



**Casa del Prado &  
Casa del Prado Theater  
Emergency & Safety  
Preparedness Plan**



**Revised 2018**

## **Purpose and Focus for Safety**

The purpose of this plan is to assist SDCYB in preparing for and responding to emergency situations. The plan covers management responsibilities during emergencies and provides an action oriented checklist that will be followed. All supervisory positions will be considered leads in their work space in the event of an emergency. The focus is to ensure guests, employees and volunteers are protected and safe when in our care.

## **Responsibility for Safety**

Employees in supervisory positions will be responsible for ensuring that all operations in their areas are performed safely and with proper equipment and techniques; provide training on equipment in their areas; monitoring areas for hazard or factors which may cause accidents; and correcting or reporting existing hazards. Supervisory personnel will also promote positive attitudes towards health and safety to employees in their department.

Employees will be responsible for actively participating in, and practicing proper safety and health procedures. All employees will be responsible for following all safety and health policies, the correct use of safety and protective equipment, and reporting all injuries and accidents that may occur. Employees will take initiative to notify management of unsafe equipment, practices, or procedures that are observed.

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## **First Response**

### **Park wide Radio System**

In the case of a non-life threatening emergency, please use the park wide radio system to communicate with Park Rangers and other security professionals in the park. Park Rangers, as well as Security personnel at the larger organizations, have contact with law enforcement and can respond immediately when necessary. The San Diego Museum of Art has 24-hour security and can respond, if available, after hours. When in doubt, call 9-1-1.

### **Classroom Walkie Talkies**

Each classroom teacher is equipped with a Walkie Talkie to communicate directly with the SDCYB office. In the event of an emergency a message will be sent out to all Walkie Talkies with information and directions. The Walkie Talkies can also be used on a separate designated channel to communicate non-emergency information directly to the SDCYB office.

### **Accident and Emergency Response**

Emergencies and accidents are unpredictable and can happen at any time or place. It is important that you familiarize yourself with the following procedures in case of an emergency. Know what to do and whom to call.

### **Emergency Response**

In the event of an emergency, call 9-1-1. This number can be used to contact Fire, Police, or Medical assistance.

The number for a non-emergency, after hours police officer is: 619-531-2000.

### **AED: Automated External Defibrillator**

- Closest Location: Casa del Prado, Room 201
- Other close locations: Visitor's Center or Natural History Museum

### **Calling in an emergency:**

- First of all, KEEP CALM.
- Check the area to make sure it is safe for you to enter and then check the condition of the victim(s).
- Call 9-1-1 for emergency help.
- When calling in an emergency give the following information:

## **Locations:**

### **Casa del Prado Building: 1650 El Prado**

- You are calling from the Casa del Prado building in Balboa Park
- The building is located west of the Natural History Museum. The closest entrance is off of Park Blvd onto Village Place.
- Give the location of the victim, give the Room and Floor number.
- Describe the nature and severity of the medical problem.
- The phone number where you are (office or cell phone).

### **Casa del Prado Theater: 1800 Village Place**

- You are calling from the Casa del Prado Theater in Balboa Park
- The building is located North West of the Natural History Museum. The closest entrance is off of Park Blvd onto Village Place.
- Give the location of the victim, give the closest entrance point (main door, side door, etc).
- Describe the nature and severity of the medical problem.
- The phone number where you are (office or cell phone).

## **Management Responsibilities/Employee Checklist**

- Become familiar with the emergency plan and know how to respond in case of an emergency.
- Be aware of where the emergency supplies are stored and let management know if you notice that emergency supplies are low.
- Always carry your cell phone and make sure it is charged.
- Always have a contact list for key supervisory staff.
- Update contact information every 6 months.
- Attend any emergency training sessions.
- Remember, providing factual information is essential in an emergency situation.
- During an emergency keep in contact with the command center representatives/police.
- Inform parents where they can pick up their children in case we need to evacuate.
- At the end of an emergency or the next day, management will communicate with employees, the nature of the emergency and the effectiveness of the response.

## Situational Procedures

### FIRE

If you see a fire, first call 9-1-1

If the fire alarm goes off, gather together all students and/or staff and proceed to the attached evacuation route and destination. Include anyone standing outside the classrooms, office or theater.

All employees and emergency leads should know the location of fire extinguishers nearby. They should also know evacuation procedures and the routes. In case of an evacuation, doors should be closed, but left unlocked. Emergency leads should direct/escort students, visitors and employees to the nearest exit.

### BOMB THREAT

#### *Telephone bomb threat:*

Any person who receives a telephone bomb threat of any nature should remain calm and try to obtain as much information as possible. Carefully record the circumstances as they are speaking on the attached form. Listen for any identifying noises in the background such as cars or voices. Once you hang up, immediately call 9-1-1 with the information. Wait for instructions.

If an evacuation is ordered, exit through areas that have already been searched. The police will guide you on where to assemble and when you can re-enter the building.

If you see what you perceive as a suspicious package or object, **DO NOT TOUCH IT!** Report your findings immediately to the police.

In the event of an explosion in the building, remain in your area. Under no circumstances should you look out the door or proceed to the site of the explosion. Wait for further instructions.

#### *Explosion:*

In the event of an explosion, immediately take cover under tables, desks or other objects that will protect you, your students and/or staff against glass or debris. After the effects of the explosion have subsided, and the environment you find yourself in is structurally safe, call 9-1-1 and give your name, location and a description of the event. If you feel the environment is unsafe, follow the evacuation plans and then call 9-1-1 once you and your students are outside in a safe location. When evacuating try to stay clear of glass and windows. Be aware of any structural damage and do not touch, handle or move any suspicious objects. Assist others, especially the injured and handicapped when evacuating the building. Keep sidewalks and streets clear for emergency vehicles. Do not re-enter the building for any reason until the building has been established as safe and structurally sound by emergency response personnel.

# Telephone Bomb Threat Form

*(Keep next to phones)*

Date:

Time call received:

Time caller hung up:

Try to ask the following questions:

- What kind of bomb is it?
- When is the bomb going to explode?
- Where is the bomb located?
- What does the bomb look like?

\*\*\*\*\*

Circle the following:

|                     |              |          |         |                   |         |
|---------------------|--------------|----------|---------|-------------------|---------|
| Sex of caller:      | Male         | Female   |         |                   |         |
| Age of caller:      | Child        | Teenager | Adult   |                   |         |
| Tone of voice:      | Loud         | Soft     | Angry   | Calm              | Hurried |
| Attitude of caller: | Serious      | Joking   | Warning | Threatening       |         |
| Language/accents:   | U.S.         | Other    | _____   |                   |         |
| Background noises:  | Bar          | Party    | Music   | Foreign Languages |         |
|                     | Street Noise | No Noise |         |                   |         |

Any other remarks? \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## **EARTHQUAKE**

In the event of an earthquake, take cover by standing in a strong doorway or under strong furniture. **DO NOT** try to run outside. Once the main event is over, evacuate your students and/or staff to an open space outside and away from the buildings (2<sup>nd</sup> floor, use the closest/safest stairway). If there is time, turn off and unplug all electrical appliances. There may be additional aftershocks. Assist those needing help to get away from the building. Do not re-enter the building until it has been determined safe.

If the structure of the building is damaged, be very careful while making any attempt to assist injured people. The structure could be unstable and may collapse.

Gather everyone together in a clear, safe area. Take a head count to ensure you did not leave anyone behind or lose any of your group. See if your students and/or staff requires assistance or first aid. If there is more than one responsible adult with you, place someone in charge and locate the Park command post to report your status and await further instructions. An organized search of the damaged building will be established.

## **HEART ATTACK/UNCONSCIOUS**

Someone having a heart attack may experience any or all of the following:

- Uncomfortable pressure, fullness or squeezing pain in the center of the chest
- Prolonged pain in the upper abdomen
- Discomfort or pain spreading beyond the chest to the shoulders, neck, jaw, teeth, or one or both arms
- Shortness of breath
- Lightheadedness, dizziness, fainting
- Sweating
- Nausea

A heart attack generally causes chest pain for more than 15 minutes, but it can also have no symptoms at all. Many people who experience a heart attack have warning signs hours, days or weeks in advance.

If you or someone else may be having a heart attack:

- Call 9-1-1 or your local emergency medical assistance number.
- Have the patient chew and swallow an aspirin, unless they're allergic to aspirin or have been told by your doctor never to take aspirin. But seek emergency help first, such as calling 9-1-1.
- Begin CPR if the person is unconscious. If you're with a person who might be having a heart attack and he or she is unconscious, tell the 9-1-1 dispatcher or another emergency medical specialist. You may be advised to begin cardiopulmonary resuscitation (CPR). If you haven't received CPR training, doctors recommend skipping mouth-to-mouth rescue



breathing and performing only chest compressions (about 100 per minute). The dispatcher can instruct you in the proper procedures until help arrives.

- If the patient is experiencing ventricular fibrillation and an AED is on hand (*Closest Location: Visitor's Center: House of Hospitality*), a bystander could grab it and easily connect it to your chest to check your heart rhythm. If your heart rhythm can be treated with an electric shock, the AED automatically sends an electrical current to your heart muscle. That jolt could reset your heart into a normal rhythm, possibly saving your life. If you use an AED on someone, it's still critical that you call 9-1-1 or your local emergency services first, to get help on the way. Remember to begin CPR before you turn on the AED and start CPR again after the shock if CPR is still needed.

## SEIZURES

Generalized seizures involve both sides of the brain at once. People are rarely aware of what's happening during generalized seizures.

Convulsive seizures are known as generalized tonic-clonic seizures (grand mal seizures). These are the most frightening seizures to watch, and can be an emergency.

In a generalized tonic-clonic seizure, this is the sequence of events:

- The person may become unresponsive. Calling out to them brings no answer; waving your hand in their eyes or shaking them elicits no response. He may suddenly collapse.
- The person's muscles clench and he or she becomes rigid as a board (the "tonic" phase). This lasts a few seconds.
- Next, a series of jerking movements convulse the person's body (the "clonic" phase). The convulsions of a seizure can last for only seconds, or can go on for minutes.
- Eventually, the jerking stops and the person regains consciousness. Usually after a generalized seizure, a person is confused or disoriented for a short period of time.
- Any generalized seizure can be dangerous, because the person becomes unaware of his surroundings and can't protect himself from harm, such as while driving. The uncontrollable thrashing movements during a generalized tonic-clonic seizure increase the risk of injury. Most seizures that result in trips to the emergency room are of this type.
- If you witness someone with epilepsy having a generalized tonic-clonic seizure, remember that it's probably not an emergency, although it may look like one. Keep these first-aid tips in mind:
  - Keep other people out of the way.
  - Clear hard or sharp objects away from around the person.
  - Don't try to hold the person down, or stop the movements.
  - Place the person on his or her side, to help keep the airway clear.

- Look at your watch at the start of the seizure, to time its length.
- Don't put anything in the person's mouth. Contrary to a popular misconception, it is *not* possible for a person to swallow his tongue during a seizure. However, placing an object in the mouth of a person who is having a seizure may cause the patient harm or injury. The patient may experience a dental injury or you may harm yourself by having your finger bit.

Milder seizures -- like brief periods of staring or shaking of the arms or legs -- also are not an emergency. You should, however, gently guide a person away from any surrounding danger. They may be in a state similar to sleepwalking, and need protection from threats around them, like traffic or stairs.

## DIABETIC EMERGENCIES

It is estimated that more than 20 million people in the United States have diabetes, with an estimated six million people being unaware they have it. The best way to prevent diabetic emergencies is to effectively manage the disease through making health food choices, exercise and frequently checking blood glucose levels.

Diabetics may experience life-threatening emergencies from too much or too little insulin in their bodies. Too much insulin can cause a low sugar level (hypoglycemia), which can lead to insulin shock. Not enough insulin can cause a high level of sugar (hyperglycemia), which can cause a diabetic coma.

Symptoms of insulin shock include:

- Weakness, drowsiness
- Rapid pulse
- Fast breathing
- Pale, sweaty skin
- Headache, trembling
- Odorless breath
- Numbness in hands or feet
- Hunger

Symptoms of diabetic coma include:

- Weak and rapid pulse
- Nausea
- Deep, sighing breaths
- Unsteady gait
- Confusion
- Flushed, warm, dry skin
- Odor of nail polish or sweet apple
- Drowsiness, gradual loss of consciousness

**First aid for both conditions is the same:**

- **If the person is unconscious or unresponsive, call 9-1-1 or your local emergency number immediately.**
- **If an unconscious person exhibits life-threatening conditions, place the person horizontally on a flat surface, check breathing, pulse and circulation, and administer CPR while waiting for professional medical assistance**
- **If the person is conscious, alert and can assess the situation, assist him or her with getting sugar or necessary prescription medication.**
- **If the person appears confused or disoriented, give him or her something to eat or drink and seek immediate medical assistance.**

## **FOOD ALLERGY**

**For a suspected or active food allergy reaction:**

### **Severe Symptom**

- **Lung: Short of Breath, wheezing, repetitive cough**
- **Heart: Pale, blue, faint, weak pulse, dizzy**
- **Throat: Tight, hoarse, trouble breathing/swallowing**
- **Mouth: Significant swelling of tongue, lips**
- **Skin: Many hives over body, widespread redness**
- **Gut: Repetitive vomiting, severe diarrhea**
- **Other: Feeling something bad is about to happen, anxiety, confusion**

### **Mild Symptom**

- **Nose: Itchy/runny nose, sneezing**
- **Mouth: Itchy Mouth**
- **Skin: A few hives, mild itch**
- **Gut: Mild nausea/discomfort**

**If person has a prescribed Epinephrine, please ask them to inject immediately. No one can inject this, unless there is written consent.**

**Call 9-1-1 – Request an ambulance with Epinephrine**

## **HAZARDOUS MATERIALS**

**In the event of a chemical spill or biological hazard outside of the area, first close the door. Turn off any forced air/heat system. Plug all cracks around doors/windows with duct tape. Notify emergency services of your status and wait for further instructions.**

Staying in the classroom, office, or theater during an emergency is called “shelter in place”. People cannot be forced to shelter in place even though officials have instructed you to do so. Our personal emotional reactions during these types of difficult times are unique. Those who have experienced shelter in place emergencies have a variety of reactions ranging from feelings of stress to fear. During a shelter in place, emotional reactions may show up in the following behaviors:

- Anxiety, particularly when separated from loved ones.
- Uncertainty regarding how long they need to shelter in place.
- Concerns for the physical safety of themselves and others.
- Confusion or frustration regarding questions left unanswered by public officials or the media.
- Guilt about not being able to fulfill responsibilities.
- Feelings of boredom or isolation.
- Thoughts of blame, worry or fear.

## **SEVERE WEATHER**

In the event of a fire storm or other severe weather condition, do not release your class unless a responsible adult is there to pick up your students. Work with those who have permission to leave without an adult present to see how they are getting home. Listen to your radio for weather updates. Call parents on your list to confirm they can make it to pick up their child. During a fire storm, close all doors and windows to prevent smoke from entering.

## **HEALTH EPIDEMIC**

If the Health Department has issued a health epidemic warning, all staff and students should be visually checked before beginning class/work for the following signs:

- Person appears ill
- Person is abnormally pale
- Person is uncomfortable participating in normal activities
- Person is sweaty when the temperature is not hot
- Person has a temperature and has not been recently active
- Person has a cough or is sneezing in a way that is not normal.
- Person complains of pain in the ears, throat, head or chest
- Person is vomiting or has cramps/diarrhea
- Person has skin rashes, unusual spots, swelling or bruises
- Person has breathing difficulties

Once a Health Department has declared a health epidemic all parents/employees/volunteers will be contacted.

## TERRORISM or CIVIL DISTURBANCE

### *A Shooting in the Park:*

If you are inside a classroom, office or theater and you hear gunshots or you are told that someone is shooting a gun outside, first call 9-1-1 and do not attempt to investigate. If you feel you cannot exit the building safely, seek shelter in a secure area where you can lock or barricade the door. Try hiding under a desk or in a closet. If you have a group of students with you, attempt to quickly construct a barrier between the door and your students. Look for any materials you can use to cover over windows or any glass in the door. If possible, turn off all the lights and your cell phone without drawing attention to yourself. Keep everyone away from all doors and windows.

Once police are on the scene and are moving through the building looking for the terrorist they may enter to search where you are hiding. Place your hands straight out in front of your body to show them you are not holding any dangerous weapons. They may give you instructions at that point and if not, remain in your hiding place.

### *Civil Disturbance:*

If you witness a threatening disturbance, immediately call 9-1-1 and report the incident. Provide emergency services with the following information:

- Nature of the incident
- Location of the incident
- Description of the person

### *Civil Disturbance (cont.)*

Alert others in the area of the situation. Step into the office or classroom and lock all doors. If you are already teaching in the classroom or working in the office or theater, keep everyone inside and lock all doors. Ensure students remain calm.

It is important to:

- Avoid provoking or obstructing anyone participating in a disturbance or demonstration.
- Assist the police when they arrive by supplying them with all additional information. The police will assess the situation when they arrive and conduct any search necessary or disperse demonstrators as necessary.

## **KIDNAPPING**

If a student in your care is missing, do an immediate search of the immediate area. This includes restrooms and nearby classrooms. If you do not immediately locate the student, call 9-1-1 to make a missing child report. There is no waiting period to report a missing child.

Request any strangers entering the classroom to leave. If you feel unsafe approaching the person, trust your instincts and either call someone in the office to assist you or dial 9-1-1.

## **ACTIVE SHOOTER**

An Active Shooter is an individual actively engaged in killing or attempting to kill people in a confined and populated area; in most cases, active shooters use firearms and there is no pattern or method to their selection of victims.

Active shooter situations are unpredictable and evolve quickly. Typically, the immediate deployment of law enforcement is required to stop the shooting and mitigate harm to victims.

Because active shooter situations are often over within 10 to 15 minutes, before law enforcement arrives on the scene, individuals must be prepared both mentally and physically to deal with an active shooter situation.

### **1. Good practices for coping with an active shooter situation**

- Be aware of your environment and any possible dangers.
- Take notes of the two nearest exits in any facility you visit.
- If you are in an office, stay there and secure the door.
- If you are in a hallway, get into a room and secure the door.
- Call 9-1-1 when it is safe to do so.

### **How to Respond to an Active Shooter Situation**

Quickly determine the most reasonable way to protect your own life. Remember that customers and clients are likely to follow the lead of employees and managers during an active shooter situation.

### **1. Evacuate**

If there is an accessible escape path, attempt to evacuate the premises. Be sure to:

- Have an escape route and plan in mind
- Evacuate regardless of whether others agree to follow
- Leave your belongings behind
- Help others escape, if possible.

- Prevent individuals from entering an area where the active shooter may be
- Keep your hands visible
- Follow the instructions of any police officers
- Do not attempt to move wounded people
- Call 9-1-1 when you are in a safe place

## 2. Hide out

If evacuation is not possible, find a place to hide where the active shooter is less likely to find you.

Your hiding place should:

- Be out of active shooter view
- Provide protection if shots are fired in your direction (i.e. an office with a closed and locked door)
- Not trap you or restrict your options for movement

To prevent an active shooter from entering your hiding place:

- Lock the door
- Blockade the door with heavy furniture

If the active shooter is nearby:

- Lock the door
- Silence your cell phone, radio or any device that might bring attention to your area
- Hide behind large items (i.e. cabinets or desks)
- Remain quiet

If evacuation and hiding are not possible:

- Remain calm
- Dial 9-1-1, if possible, to alert police to the active shooter's location
- If you cannot speak, leave the line open and allow the dispatcher to listen

## How to Respond When Law Enforcement Arrives

Law enforcement's purpose is to stop the active shooter as soon as possible. Officers will proceed directly to the area in which the last shots were heard.

How to react when law enforcement arrives:

- Remain calm and follow the officers' instructions
- Put down any items in your hands (i.e. bags or jackets)

- Immediately raise your hands and spread your fingers
- Keep your hands visible at all times
- Avoid making quick movements toward the officers, such as holding on to them for safety
- Avoid pointing, screaming and/or yelling
- Do not stop to ask the officers for help or directions when evacuating. Proceed in the direction from which officers are entering the premises.

**Information to provide to law enforcement or the 9-1-1 operator:**

- Location of the active shooter
- Number of shooters, if there are more than one
- Physical description of shooter(s)
- Number of potential victims at the location

The first officers to arrive to the scene will not stop to help injured persons. Expect rescue teams comprised of additional officers and emergency medical personnel to follow the initial officers. These rescue teams will treat and remove any injured persons. They may also call upon able-bodied individuals to assist in removing the wounded from the premises.

Once you have reached a safe location or an assembly point, you will likely be held in that area by law enforcement until the situation is under control, and all witnesses have been identified and questioned. Do not leave until law enforcement authorities have instructed you to do so.

## **Evacuation Plans**

### **Emergency Evacuation Procedures**

Evacuation should proceed in a calm and orderly manner. Immediately exit the building by the nearest designated exit.

Facility Evacuation Plans (FEPs) are posted throughout the Casa del Prado building and theater. All personnel should familiarize themselves with the buildings FEPs. All employees must immediately evacuate the building when an alarm or other means is used to signal evacuation.

### **Procedures for Fire Evacuation within the Casa del Prado Building:**

1. Dial 9-1-1
2. Notify Management
3. Do not use the elevator to evacuate.
4. Do not turn off or on the lights.
5. Do close doors behind you.



There are 7 primary exits and exit stairwells located in the Casa del Prado building. One is located on the North end of the building, another on the South end, another on the East end and the other is located on the West end. Employees should evacuate using the closest exit or exit stairwell.

Evacuation Staging Areas have been pre-determined. Due to the large number of employees and occupants in the Casa del Prado building during any given time, there are (2) staging areas that have been designated for this facility.

#### Staging Area:

- Morton Fig Tree (East lawn area just north of the Natural History Museum)

The building may be reoccupied only after the alarm is turned off and notice is given by proper authority.

#### Procedures for Fire Evacuation during a Performance in the Casa del Prado Theater:

1. Dial 9-1-1
2. Notify Stage Management
3. Stage Manager will notify House Manager
4. Stage Manager will call Fire Curtain (if necessary).
5. Stage Manager (or available representative) will announce the following to the audience:

#### Fire Evacuation (cont.)

##### *Stage Manager Announcement:*

*“Ladies and Gentleman we have a problem in the theatre (specific: backstage, lobby, etc.). We hope it is nothing serious; however, for your safety, we would like you to exit the theater. Please move calmly to the nearest exit. Thank you.”*

The Front of House staff and volunteers will open all exits, assist all patrons in exiting the building and ask them to meet in an open area out of the way of officials. If fire or smoke blocks a particular exit, reroute patrons to another exit.

If time permits, staff and crew will close all doors and windows in each area, turn off all electronic equipment and leave the building via the nearest exit. Check doors for heat before opening, if smoke is present, keep near the floor.

Once out of the building, meet the rest of your department at the designated staging area.

#### Staging Area:

- Morton Fig Tree (East lawn area just north of the Natural History Museum)

The building may be reoccupied only after the alarm is turned off and notice is given by proper authority.

**Post Evacuation Procedures:**

All employees will be accounted for by Management.

On exiting the building, employees are required to report immediately to the designated staging area for a head count. It is vital that this is done within "5 minutes" so that the information can be passed to the Floor Wardens, Facility Building Supervisor or Designated Supervisor and Emergency Personnel.

Implement a procedure to notify employees and the physically disabled in case the incident expands further and relocation to alternate staging areas are required.

The Floor Wardens must receive communication from the Facility Building Supervisor or Designated Supervisor and/or Emergency Personnel prior to signaling the "all clear" signal for employees and occupants to return to the building.

# Evacuation Site Map

Staging Area:



East lawn area just north of the Natural History Museum next to the Fig Tree

## **Contact List**

|                             |                     |
|-----------------------------|---------------------|
| <b>Emergency</b>            | <b>9-1-1</b>        |
| <b>Non-Emergency Police</b> | <b>619-531-2000</b> |
| <b>Non-Emergency Fire</b>   | <b>619-533-4300</b> |

## **Balboa Park Emergency Numbers**

|   |  |
|---|--|
| <b>Balboa Park Ranger</b>                         | <b>619-235-1122</b>                              |
| <b>Park Ranger Roberto</b>                        | <b>619-666-5561</b>                              |
| <b>Park Ranger John Anderson</b>                  | <b>619-517-6090</b>                              |
| <b>Marie Wiggins</b><br>Building Supervisor       | <b>619-235-1105</b><br><b>Cell: 619-807-8677</b> |
| <b>Ricardo Rodriguez</b><br>Lead Building Manager | <b>619-235-1108</b><br><b>Cell: 619-955-2641</b> |
| <b>Lead Custodian (On-Duty)</b>                   | <b>619-822-5870</b>                              |

## **Additional Emergency Numbers**

|                                  |                     |
|----------------------------------|---------------------|
| <b>Poison Control Center</b>     | <b>619-543-6000</b> |
| <b>Burn Institute</b>            | <b>619-281-4764</b> |
| <b>National Response Center</b>  | <b>619-424-8802</b> |
| <b>Suicide Prevention</b>        | <b>800-784-2433</b> |
| <b>Child Protective Services</b> | <b>800-344-6000</b> |