

# UOEAP EMERGENCY HANDBOOK



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## Purpose

The purpose of the UOEAP Emergency Handbook is to detail the types of emergencies that the **Universitywide Office of the Education Abroad Program** (UOEAP) may encounter at or around the **Storke-Hollister Research Center** (SHRC) and the procedures for handling these crises. UOEAP's primary concern is to protect the safety and security of its staff and guests. All other concerns, such as protecting the office facilities and inventory, are secondary.

The success of this handbook is dependent upon employees becoming familiar with its contents prior to an actual emergency. Each employee is responsible for reviewing the UOEAP Emergency Handbook and actively participating in drills designed to reinforce its procedures.

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### Appended:

- UOEAP Emergency Evacuation Route Plan
- UOEAP Emergency Resource Guide (back cover; updated regularly)

# Section I: Roles and Responsibilities

The **EAP Director** is the final authority for decision making related to emergency management. In the event of an **on-site** (at SHRC) emergency, after evacuation, the Director consults with professional emergency responders (if present) and determines whether UOEAP staff and guests can reenter the building.

The **Safety Coordinator** supports the Director and is the primary UOEAP contact in the event of an on-site emergency. The Safety Coordinator leads the Safety Response Team (below) in planning and directing the office's emergency response activities and facilitating cooperation from UOEAP personnel. During an emergency, the Safety Coordinator serves as liaison between the building owner and UOEAP.

The UOEAP **Safety Response Team** is comprised of the Safety Coordinator and volunteer **Safety Representatives** trained in first aid and CPR, one of whom is designated **Alternate Safety Coordinator**. Safety Representatives support the Safety Coordinator and act as first responders in emergency situations (during which they wear "safety orange" vests). Safety Representatives also assist staff who have requested support due to disabilities or other conditions. The Safety Response Team's roles, responsibilities, and procedures are detailed in a separate document called the **Emergency Procedures Manual for the UOEAP Safety Response Team**.

The members of the Safety Response Team are listed in the **UOEAP Emergency Resource Guide** on the back cover of this handbook.

All UOEAP staff will be provided with a hardcopy of the UOEAP Emergency Handbook, contained in a black binder with **green** front and back covers and spine for easy reference. Additionally, an electronic copy exists on the UOEAP Staff website at <http://eap.ucop.edu/staff/uostaffonly.htm>.

To ensure accuracy, the Safety Coordinator will periodically distribute updates to this handbook. Each employee is responsible for integrating these updates into their hardcopy.

## Section II: Emergency Response Procedures

### Emergency Assembly Point

The UOEAP **Emergency Assembly Point** is a safety zone located outside the building where all UOEAP staff will assemble during an emergency. Staff should evacuate to and remain at the Emergency Assembly Point only as long as it remains safe (e.g., is away from downed power lines and upwind from fire, smoke or other contaminants). If this location is or becomes unsafe, staff should proceed to the **Alternate Emergency Assembly Point**.

The **UOEAP Emergency Assembly Point** is the Northeast corner of the parking lot, next to the wall and Storke Road. The **Alternate Emergency Assembly Point** is the Bank of America drive-thru ATM parking lot, located Northwest of our building and next to the Univision building (use caution when crossing the street).

### Emergency Evacuation Route Plan

The **Emergency Evacuation Route Plan** for the 2<sup>nd</sup> floor of the Storke-Hollister Research Center is appended to this handbook and copies are posted in both kitchens. Employees are encouraged to post a copy in their work area as well. In addition to specifying exit routes, the plans show the location of fire extinguishers, fire alarm pull stations, first aid and emergency supplies, shelter-in-place locations, and the Emergency Assembly Points.

**All employees are required to familiarize themselves with these plans and determine their evacuation routes. Remember, you may not be at your desk when an emergency occurs.**

### Emergency Buddy Program

The UOEAP **Emergency Buddy Program** is intended to help arrange (in advance) shelter for employees living outside the Santa Barbara and Goleta areas who may be "locked" into the city during an emergency. The Safety Coordinator collects names of "buddies" (local staff who have volunteered their homes) and posts them on the information boards in both kitchens. It is then up to the individual staff member seeking a buddy to contact these volunteers and discuss logistics (e.g., directions to the home, exchange of contact numbers, arranging to have a "care package" stored at the volunteer's house, etc.). Keep in mind that a person may need housing for several days. Finally, consider making arrangements with more than one volunteer because that person may be unavailable during an emergency (e.g., out of town, their house is unsafe, etc.).

## General Evacuation Procedures

During ANY evacuation of the Storke-Hollister Research Center (SHRC), UOEAP staff are expected to follow these procedures:

- Stay calm.
- Grab your valuables, if at hand.
- Follow any instructions from the Safety Response Team.
- Encourage other staff member to evacuate as you proceed out of the building.
- **ASSIST individuals in need and those with disabilities who are located near you.**
- **NEVER USE THE ELEVATOR.**
- Each office and cubicle has an [emergency flash light](#).
- GO IMMEDIATELY TO THE EMERGENCY ASSEMBLY POINT if it is safe (if it is not, go to the Alternate Emergency Assembly Point).
- GATHER WITH THE REST OF YOUR UNIT and wait for a member of the Safety Response Team to check in with you. Notify them of any missing persons. This is critical since the Safety Response Team will need to immediately inform professional emergency responders if anyone may be trapped in the building.
- Check yourself and others for injuries and notify a member of the Safety Response Team if anyone requires medical attention.

**IMPORTANT: Do not return to the building or leave the Emergency Assembly Point until authorized to do so by the Director or Safety Coordinator.**

Note: If you are at home during an emergency, check your email or **UOEAP's 24-hour Answering Service** (805-882-2086) for pertinent messages. If you cannot safely get to the office, STAY HOME.

## Specific Procedures

In the following pages, basic response procedures are detailed for various types of emergencies:

- A. Fire (and Smoke)
- B. Earthquake (and Tsunami)
- C. Severe Weather
- D. Hazardous Materials
- E. Shelter-in-place
- F. Unwanted Visitors
- G. Bomb Threats
- H. Explosions
- I. Utilities
- J. Theft
- K. Medical Emergency/Personal Injury

## A. Fire

### If your clothes catch on fire:

- STOP, DROP, and ROLL until the fire is extinguished. Running makes the fire burn faster.

### If you notice a fire:

- If the fire is small, find the nearest fire extinguisher (see Emergency Evacuation Route Plan) and PUT THE FIRE OUT or contain it by shutting the door. Then ALERT a member of the Safety Response Team (see back cover). If it is after business hours, call UOEAP's 24-hour Answering Service (805-882-2086).
- If the fire is out of control, PULL THE FIRE ALARM (this will automatically alert 9-911) and follow instructions below.

### If the fire alarm has been activated:

- Calmly EVACUATE (DO NOT use the elevator) and ensure those around you do so as well.
- Go to the Emergency Assembly Point if it is safe.

### To escape a fire:

- CHECK CLOSED DOORS FOR HEAT before you open them. Use the back of your hand to feel the top of the door, the doorknob, and the crack between the door and door frame.
- DO NOT OPEN A HOT DOOR. Find an alternate escape route.
- CRAWL low under any smoke to your exit.
- CLOSE DOORS behind you to delay the spread of the fire.

### If you are trapped inside:

- Hang something white or light-colored near the window to alert fire fighters to your presence.

Fire drills will be conducted without prior notice. **Failure to evacuate during a fire drill (when the alarm is sounded) is a misdemeanor offense.** Treat all drills seriously!



## B. Earthquake

- Stay calm. Don't run or panic.
- Move only a few steps to a nearby safe place and stay there until the shaking stops.
- Be aware that some earthquakes are actually foreshocks and a larger earthquake might occur.

### Inside the building:

- DROP to the ground; take COVER under a sturdy desk, table, or other piece of furniture; and HOLD ON until the shaking stops. If there isn't a table or desk near you, seek cover against an interior wall and protect your head and neck with your arms.
- AVOID danger spots near windows, hanging objects (e.g., lighting fixtures), or tall furniture.
- WAIT UNTIL THE SHAKING STOPS; then EVACUATE the building (DO NOT use the elevator).
- DO NOT USE CANDLES, matches, or other open flames. Do not smoke.
- Be aware that the electricity may go out or the sprinkler systems or fire alarms may turn on.

### Outside of the building . . .

- MOVE AWAY from trees, signs, buildings, or downed electrical wires and poles.
- STAY IN THE OPEN until the shaking stops.
- **The greatest danger exists directly outside buildings, at exits and alongside exterior walls.**

### After the shaking stops:

- Go to the Emergency Assembly Point if it is safe.
- BE PREPARED for additional earthquakes and aftershocks.
- If you are authorized to re-enter the building, use caution as objects may have broken or shifted.
- Do not drink water from the building's water system after an earthquake.

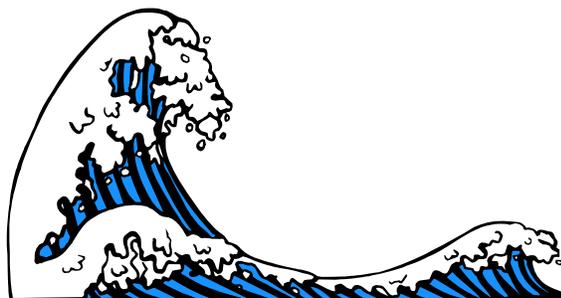
### If trapped under debris:

- Do not light a match.
- Do not move about or kick up dust.
- Cover your mouth with a handkerchief or clothing.
- Tap on a pipe or wall so rescuers can locate you. Shout only as a last resort. Shouting can cause you to inhale dangerous amounts of dust.

### Tsunami:

A strong earthquake can generate a tsunami within minutes. A tsunami is not a single wave, but a series of waves. A smaller initial wave may precede a larger more dangerous wave. Most tsunamis are formed by earthquakes hundreds or even thousands of miles away. These earthquakes are not felt locally and thus provide no advanced warning.

- If there is time, an evacuation plan will be announced by the Safety Response Team.
- Do not head to the shoreline to see the waves.



### **C. Severe Weather**

- Discuss plans to leave for home with your supervisor, ideally before the worst of the severe weather arrives.
- Do not leave the building and get on the roads if you have not been able to determine that it is safe to do so.
- Listen to media reports, especially KCSB, FM 91.9.
- Discuss with someone (a coworker, roommate, or spouse) the route you plan to take home and let them know when you reach your destination.
- If there is a flood, avoid contact with the water since it is generally contaminated. Do not drink water from the building's water system after a flood.

### **D. Hazardous Materials**

Use this checklist for incidents involving hazardous materials (chemical, biological, radiological, etc.):

- DO NOT TOUCH the hazardous substance or inhale the gases, fumes, or smoke.
- ALERT personnel in affected and adjacent areas.
- ALERT a member of the Safety Response Team (see back cover). If it is after business hours, call UOEAP's 24-hour Answering Service (805-882-2086).
- An alternative is to call 9-911. Identify yourself and your location.
- If possible, POST A WARNING and/or barricade the area to isolate it.
- EVACUATE the immediate area, closing doors if possible.
- If directed, go to the Emergency Assembly Point.

### **E. Shelter-in-place**

**Shelter-in-place** means taking refuge in an interior room, with no or few windows, to avoid exposure to chemical, biological, or radiological contaminants. If you are told to shelter-in-place:

- GATHER any available food, water bottles, or emergency supplies.
- Calmly and quietly go to one of the designated shelter-in-place locations (see Emergency Evacuation Route Plan).
- Follow instructions from the Safety Response Team (see back cover).
- SHUT all doors. Wet towels and use them to seal cracks under doors if fumes are coming in.
- SHUT OFF all internal fans and heating units.
- Tape around doors, windows, exhaust fans, and vents. Use plastic garbage bags to cover outlets and heat registers.
- If there is danger of explosion, close window shades, blinds or curtains. Stay away from windows. Pad your body with extra clothing or towels.
- Listen to media reports, especially KCSB, FM 91.9.
- STAY in the room/office until you are authorized to leave by the Safety Response Team or professional emergency responders.

## F. Unwanted Visitors

- Always inform the front desk if you are expecting a visitor.
- ALL visitors must check in at the front desk.
- Side doors are for STAFF ONLY and should be kept closed at all times.

### In the event of a hostile, unwanted, or suspicious visitor:

- ALERT a member of the Safety Response Team (see back cover). If it is after business hours, call UOEAP's 24-hour Answering Service (805-882-2086).
- An alternative is to call 9-911. Identify yourself and your location.
- Describe the individual and their location. If it is possible to do so discreetly, keep an eye on the person until help arrives.

### Warning Indicators:

- A visitor heading directly into the building, ignoring attempts to question the purpose of their visit or answering curtly and proceeding into building.
- An individual that is angry and upset, refusing attempts to calm down.
- A person with a notepad and pen that aggressively asks questions may be a reporter. All media personnel must be referred to EAP's **Media Contact** (see back cover).

### Dealing with Angry People:

Dealing appropriately with an angry individual may diffuse a potential emergency. Here are a few suggestions to prevent a situation from escalating:

- Be aware of signs that an approaching person may be irritated or upset. Nonverbal signals are hunched shoulders, clenched fists, an angry expression, perhaps a red face, or heavy, stomping footsteps. Restlessness, a hostile stare, and avoidance are other indications.
- Prepare yourself. Take a deep breath. Remind yourself that you are capable of handling the situation. Let the approaching person see a calm, friendly, yet businesslike person.
- Avoid becoming angry yourself. Take things slowly. Remember, it is likely the person is not angry with you personally. Responding with a loud voice or trading insults can escalate the situation.
- Try to diffuse the situation by saying, "Tell me about what has happened and then I'll see how we can help you." Occasionally nod or say, "Go on" or "I see," to reinforce that you are listening. Empathize if possible (it does not mean that you agree).
- Listen carefully to what the person says before beginning a response. An angry person may not be ready to solve the problem until after they have vented their anger and made clear to you how upset they are.
- Monitor the situation and the person's actions.

If attempts to calm the individual are unsuccessful, if your threshold for abusive behavior is crossed, if threats are made, or if you have any reason to believe that your safety and that of others in the area is in jeopardy, ALERT a member of the Safety Response Team (see back cover) or signal someone to dial 911. Do what the situation requires to ensure everyone's safety.

The same general guidelines can be applied to dealing with an angry caller. Take any threats the caller makes seriously and ALERT a member of the Safety Response Team (see back cover) and/or the police with a description of the caller (see Bomb Threat Checklist).

## G. Bomb Threats

### UOEAP will consider all bomb threats as authentic until fully investigated.

- If the threat occurs by phone, the person receiving the threat should remain calm and attempt to obtain as much information as possible from the caller (see checklist below).
- If you spot a suspicious object, package, etc., DO NOT TOUCH it.
- Be aware that it is possible for radio transmissions to detonate certain devices; DO NOT USE radios and/or cellular phones within 300 feet of the targeted area.
- ALERT a member of the Safety Response Team (see back cover). If it is after business hours, call UOEAP's 24-hour Answering Service (805-882-2086).
- An alternative is to call 9-911. Identify yourself and your location.
- Go to the Emergency Assembly Point.

### BOMB THREAT CHECKLIST

#### Questions to Ask:

- When is the bomb going to explode? Did you place the bomb?
- Where is the bomb right now? What does it look like?
- What kind of bomb is it? What will cause it to explode?
- What is your name? What is your address?

#### Caller's Voice:

<input type="checkbox"/> Normal	<input type="checkbox"/> Loud	<input type="checkbox"/> Nasal	<input type="checkbox"/> Lisp
<input type="checkbox"/> Angry	<input type="checkbox"/> Soft	<input type="checkbox"/> Cracking Voice	<input type="checkbox"/> Whispered
<input type="checkbox"/> Calm	<input type="checkbox"/> Ragged	<input type="checkbox"/> Deep Breathing	<input type="checkbox"/> Disguised
<input type="checkbox"/> Excited	<input type="checkbox"/> Slurred	<input type="checkbox"/> Deep	<input type="checkbox"/> Raspy
<input type="checkbox"/> Slow	<input type="checkbox"/> Crying	<input type="checkbox"/> Distinct	<input type="checkbox"/> Accent: _____
<input type="checkbox"/> Rapid	<input type="checkbox"/> Laughing	<input type="checkbox"/> Stutter	<input type="checkbox"/> Familiar: _____

#### Background Sounds:

<input type="checkbox"/> Street Noise	<input type="checkbox"/> Voices	<input type="checkbox"/> Office Machinery	<input type="checkbox"/> Clear
<input type="checkbox"/> Music	<input type="checkbox"/> Animals	<input type="checkbox"/> House Noises	<input type="checkbox"/> Static

#### Bomb Threat Language:

<input type="checkbox"/> Well spoken	<input type="checkbox"/> Incoherent	<input type="checkbox"/> Foul	<input type="checkbox"/> Irrational
<input type="checkbox"/> Taped	<input type="checkbox"/> Message Read		

#### Caller Description:

Sex: \_\_\_\_\_ Age: \_\_\_\_\_ Race: \_\_\_\_\_

#### Remarks:

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## H. Explosions

### In the event of an explosion in the building:

- TAKE COVER under a table or desk to protect you from flying glass and debris.
- After the effects of the explosion have subsided, ALERT a member of the Safety Response Team (see back cover). If it is after business hours, call UOEAP's 24-hour Answering Service (805-882-2086).
- An alternative is to call 9-911. Identify yourself and your location.
- If directed, activate the building's alarm system (see Emergency Evacuation Route Plan) and go to the Emergency Assembly Point.

## I. Utilities

### Electrical/Power Failure

If a blackout or brownout (a utility company reduction of voltage) occurs without warning:

- TURN OFF all equipment, appliances, and light switches to protect from surge and damage. Full cooperation during a brownout is important and may prevent total loss of electrical power.
- If it is necessary to evacuate, safety lights plugged into outlets around the building can be used as flashlights. Take a group of people with you since there are a limited number of flashlights.

### Gas

If you smell gas in and around the building:

- ALERT a member of the Safety Response Team (see back cover). If it is after business hours, call UOEAP's 24-hour Answering Service (805-882-2086).
- An alternative is to call 9-911. Identify yourself and your location.
- DO NOT TURN ON any electrical equipment or light switches.
- DO NOT USE matches, lighters, candles, or other open flames.
- If directed, go to the Emergency Assembly Point.

### Water

- For plumbing breaks, immediately ALERT a member of the Safety Response Team (see back cover). If it is after business hours, call UOEAP's 24-hour Answering Service (805-882-2086).

### Heating and Ventilation

- REPORT problems to a member of the Safety Response Team (see back cover). If it is after business hours, call UOEAP's 24-hour Answering Service (805-882-2086).

## J. Theft

**For theft discovered before or just after you enter the building (e.g., if a break-in or forced entry is obvious):** GET OUT of the building—the intruder may still be inside.

**For theft discovered while you are at work:** Do not touch anything that may negatively impact the authorities' ability to assess the scene.

- ALERT a member of the Safety Response Team (see back cover). If it is after business hours, call UOEAP's 24-hour Answering Service (805-882-2086).
- An alternative is to call 9-911 to report the theft. Identify yourself and your location.

## **K. Medical Emergency/Personal Injury**

- Stay calm and reassure the victim.
- DO NOT attempt to move the victim.
- Gather information about the injury. Take note of any jewelry identifying a medical condition.
- ALERT a member of the Safety Response Team (see back cover). If it is after business hours, call UOEAP's 24-hour Answering Service (805-882-2086).
- An alternative is to call 9-911. Identify yourself and your location.
- Use an office First Aid Kit (see Emergency Evacuation Route Plan) to assist the victim to the degree you are trained. If blood is present, wear latex gloves.
- Stay with the victim until help arrives. Send someone to meet emergency responders and escort them to the victim.
- Secure the victim's personal belongings.

Members of the Safety Response Team have been trained in first aid and are the appropriate people to act in a health related emergency until medical help arrives.

## Section III: For Employees with Disabilities & Other Activity Limitations

If you have a disability that may make it difficult for you to evacuate during an emergency, it is important that you discuss your needs with the Safety Response Team (see back cover). Safety Representatives may be assigned to assist you during an emergency. Some things to consider:

1. Evaluate your capabilities, limitations and needs, as well as your surroundings. Determine what type of help you will need in an emergency.
2. Learn the features of the building, including stairways, exits, phone locations, and elevator procedures (see below).
3. Get to know the people in your immediate area.

### **During weekends and after hours**

An individual unable to use the stairs and working alone should call 9-911 and report his or her location and the nature of his or her disability.

### **Guests**

If a person with a disability is visiting UO, the Safety Response Team (see back cover) must be alerted so Safety Representatives can assist in case of an emergency.

### **Individuals with Vision Impairments**

In the event of an emergency, a Safety Representative will escort you to the Emergency Assembly Point. As you walk, the Safety Representative will tell you where you are and advise you of obstacles.

### **Individuals with Hearing Impairments**

In the event of an emergency, a Safety Representative will get your attention by touch and eye contact or will write a note alerting you to the emergency and instructing you where to go. You may also get visual instructions to point you towards the safest route to the Emergency Assembly Point.

### **Individuals with Mobility Limitations**

Emergency procedures require that everyone exit a building when the fire alarm is activated. However, elevators are shut down or should not be used during most emergencies (fire, earthquake, explosion, etc.). When an elevator is not available, Safety Representatives will assist you down the stairs and escort you to the Emergency Assembly Point. Alternatively, you can wait on the second floor in either of the side stairwells (specially constructed as a fire and smoke barrier) for professional emergency responders, who have a special evacuation chair, or the fire department, who can operate elevators with a special key and may use them to evacuate occupants.



# Section IV: Communication Resources

## A. Key Phone Numbers

- Fire.....9-911
- Police .....9-911
- Emergency Ambulance.....9-911
  
- UOEAP Main Number..... (805) 893-4762
- UOEAP 24-hour Answering Service..... (805) 882-2086

After regular office hours, UOEAP’s main phone number is answered by our 24-hour operating service (Echo Communications: 805-564-2525). Echo’s staff will contact the appropriate EAP Safety Response Team Member in case of an emergency.

Towbes Building Management ..... 805-962-2121  
24-hour phone line for building emergencies such as odors, leaks, and safety-related matters.

## UCSB Emergency Operations Center

- Phone/FAX..... 893-3194 / 893-8659
- Recorded Message.....1-888-488-UCSB (8272)

UCSB Emergency Information Line..... 1 (900) 200-8272  
This number will have information provided by Public Affairs in the event of a major emergency. Located out of state, this line is expected to survive regional disaster in the Santa Barbara area, and is able to handle a large volume of calls. Not all emergencies will be posted on this line. Information is available in English and Spanish. **There is a small cost for access.**

Highway Information ..... 1 (800) 427-ROAD (7623)

## B. Radio

- FM 89.5 NPR, San Luis Obispo
- FM 91.9 KCSB, UCSB campus – Pacifica Radio
- FM 102.3 KCLU, Thousand Oaks – National Public Radio
- AM 990 KTMS, Santa Barbara
- AM 1070 KNX, Los Angeles – CBS Radio
- AM 1610 UCSB Information Radio Station



## C. Television

- For local and national emergency information:
- Channel 3, Santa Barbara (ABC)
  - Channel 4, Los Angeles (NBC)
  - Channel 12, Santa Maria (CBS)
  - Channel 18, Santa Barbara (City TV)
  - Channel 22, (CNN)
  - Channel 202, DISH Network (CNN)



## D. E-mail and Internet

The UCSB Emergency Team has an emergency e-mail system that it uses to communicate general emergency information. All UOEAP staff members are connected to UCSB's Emergency Listserv by the following email address: [emergencyalert@eap.ucop.edu](mailto:emergencyalert@eap.ucop.edu). Emergency alerts will come from: [owner-emer-l@listserv.ucsb.edu](mailto:owner-emer-l@listserv.ucsb.edu).

UOEAP recommends that all staff sign up for the text messaging service on the UCSB ALERT web site, <http://alert.ucsb.edu/>. UCSB ALERT delivers messages via email and Short Message Service (SMS) text-capable wireless devices, such as most cellular telephones. The personal information gathered from this site will only be used for contacting you in case of an emergency.

### University Information

UOEAP Homepage..... eap.ucop.edu  
UCSB Homepage ..... ucsb.edu  
EH&S Homepage ..... ehs.ucsb.edu  
EH&S Links..... [www.ehs.ucsb.edu/units/emplan/eprsc/emergplanlinks.htm](http://www.ehs.ucsb.edu/units/emplan/eprsc/emergplanlinks.htm)

### Highway Information

California Highway Conditions..... dot.ca.gov  
California Highway Patrol ..... cad.chp.ca.gov

### State Information

Governor's Office of Emergency Services..... [www.oes.ca.gov](http://www.oes.ca.gov)  
Disaster/Emergency Management ..... [www.emsa.ca.gov/Links/dms\\_ems.asp](http://www.emsa.ca.gov/Links/dms_ems.asp)

