moscone Center Managers report to the Security Control Room."*

4. Dispatch a Rover to meet the Police Bomb Squad. Direct them to the Security Control Room.
5. Complete the attached Bomb Threat Checklist as soon as possible.

**🔴\* BOMB THREAT CHECK LIST \*🔴**

**Callers Voice:**

- Accent
- Angry
- Calm
- Clearing Throat
- Coughing
- Cracking
- Crying
- Deep
- Deep Breathing
- Disguised
- Distressed
- Excited
- Other: \_\_\_\_\_
- Familiar? Who: \_\_\_\_\_

- Familiar
- Laughter
- Lisp
- Loud
- Normal
- Nasal
- Raspy
- Ragged
- Slow
- Slurred
- Soft
- Stutter

**Questions To Ask:**

When is the bomb going to explode?

Where is the bomb?

What does it look like?

What kind of bomb is it?

What will make it explode?

Did you place the bomb?

Why?

What is your name?

Where do you live?

Is there a way to contact you?

**Background Noise:**

- Animals
- Baby
- Bar
- Cellular
- Clear
- Cordless
- Factory
- Home
- Long Distance
- Motor
- Other: \_\_\_\_\_

- Music
- Office
- PA System
- Pay Phone
- Plane
- People
- Static
- Street
- Voices
- In-house

**Threat Language:**

- Educated
- Foul
- Irrational
- Other: \_\_\_\_\_

- Incoherent
- Message read
- Taped

**Caller Description:**

- Male
- Age: \_\_\_\_\_
- Female
- Race: \_\_\_\_\_
- Other: \_\_\_\_\_

**Call Received by:**

Name: \_\_\_\_\_

Position: \_\_\_\_\_

Phone #: \_\_\_\_\_

**Exact wording of threat:**

Date: \_\_\_\_\_

Time: \_\_\_\_\_ am/pm

# Threat Received At: \_\_\_\_\_

# Social Disturbances

Disturbances can range from two people arguing to many of angry protesters in or out of the facility. Most disturbances are non-violent protests outside of the building. However, occasionally protesters will enter the building.

## Security: Social Disturbance Procedures

**NOTIFY SECURITY IMMEDIATELY  
OF ALL DISTURBANCES**

1. Remain calm.
2. Notify the Security Control Room.
3. Do not attempt to enter into, defend a position, or subdue anyone involved in a disturbance.
4. If disturbance turns violent call 911.
5. Do not loiter. Leave the area immediately. Return to the facility if you are outside.

## General reporting guideline

1. Go to the PERS station closest to the emergency or call the Security Control Room (x511).
2. Pull a handle to automatically report the emergency (Fire, Police, and / or Medical).
3. Open the door adjacent to the pull station and lift the red emergency phone.
4. Wait for an answer.
5. Calmly explain the emergency.
6. Replace the receiver after reporting the emergency.

If it is safe to do so, wait at the PERS station for emergency personnel to arrive. Direct them to the emergency.

# Building/Portable Structure Collapse

Collapse of any kind is an often complex, confusing, and extremely dangerous situation. It frequently involves specialized rescue personnel and heavy equipment not readily available.

The collapse of a portable structure within the facility is possible and would necessitate an immediate response by emergency personnel.

## General Collapse Guidelines

**DEBRIS ARE UNSTABLE IMMEDIATELY FOLLOWING  
A COLLAPSE - DO NOT ENTER A COLLAPSE AREA.**

1. Go to the PERS station closest to the emergency or call the Security Control Room (x511).
2. Pull the handle appropriate to the emergency (Fire, Police, and Medical).
3. Open the door adjacent to the pull station and lift the red emergency phone.
4. Wait for an answer.
5. Calmly explain the emergency.
6. Replace the receiver after reporting the emergency.
7. If safe, wait at the PERS station for emergency personnel to arrive. Direct them to the emergency.

**STAY CLEAR OF THE AREA UNTIL EMERGENCY PERSONNEL ARRIVE.**

# Flood

Although the possibility of a major flood inundating the Moscone Center is remote, the dangers associated with water related emergencies are real and should be prepared for. Since portions of The Moscone Center are located below the water table and within the flood plain, there exists the possibility of water related emergency situations within the facility.

## General reporting guideline

1. Go to the PERS station closest to the emergency or call the Security Control Room (x4021).
2. Pull a handle to automatically report the emergency (Fire, Police, and / or Medical).
3. Open the door adjacent to the pull station and lift the red emergency phone.
4. Wait for an answer.
5. Calmly explain the emergency.
6. Replace the receiver after reporting the emergency.

If safe, wait at the PERS station for emergency personnel to arrive. Direct them to the emergency.

**FLOODS ARE DANGEROUS - USE CAUTION WHEN  
APPROACHING ANY WATER HAZARD - DANGER OF DROWNING,  
ELECTRICUTION, AND ACCIDENTS IS VERY PREVALENT**

# Toxic/Chemical Emergencies

Although the Moscone Center does not allow large quantities of flammable materials, dangerous chemicals, or undocumented toxic substances in the facility, there still exists the possibility of a toxic or chemical emergency.

**ALL CHEMICALS USED IN THE FACILITY HAVE  
MSDS DOCUMENTATION AVAILABLE AT THE CONTROL ROOM,  
HEALTH, PURCHASING AND OPERATIONS OFFICES.**

**ALL CHEMICALS BROUGHT INTO THE FACILITY MUST HAVE  
CURRENT MSDS INFORMATION AND BE REGISTERED WITH  
THE EVENT MANAGER IN CHARGE OF THE EVENT**

## **Toxic Emergency Safety**

1. Stay clear of the affected area. Assume the substance to be a health hazard.
2. Do not inhale fumes, gases, or smoke. Do not touch the substance.
3. Evacuate the general area if the substance does not dissipate easily in to the air or a strong odor persists.
4. Notify the Security Control Room immediately at x511.
5. Do not attempt to clean spills or extinguish flames until the proper disposal or extinguishing method has been identified on the chemicals' MSDS sheet.
6. Move all injured persons away from the hazard.
7. Keep all visitors away from the affected area.
8. Upon the direction of the ranking manager, evacuate if necessary.

**DO NOT TREAT INJURIES IF THE  
OFFENDING SUBSTANCE IS UNKNOWN**

### **PERS Station Chemical Reporting Procedures**

1. Pull the handle marked FIRE on the PERS station closest to the fire.
2. Open the small stainless steel door and pick up the red emergency phone. The phone automatically connects to the Security Control Room or 911.
3. If Security Control answers, tell the person:
  - a) There is a chemical emergency.
  - b) The location of the substance.
  - c) Type or cause chemical.
  - d) If there are any injuries.
4. If 911 answers, tell the operator:
  - a) There is a chemical emergency at the Moscone Center - 747 Howard Street.
  - b) The location of the chemical emergency within the building.
  - c) Type or cause of the chemical emergency.
  - d) If there are any injuries.
5. If safe, wait for help to arrive

### **911 Toxic Emergency Reporting Procedures**

1. Call 911.
2. Speak slowly.
3. Tell the Operator:
  - a) There is a chemical emergency at the Moscone Center - 747 Howard Street.
  - b) The location of the chemical emergency within the building.
  - c) Type or cause of the chemical emergency.
  - d) If there are any injuries.
5. If safe, wait for help to arrive

### **Toxic Injury Procedures**

1. Relocate all persons affected by the toxic hazard.
2. Do not touch the affected area.
3. Do not perform first aid techniques you are not trained in.
4. Do not perform first aid techniques until the MSDS sheets are available.
5. Do not let the injured person see or touch his/her wounds.
6. Do not give an unconscious or semi-conscious person anything to drink.
7. Notify the Security Office, the Nurse, and 911 as soon as possible.
8. When help arrives, stand clear of the area. Lend assistance only if asked.