



Santa Clara County
Office of Education

EMERGENCY PREPAREDNESS

***A Quick Reference Guide
for Staff***

EMERGENCY NUMBERS

- 911** Police Emergency
- 911** In San Jose
from cell phone
dial 408-277-8911
- 311** Police Non-Emergency
- 211** United Way Silicon Valley

EMERGENCY RADIO STATIONS

These radio stations broadcast emergency information:

- KCBS – AM 740/ FM 106.9**
- KGO – AM 810**
- KQED – FM 88.5**
- KSOL – FM 98.9** Spanish
- KSJX – AM 1500** Vietnamese
- KVTE – AM 1400** Cantonese
- KSQQ – FM 96.1** Mandarin

SUICIDE

Attempted Suicide

1. CALL 911 for medical assistance.
2. Do not leave suicidal person unattended. Send a runner to inform your immediate supervisor or other responsible person.

The law requires that you do only what is reasonable under the circumstances; for example, do not try to remove a gun or other weapon from the person.

Threatened Suicide

1. TAKE THREATS OF SUICIDE SERIOUSLY.
2. INFORM YOUR IMMEDIATE SUPERVISOR or other responsible person about the suicide threat.

BIOLOGICAL ATTACK

Biological agents are bacteria and toxins that can cause disease in people. Depending on the biological event, you may need to be immunized, evacuated or “sheltered-in-place.” Listen to the radio and wait for authorities to provide further instructions.

IF YOU BECOME AWARE OF A SUSPICIOUS SUBSTANCE, FOLLOW THESE STEPS:

1. GET AWAY from the substance.
2. PROTECT YOURSELF BY COVERING YOUR MOUTH AND NOSE with layers of fabric or paper towels that will filter air but still allow breathing.

3. WASH YOUR BODY with soap and water.
4. CONTACT AUTHORITIES.
5. Listen to radio for news and information.
6. If you become sick, get medical attention.

IF YOU ARE EXPOSED TO A BIOLOGICAL AGENT:

1. GET AWAY from substance.
2. REMOVE CLOTHES and put in a sealed plastic bag.
3. WASH SKIN with a solution of 9 parts water to 1 part bleach. Do not use bleach solution on open wounds!
4. SEEK MEDICAL ATTENTION.

CHEMICAL ATTACK

A chemical attack is the deliberate release of a toxic gas, liquid or solid into the environment.

SIGNS OF CHEMICAL ATTACK

- Watery eyes
- Twitching
- Problems breathing
- Choking
- Losing coordination
- Many sick or dead birds, fish or small animals are cause for suspicion.

If you see signs of a chemical attack, follow these steps.

1. QUICKLY GET AWAY FROM THE CONTAMINATED AREA.
2. If the chemical is inside the building, exit the building without passing through the contaminated area.
3. If you can't get out of the building, find clean air without passing through the contaminated area.
4. Move as far away as possible from the contaminated area and shelter-in-place.
5. If you are outside, go the closest place where you can get clean air.

USING A FACE MASK FOR PROTECTION DURING A CHEMICAL ATTACK

A face mask or barrier can help protect from air contaminants. Here are a few ideas for creating a face mask or barrier.

- Improvise with available materials and CREATE A BARRIER to protect eyes, nose, mouth and cuts in the skin.
- Use fabric that fits snugly over nose and mouth — achieve best fit possible for children.
- Include face masks in disaster planning kit.

If you are exposed to a chemical agent, you will be given orders by the local authorities to evacuate or shelter-in-place.

If exposed, here are the steps for decontamination:

1. REMOVE CLOTHING and place in sealed plastic bag
2. WASH SKIN thoroughly with soap and water.
3. SEEK MEDICAL ATTENTION.

CHEMICAL ACCIDENT

Chemical spills may result from tank truck or railroad car accidents. In rare cases they may originate inside the building. If you discover a chemical spill, call 911 and inform the Site/School Administrator.

Accident Inside

1. EVACUATE THE BUILDING. Avoid the area where the chemical spill occurred.
2. DO NOT light matches, candles or other fires.
3. ASSEMBLE without delay in your evacuation assembly area.
 - Report all absences to the designated emergency roll person (i.e., secretary, dept. supervisor, teacher)
 - Report for duty if you are a member of an emergency team.

4. WAIT FOR INSTRUCTIONS from the Site/School Administrator.
5. DO NOT return to the building before it has been declared safe.

Accident Outside

1. WAIT FOR INSTRUCTIONS from the Site/School Administrator.
2. DO NOT LEAVE THE BUILDING unless instructed to do so. If you are instructed to evacuate, take care to avoid fumes.

SHELTER-IN-PLACE

The term “shelter-in-place” means remaining inside your site/school building and protecting yourself there from a hazardous outside environment. Staff and students should continue their regular activities if possible. There are a number of reasons authorities might direct you to shelter-in-place: such as: radiological, chemical or biological emergencies, local police activity, a fire in the area and/or smoke in the air.

STEPS FOR SHELTER-IN-PLACE:

STAY CALM.

1. GO INSIDE THE BUILDING and bring students indoors immediately.
2. Do not allow visitors to leave. Keep them with you to provide for their safety.
3. You can provide a minimal amount of protection to your breathing by covering your mouth and nose with a damp cloth.

4. CLOSE AND LOCK all windows and outside doors. Close all window shades, blinds, and curtains.
5. TURN OFF all fans, heating and air conditioning systems.
6. Gather your disaster supplies and battery-powered radio.
7. Go to an interior room ideally without windows. If there is a chemical threat, a room above ground is preferable.
8. Use duct tape (wet towels if you don't have duct tape) to seal doors, exhaust fans, vents, and windows.
9. WAIT for instruction from your Site/School Administrator

EXPLOSION

DROP - COVER - HOLD

1. DROP to the floor.
2. Take COVER under a sturdy desk or table, or against an interior wall. Avoid windows, tall furniture or hanging objects.
3. HOLD onto the furniture and HOLD your position until it is safe to move.
4. EVACUATE THE BUILDING when it is safe. Do not run.
5. ASSEMBLE without delay in your evacuation assembly area.
 - Report all absences to the designated emergency roll person (i.e., secretary, dept. supervisor, teacher).
 - Report for duty if you are a member of an emergency team.
6. WAIT FOR INSTRUCTIONS from the Site/School Administrator.

7. DO NOT return to the building before it has been declared safe.
8. Don't light matches, candles or other fires.

Threat of Explosion

1. Do not light matches, candles or other fires.
2. EVACUATE THE BUILDING.
3. ASSEMBLE without delay in your evacuation assembly area.
 - Report all absences to the designated emergency roll person (i.e., secretary, dept. supervisor, teacher).
 - Report for duty if you are a member of an emergency team.
4. WAIT FOR INSTRUCTIONS from the Site/School Administrator.
5. DO NOT return to the building before it has been declared safe.

HOSTAGE TAKING

1. CALL 911.
2. STAY CALM at all times and cooperate completely with hostage taker.
3. Have immediate access to building maps, keys, copies of emergency procedures, evacuation routes and phone lines.
4. Let officials handle all negotiations.

ILLNESS/INJURY

1. CALL 911 for medical assistance with situations involving unconsciousness, difficulty breathing, uncontrollable bleeding or any other life-threatening illness or injury.
2. ASSESS THE SITUATION and take steps to see that the injured or ill person is cared for properly pending professional treatment. Do not leave person unattended.
3. SEND A RUNNER to inform your immediate supervisor or other responsible persons.
4. Notify parent/guardian or emergency contact.
5. CONTACT THE CUSTODIAN to clean up any blood or other bodily fluids using proper bloodborne pathogen clean-up procedures.

FIRE

Become familiar with the locations of fire alarm pull boxes, fire extinguishers and building exits.

FIRE WITHIN BUILDING

1. EVACUATE THE BUILDING. Do not use the elevator.
2. ASSEMBLE without delay in your evacuation assembly area.
 - Report all absences to the designated emergency roll person (i.e., secretary, dept. supervisor, teacher).
 - Report for duty if you are a member of an emergency team.
3. WAIT FOR INSTRUCTIONS from the Site/School Administrator.
4. DO NOT return to the building before it has been declared safe

FIRE NEAR BUILDING

1. WAIT FOR INSTRUCTIONS from the Site/School Administrator.
2. DO NOT LEAVE THE BUILDING unless instructed to do so.

FLOOD

Flood warnings may be received by telephone, radio, or from emergency services officials.

WAIT FOR INSTRUCTIONS from the Site/School Administrator.

Possible emergency responses include:

- EVACUATE students/staff to higher ground.
- RELEASE students/staff to go home if appropriate.
- TAKE MEASURES to minimize hazards to students/employees.
- TAKE MEASURES to protect the building and material resources from damage.

FALLEN AIRCRAFT

DROP – COVER – HOLD

1. DROP to the floor.
2. Take COVER under a sturdy desk or table, or against an interior wall. Avoid windows, tall furniture or hanging objects.
3. HOLD onto the furniture and HOLD your position until it is safe to move
4. EVACUATE THE BUILDING when it is safe. Do not run.
5. ASSEMBLE without delay in your evacuation assembly area.
 - Report all absences to the designated emergency roll person (i.e., secretary, dept. supervisor, teacher).
 - Report for duty if you are a member of an emergency team.
6. WAIT FOR INSTRUCTIONS from the Site/School Administrator.
7. DO NOT return to the building until it has been declared safe.
8. DO NOT light matches, candles or other fires.

RADIATION/“DIRTY BOMB”

A radiation threat, often called a “dirty bomb,” is the use of common explosives to spread radioactive materials over a targeted area.

1. If you are OUTSIDE, COVER YOUR NOSE AND MOUTH and quickly go inside a building that has not been damaged.
2. If you are INSIDE, close windows and doors; turn off air conditioners, heaters or other ventilation systems.

Steps for self-decontamination:

- REMOVE YOUR CLOTHES and put them in a sealed plastic bag.
- WASH SKIN as thoroughly as possible with lukewarm water.
- LISTEN TO RADIO for other instructions.

Run, Hide, Defend – Active Shooter, Armed Intruder, Gunfire

RUN = EVACUATE

- Decide if you can escape safely
- If it is safe, run as fast as you can away from the direction of the gunshots
- DO NOT stop running until you are far away from the area
- Leave your belongings behind
- Help other escape if possible
- Prevent individuals from entering the area, but not at the risk of your own safety

Other Considerations

- Get away from the threat and identify a safe place
- When fleeing from danger, keep buildings, cars or other objects between you and the threat
- Do not attempt to move wounded people
- Call 911 when safe

HIDE = LOCKDOWN

- If escape is not feasible, hide and create a barricade.
- Lock the door, turn off the lights and close the blinds
- Take cover behind large items
- Silence your cell phones and turn off vibrate mode
- Remain quiet
- Move away from doors and windows
- Reinforce the locked doors with chairs, desks and other large items

Other Considerations

- Call 911 when it is safe to do so
- Once you have secured the door, do not open it for anyone. Police will enter the room when the situation is over
- Prepare yourself mentally and physically for the possibility of engaging the shooter
- Put yourself in a position to surprise the suspect(s) if they enter the room

Run, Hide, Defend – Active Shooter, Armed Intruder, Gunfire

DEFEND = FIGHT FOR YOUR LIFE

This is a ***LAST RESORT*** option!!!

- Commit to your actions!
- Act as aggressively as possible
- Improvise weapons from items that are around you
- Attack in a group (Middle School and above)
- Yell and make loud noises to disorient the shooter
- If possible, grab the shooter's limbs and head, take them to the ground and hold them there. Ensure shooter(s) are not within their reach.

The Site/School Administrator or police officers will issue directions, when possible. Otherwise, you will need to rely on your own resources.

REMAIN CALM

CALL 911

NOTIFY CO-WORKER IF INDOORS

RETREAT (Put as many locked doors between you and the shooter as possible)

IF CONFRONTED

- Lie on floor
- Avoid eye contact with assailant

IF ON CAMPUS, HIDE/LOCK DOWN

Keep students/personnel inside building and secure buildings.

BOMB THREAT

Most bomb threats are received by phone. Take all bomb threats seriously and respond immediately.

If you receive a Phone Threat

1. LISTEN, BE POLITE and LEARN AS MUCH AS YOU CAN, about the bomb's appearance, its location, the planned time of detonation, and why it was placed at or sent to the office/school/site.
2. DO NOT HANG UP, even after the caller hangs up. Leave the phone off the hook until the threat is removed.
3. COMPLETE THE BOMB THREAT CHECKLIST as much as possible. Try to write down everything the caller says.
4. If possible, SILENTLY ATTRACT SOMEONE'S ATTENTION to CALL 911 and REPORT the threat to the Site/School Administrator. If not possible, call 911 and report the threat immediately after the call, using a different phone if possible.

If you receive a Mail Threat

1. DO NOT TOUCH. MINIMIZE THE HANDLING any suspected packages or mail
2. REPORT ANY THREATS OR SUSPICIOUS PACKAGES to your Site/School Administrator.

If you receive an Email Threat

1. DO NOT DELETE THE MESSAGE
2. REPORT THREAT to your Site/School Administrator.

Decisions to search and/or evacuate will be made by the Site/ School Administrator, Superintendent's Office, Police or Fire Departments.

BOMB THREAT CHECKLIST

Complete as much of this form as possible to provide to the Police for investigation and to determine an appropriate response.

When is the bomb going to explode?

Where is the bomb going to explode?

What will cause the bomb to explode?

What does the bomb look like?

What kind of bomb is it?

Time of call:
AM PM

From phone #:

GENDER

- Male
- Female
- Phone booth
- Internal (caller is in building)
- Don't know

LANGUAGE

- Good
- Fair
- Don't know

APPROXIMATE AGE

- Under 21
- 21-40
- Over 40
- Don't know

CALLER FAMILIAR WITH BUILDING?

- Yes
- No
- Can't determine

EXACT WORDING OF THREAT: _____

MANNER

- Calm
- Angry
- Rational
- Irrational
- Coherent
- Incoherent
- Nervous
- Crying
- Laughing
- Righteous
- Excited
- Other _____

BACKGROUND

- Machines
- Music
- Office
- House noises
- Traffic
- Static
- Trains
- Animals
- PA System
- Airplanes
- Other _____

SPEECH

- Fast
- Slow
- Distinct
- Distorted
- Slurred
- Deep Breathing
- Lisp
- Stutter
- Nasal
- Clearing Throat
- Other _____

VOICE

- Loud
- Soft
- High Pitch
- Deep
- Raspy
- Pleasant
- Intoxicated
- Taped
- Disguised
- Other _____

ACCENT

- Slavic
- East Coast
- Middle Eastern
- Southern
- Western
- Midwestern
- Hispanic
- African
- Asian
- Other _____

Your Name _____ Your Phone # _____

EARTHQUAKE

Earthquakes occur without warning. The initial tremor is usually the most severe, however aftershocks may also be severe.

INSIDE BUILDING

Drop - Cover - Hold

1. DROP to the floor.
2. Take COVER under a sturdy desk or table, or against an interior wall. Avoid windows, tall furniture or hanging objects.
3. HOLD onto the furniture and HOLD your position until it is safe to move.
4. EVACUATE THE BUILDING after the tremor stops. Do not run.
5. ASSEMBLE without delay in your evacuation assembly area.
 - Report all absences to the designated emergency roll person (i.e., secretary, dept. supervisor, teacher).
 - Report for duty if you are a member of an emergency team.
6. WAIT FOR INSTRUCTIONS from the Emergency Operating Center Director/Incident Commander.
7. DO NOT return to the building before it has been declared safe. Don't light matches, candles or other fires.

OUTSIDE BUILDING

1. MOVE away from buildings, trees and other hazards.
2. DROP to the ground.
3. COVER your head and neck with your arms.
4. HOLD your position until earthquake is over.
5. Follow steps 5-7 from "Inside Building" instructions.

IN A VEHICLE

1. PULL OFF to the side of the road away from buildings, overpasses and power lines.
2. SET THE BRAKES AND TURN OFF IGNITION.
3. WAIT until quake is over. Do not leave the car unless unsafe conditions warrant. Never leave car if power lines are down nearby or have fallen over the vehicle.
4. CHECK the road and surrounding terrain for safe conditions.
5. PROCEED when conditions are safe.

UTILITIES FAILURE

Safety Procedures

- If you smell gas or burning odors, evacuate the area immediately and take roll call. Do not light matches, candles, or other fires.
- If students are in danger by rising water caused by faulty plumbing, water main break, or severe weather, immediately move the students to a dry area or higher ground and take roll.
- Remain calm and follow directions by Principal per Superintendent.
- The Maintenance Department will notify District and site administrators regarding the scope and expected length of the utility failure.
- THE SUPERINTENDENT is the only one who will determine whether the school will close or authorize an early release.
- If evacuation is necessary, DO NOT re-enter area/building unless you are told it is safe.
- If personal safety allows, custodians may shut off electrical equipment, gas, and/or water as needed and so directed by Site/School Administrator.

For utility failures caused by gas leaks, ventilation, elevator failure, plumbing/ flooding, and electrical failure immediately NOTIFY the site/school Administrator & the MAINTENANCE DEPARTMENT, EXT. 6704 to provide any known details.

IF YOU OR ANOTHER PERSON ARE STUCK IN AN ELEVATOR

- If YOU are stuck in the elevator, call for help by using the elevator intercom, telephone, alarm or personal cell phone. Describe the problem. Remain calm until help arrives.
- The emergency button in the elevator (may be marked by help, emergency, fireman's helmet, or other such word or picture), when pressed, will connect you to the elevator company.
- School/site staff should clear the area and not allow people to congregate around the elevator.
- The Site/School Administrator or designee should stay by the elevator and talk to the person trapped to assess whether or not the person is injured, panicked or in need of medical care. If they are in need of medical assistance call 911. Remain by the elevator until help arrives.

SMOG, Smoke, Spare the Air

Stage 1: Advisory/Alert

1. MODIFY WORK PROGRAM to reduce activities that increase your respiration rate.
2. REDUCE VEHICLE USE. Curtail work-related driving and carpool to and from work/school.

Stage 2: Warning

REMAIN AT WORK until released by the Emergency Operations Center Director.

Stage 3: Declared Emergency

REMAIN AT WORK and continue normal activities if possible unless released by the Site/School Administrator.

For daily reports on air quality in the Bay Area, visit Spare the Air

www.sparetheair.org or

Bay Area Air Quality Management District

www.baaqmd.gov

The Environmental Protection Agency developed the Air Quality Index (AQI) which translates the air quality into a number that corresponds with the following ranges of air quality:

Air Quality Index (AQI)

0-50 – Good

No health impacts are expected when air quality is in the range.

51-100 – Moderate

Unusually sensitive people should consider limiting prolonged outdoor exertion

101-150 – Unhealthy for Sensitive Groups

Active children and adults, and people with respiratory disease, such as asthma, should limit outdoor exertion.

151-200 – Unhealthy

Active children and adults, and people with respiratory disease, such as asthma, should avoid prolonged outdoor exertion; everyone else, especially children, should limit prolonged outdoor exertion.

201-300 – Very Unhealthy

Active children and adults, and people with respiratory disease, such as asthma, should avoid all outdoor exertion; everyone else, especially children, should limit outdoor exertion.

SEVERE WINDSTORM

The National Weather Service issues a “watch” when winds are in excess of 55 M.P.H. or a tornado may develop within a specific time frame. A “warning” is issued when winds in excess of 55 M.P.H. exist or a tornado has been sighted in the area.

Severe Weather Watch/Warning

1. REMAIN ALERT when windstorm watch is issued. The Emergency Operations Center Director/Incident Commander will keep you informed.
2. WAIT FOR INSTRUCTIONS when a severe windstorm warning is issued. The Emergency Operations Center Director/Incident Commander will direct appropriate responses.

No Advance Warning

1. TAKE COVER in interior rooms or along an inside wall. Avoid large, heavy objects and windows.
2. OPEN DOORS, if possible.
3. KEEP CALM.
4. WAIT FOR FURTHER INSTRUCTIONS from the Emergency Operations Center Director/Incident Commander.

HEAT EXPOSURE

Those exposed to excessive heat may be at risk of heat stress which can result in a number of heat-related injuries like burns, and illnesses such as:

- Heat Stroke
- Heat Exhaustion
- Heat Cramps
- Heat Rashes

HEAT STROKE

Heat Stroke is the most serious heat-related disorder. Symptoms include hot dry skin, profuse sweating, hallucinations, chills, throbbing headache, high and rapidly rising body temperature, confusion, dizziness, and/or slurred speech.

- If you suspect someone is suffering from a heat stroke, call 911 immediately, for medical attention.
- Move affected person to a cool area.
- Cool the affected person with methods such as soaking them and their clothes with water, and fanning their body.

Heat Exhaustion and less serious heat-related illnesses include symptoms such as heavy sweating, fatigue, dizziness, nausea, clammy, moist skin, pale or flushed complexion, muscle pain, spasms or cramps, slightly elevated body temperature and/or, fast and shallow breathing and fainting.

An affected person should cease all activity and rest in a cool or shaded area. Slowly drink water, clear juice, or sports drink.

Prevention

Students and staff should avoid exposure to extreme heat, sun exposure, and high humidity when possible.

When these exposures cannot be avoided, workers should take the following steps to prevent heat stress:

- Wear light-colored, loose-fitting, breathable clothing such as cotton.
- Avoid non-breathing synthetic clothing.
- Gradually build up to heavy work.
- Schedule heavy work during the coolest parts of day.
- Take more breaks in extreme heat and humidity.
- Take breaks in the shade or a cool area when possible.
- Drink water frequently. Drink enough water that you never become thirsty. Approximately one cup every 15-20 minutes.
- Avoid alcohol, and drinks with large amounts of caffeine or sugar.
- Be aware that protective clothing or personal protective equipment may increase the risk of heat stress.
- Monitor your physical condition and that of your coworkers and students.

SUSPECTED CHILD OR DEPENDENT ADULT ABUSE

Employees who are mandated reporters as defined by law are obligated to immediately report situations in which knowledge of or reasonable suspicion exists that a child has been a victim of abuse or neglect. Mandated reporters shall make an initial report by telephone, then prepare and mail or fax follow-up a written report within 36 hours per California Penal Code 11165.7

(Note: Refer to SCCOE Superintendent Policy 4141.4 and Administrative Regulation 4141.4 related to Child and Dependent Adult Abuse Prevention and Reporting for more information. California Penal Code 11165.7 provides information about mandated reporting under the law.)*

Immediately or as soon as possible:

1. Call 9-1-1 for immediate emergency or
2. Call Santa Clara County Department of Family and Children's Services (DFCS) at:
 - Gilroy/Morgan Hill (South County)
(408) 683-0601
 - San Jose Area (Central County)
(408) 299-2071
 - Palo Alto (North County)
(650) 493-1186

Content of call:

- Name of person making report
- Name of the child
- Present location of the child
- Nature and extent of injury
- Any other information requested by the police or DFCS

Within 36 hours:

Complete written report using Suspected Child Abuse Report SS 8572 (SCAR)

- a. SCAR form available at school site office/cluster office, SCCOE Human Resources, or you may obtain a copy at http://ag.ca.gov/childabuse/pdf/ss_8572.pdf or call DFCS directly at 408-299-2071
- b. Mail or fax the SCAR report to: DFCS
373 West Julian St. 2nd Floor. San Jose, CA 95110
Fax: (408) 975-5851
- c. Keep a copy of complete report

SCCOE Internal Reporting

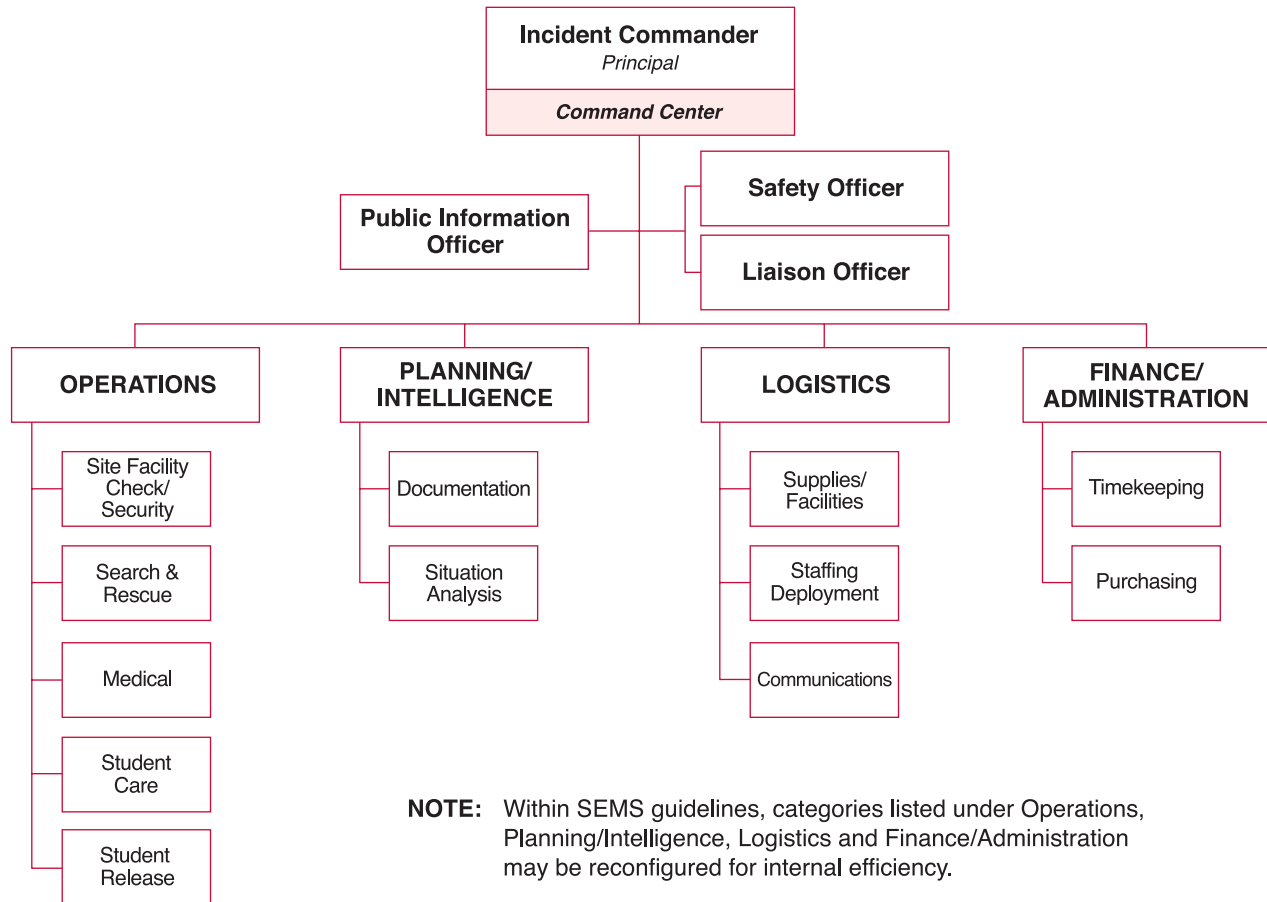
1. Employees reporting child abuse or neglect to DFCS or law enforcement are encouraged, but not required, to notify the principal or site supervisor as soon as possible after the initial telephone report to the appropriate agency. When so notified, the principal shall inform the Santa Clara County Superintendent of Schools or designee.
2. The following actions must be taken if an SCCOE employee has knowledge of or reasonably suspects that another SCCOE employee or other individual who works with or has contact with students on campus, has in the past, or is currently engaged in suspicious behavior:
 - File a Suspected Child Abuse Report by telephone to law enforcement (any police or sheriff department)
 - Submit a Suspected Child Abuse Report form (SS 8572) within 36 hours
 - Immediately notify their supervisor of the alleged inappropriate conduct
 - Complete and submit an SCCOE Student/Staff Incident Report

Note: If the allegation involved the site administrator, the employee is to contact the program director.

* Information pertaining to Dependent Adult Reporting can be found at: <https://www.sccgov.org/sites/ssa/daas/aps/Pages/aps.aspx>

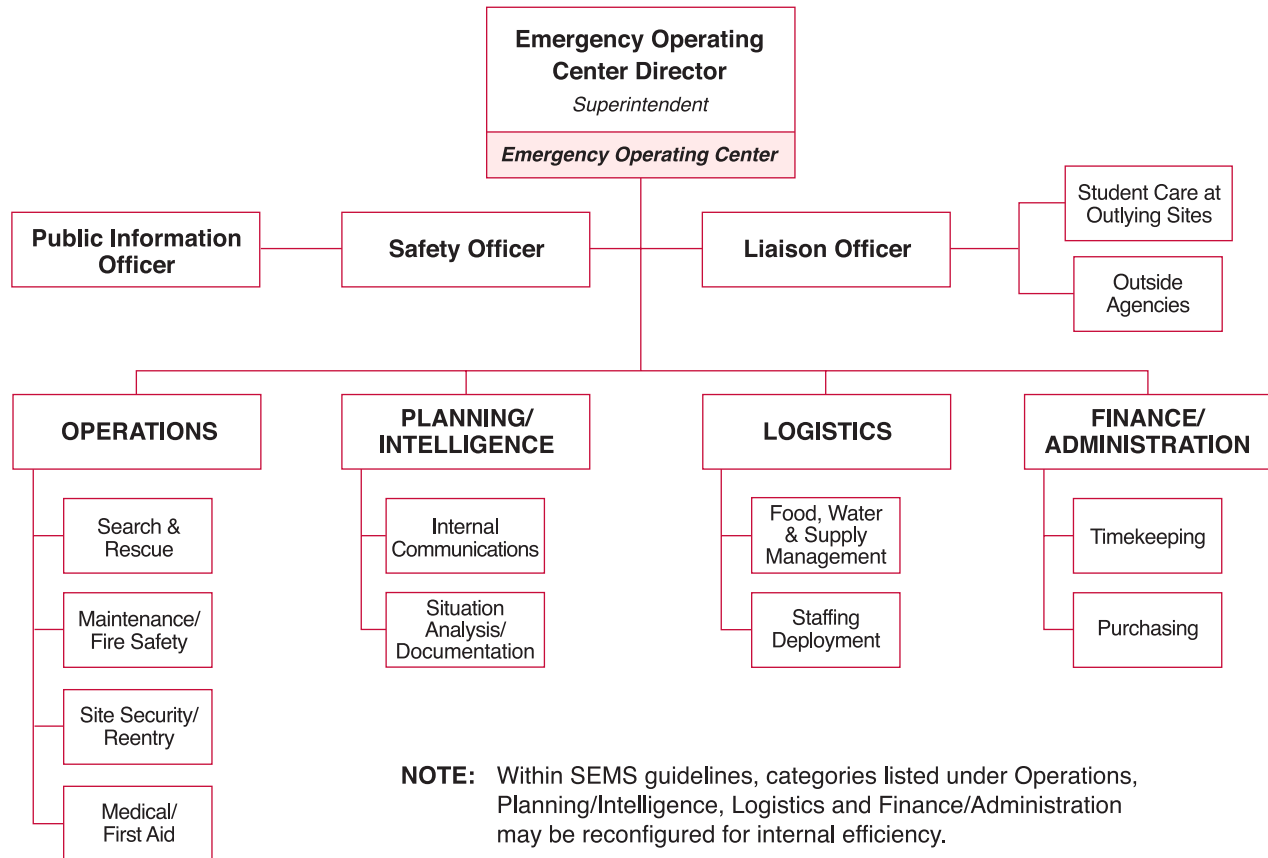
EMERGENCY RESPONSE ORGANIZATION

School Sites



EMERGENCY RESPONSE ORGANIZATION

District and County Offices



Sources of Information for this Guide

1. Homeland Security Web site - www.ready.gov
2. American Red Cross Web site - www.redcross.org
3. Santa Clara County Public Health Department

The procedures in this guide are compliant with the State of California's Standardized Emergency Management System (SEMS).

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County Superintendent of Schools

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