








# EMERGENCY PROCEDURES

**When emergencies arise, please call 911**

<b>MEDICAL</b> 	<p>If someone experiences a medical emergency:</p> <ul style="list-style-type: none"> <li>• Remain calm</li> <li>• Notify 911</li> <li>• <b>Do NOT move victim</b></li> </ul>
<b>SEVERE WEATHER</b> 	<p>When the decision is made to take “Take Cover”:</p> <ul style="list-style-type: none"> <li>• Listen for instructions</li> <li>• Take cover in designated area</li> <li>• <b>Do NOT go outside</b></li> </ul>
<b>FIRE</b> 	<p>If you detect smoke or fire:</p> <ul style="list-style-type: none"> <li>• If trained in proper use of portable fire extinguisher and are not in immediate danger, you may attempt to extinguish or contain a small fire - (<b>PASS method – Pull, Aim, Squeeze, Spray</b>)</li> <li>• Ask ERT Team to activate alarm</li> <li>• Notify 911</li> <li>• <b>Evacuate</b></li> </ul>
<b>EVACUATION</b> 	<p>If you have been notified to evacuate:</p> <ul style="list-style-type: none"> <li>• Leave through nearest exit; do NOT run</li> <li>• Report to assigned Rally Point - you <b>must</b> be accounted for</li> <li>• Wait for Incident Commander to give OK to reenter</li> </ul>
<b>ACTIVE SHOOTER IN BUILDING</b> 	<ul style="list-style-type: none"> <li>• Notify 911 when it is safe to do so</li> <li>• Evacuate - If possible flee area safely and avoid danger</li> <li>• <b>Lock Down</b> - Hide and block entry to your hiding space, lock doors</li> <li>• Silence your cell phones</li> <li>• Wait for “All Clear” from police or authorized known voice</li> </ul>
<b>PHONE &amp; BOMB THREAT</b> 	<ul style="list-style-type: none"> <li>• Call 911</li> <li>• Write down the caller’s phone number</li> <li>• Note time of call</li> <li>• Get as much information as possible about the caller</li> <li>• Contact your supervisor and report incident immediately</li> <li>• Supervisor will report to authorities</li> <li>• Prepare for possible evacuation</li> <li>• <b><u>Do NOT use your cell phone or two-way radios</u></b></li> </ul>
<b>POWER OUTAGE</b> 	<ul style="list-style-type: none"> <li>• Notify facilities, facilities will notify electric company</li> <li>• Turn off all equipment to prevent damage from a power surge</li> <li>• All occupants should remain calm and begin flashlight use</li> <li>• Contact supervisor, prepare for evacuation if outage is lengthy</li> </ul>

# WORKFORCE SOLUTIONS OF CENTRAL TEXAS

## EMERGENCY OPERATIONS SITE PLAN

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Crisis! It takes many shapes and it is invariably unexpected.  
Being prepared is essential.  
Crisis preparation can make a life-saving difference in an emergency.

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< Enter Workforce Site Address Here >

## Goals

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- Safety
- Crisis / emergency quick response
- Establish order
- Communication – consistent, accurate, appropriate action based message

## Quick Reference

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Use the Public Address System – Dial 4 digit office code; wait for tone, Hit “0” (zero) to begin overhead announcement.

Calmly announce:

**“Attention all visitors and staff - it is necessary for us to evacuate the building. Please remain calm, listen to instructions from staff. Follow them quickly and carefully to the stairs or to the nearest exit. Do not use the elevators.”**

The Emergency Response Team will assume their roles and take appropriate actions.

## Emergency Numbers / Emergency Response Team (ERT) Members

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This document is for Workforce Solutions staff, co-located partners, customers, and guests to our facilities. It is for quick reference during emergencies. Direct any questions concerning the Emergency Operations Site Plan to the Center Administrator or Workforce Systems Director. Direct all media inquiries to the Board Executive Director or Director of Workforce Solutions of Central Texas (WSCT).

Safety is the responsibility of everyone. Simple things that may make the difference include being aware of your surroundings, greeting any unknown visitor, obeying the building internal security precautions, and asking questions.

### **Emergency Numbers**

Police .....	911
Fire .....	911
Ambulance / Emergency Medical Services .....	911

### **Emergency Response Team Members**

- Serve as a liaison with emergency responders (e.g., fire department, police, ambulance).
- Meet responders upon their arrival and convey specific information about hazards in the building, access, locations of persons with special needs, etc.
- Maintain communication with other Emergency Response Team members or staff regarding the status of the emergency.
- Upon receiving clearance from the emergency responders and police, notify a member of the Emergency Response Team and building occupants that the building is safe for re-entry.

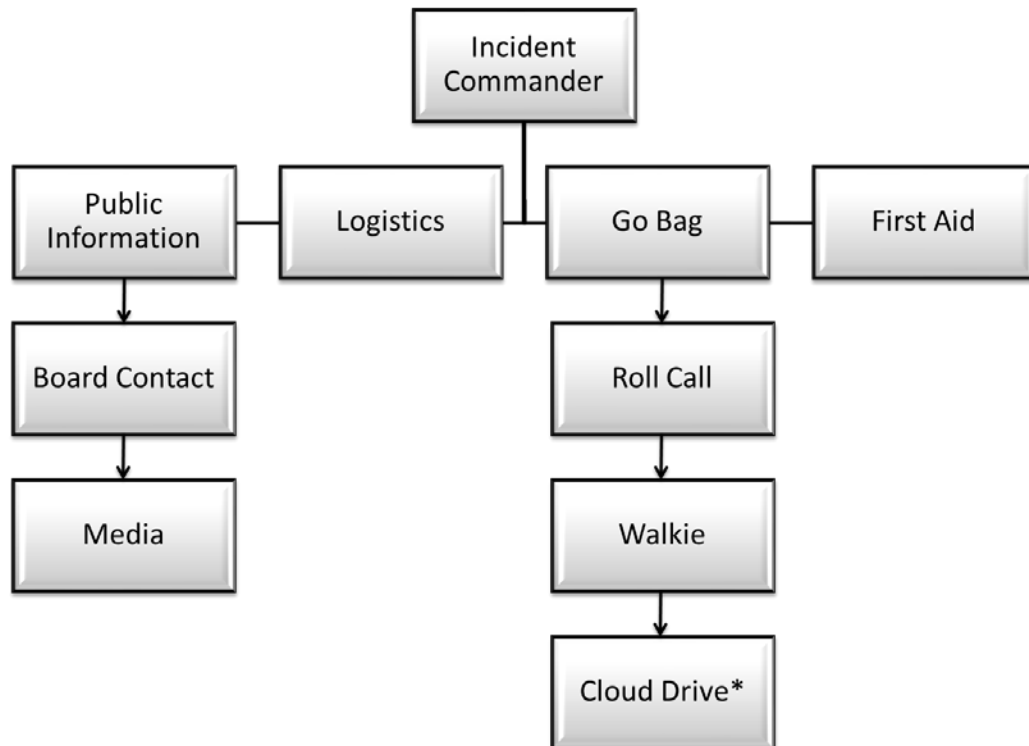
Emergency Response Team Members		
Name	Title	Work Phone
		XXX.XXX.XXXX
		XXX.XXX.XXXX
		XXX.XXX.XXXX
		XXX.XXX.XXXX
		XXX.XXX.XXXX
		XXX.XXX.XXXX
		XXX.XXX.XXXX
		XXX.XXX.XXXX

## Site Emergency Command System

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*Directions:* Identify the names and positions of staff within the ERT according to their availability, strengths, and day-to-day functions. Sample positions have been included; however, assign any staff member to any position appropriate.

< Enter Site Name Here >



*\* Staff Info Access*

## Go Bags

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**Go Bags are located in designated area(s).**

### **Go Bag contents**

- Staff roster (updated monthly)
- Colored vest (2 vests)
- Red folders with emergency procedures
- Clipboard
- First Aid Kit (including plastic gloves)
- Pen, paper, whistle, flashlight

**Designated staff: Take your Go Bag (and walkie-talkie if you have one) with you during any emergency and site evacuation.**

## Summary of Staff Skills

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*Directions:* Based on the results of your staff skills survey, list individuals on your staff who possess the following emergency-related skills. You may or may not have any staff members with some of the skills listed. The survey and summary serve as a tool for your staff to know, prior to an emergency, which individuals might best perform specific emergency functions.

Skill	Name	Location	Work Phone	Walkie Channel Freq.
First Aid	1. 2. 3.			
CPR	1. 2. 3.			
Heimlich	1. 2. 3.			
Triage	1. 2. 3.			
Fire Suppression	1. 2. 3.			
Peer Support	1. 2. 3.			
Automated External Defibrillator	1. 2. 3.			

## Site Evacuation Map

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< Place Site Evacuation Map Here >  
(Include Rally Points)

# Bomb Threat Call Procedures

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Use the Public Address System - Dial 4 digit office code; wait for tone, Hit "0" (zero) to begin overhead announcement.

Calmly announce:

**"Attention all visitors and staff - it is necessary for us to evacuate the building due to a bomb threat. Please remain calm and listen for instructions from staff. Follow them quickly and carefully to the stairs or nearest exit. Do not use the elevators."**

Call 911

**The Emergency Response Team will assume their roles and direct people out of the facility to appropriate Rally Points.**

Most bomb threats are received by phone. Bomb threats are serious until proven otherwise. Act quickly, but remain calm. Obtain information with the checklist on the following page.

## IF A BOMB THREAT IS RECEIVED BY PHONE:

1. Remain calm. Keep the caller on the line for as long as possible. DO NOT HANG UP, even if the caller does.
2. Listen carefully. Be polite and show interest.
3. Try to keep the caller talking to learn more information.
4. If possible, write a note to a colleague to call the authorities or, as soon as the caller hangs up, immediately notify them yourself.
5. If your phone has a display, copy the number and or letters on the window display.
6. Complete the Bomb Threat Checklist immediately. Write down as much detail as you can remember. Try to get exact words.
7. Immediately upon termination of the call, do not hang up, but from a different phone, contact FPS immediately with information and await instructions.

## IF A BOMB THREAT IS BY HANDWRITTEN NOTE:

- Call \_\_\_\_\_
- Handle note as minimally as possible.

## IF A BOMB THREAT IS RECEIVED BY EMAIL:

- Call \_\_\_\_\_
- Do not delete the message.

## SIGNS OF A SUSPICIOUS PACKAGE:

- No return address
- Excessive postage
- Stains
- Strange odor
- Strange sounds
- Unexpected delivery
- Poorly written
- Misspelled words
- Incorrect titles
- Foreign postage
- Restrictive notes

## DO NOT:

- Use two-way radios or cellular phone; radio signals have the potential to detonate a bomb.
- Evaluate the building until police arrive and evaluate the threat.
- Activate the fire alarm.
- Touch or move a suspicious package.



# Bomb Threat Checklist

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

Time: \_\_\_\_\_

Time Caller Hung Up: \_\_\_\_\_

Phone # Where Call Received: \_\_\_\_\_

## ASK CALLER

- Where is the bomb located? (Building, floor, room ...)
- When will it go off?
- What does it look like?
- What kind of bomb is it?
- What will make it explode?
- Did you place the bomb?      \_\_Yes      \_\_No
- Why?
- What is your name?

## EXACT WORDS OF THREAT

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## INFORMATION ABOUT CALLER

- Where is the caller located? (Background and level of noise?)
- Estimated age:
- Is voice familiar? If so, whom does it sound like?
- Other points:

### CALLER'S VOICE

- \_\_ Accent
- \_\_ Angry
- \_\_ Calm
- \_\_ Clearing throat
- \_\_ Coughing
- \_\_ Cracking voice
- \_\_ Crying
- \_\_ Deep
- \_\_ Deep breathing
- \_\_ Disguised
- \_\_ Distinct
- \_\_ Excited
- \_\_ Female
- \_\_ Laughter
- \_\_ Lisp
- \_\_ Loud
- \_\_ Male
- \_\_ Nasal
- \_\_ Normal
- \_\_ Ragged
- \_\_ Rapid
- \_\_ Raspy
- \_\_ Slow
- \_\_ Slurred
- \_\_ Soft
- \_\_ Stutter

### BACKGROUND SOUNDS

- \_\_ Animal noises
- \_\_ House noises
- \_\_ Kitchen noises
- \_\_ Street noises
- \_\_ Booth
- \_\_ PA system
- \_\_ Conversation
- \_\_ Music
- \_\_ Motor
- \_\_ Clear
- \_\_ Static
- \_\_ Office machinery
- \_\_ Factory machinery
- \_\_ Local
- \_\_ Long distance

### LANGUAGE

- \_\_ Incoherent
- \_\_ Message read
- \_\_ Taped
- \_\_ Irrational
- \_\_ Profane
- \_\_ Well-spoken

### Other information:

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## Basic First Aid / Accidents

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First aid, as defined by American Red Cross, is the immediate and temporary care given to the victim of an accident to sustain life or to prevent further damage to the injured. Staff may be required to provide the initial first aid until the appropriate medical personnel respond to the scene. **In the event of an accident or emergency, call 911 and then notify the appropriate Emergency Response Team by phone or overhead paging.**

### Cuts and Bleeding Wounds

- Control bleeding with direct pressure on wound and elevate.
- Use latex gloves or any available non-absorbent barrier between your skin and person's blood.
- BLOODBORNE UNIVERSAL PRECAUTION: Consider all blood and other potentially infectious materials to be infectious for HIV, HBV and other blood borne pathogens.

### Fractures

- Limit movement of the limb.
- If skin is broken, control bleeding.

### Unconscious

- If person is not awake, call or send for help.
- If person is not breathing, start mouth-to-mouth resuscitation, check for pulse.
- If pulse is present, continue rescue breathing.
- If there is no pulse, begin chest compressions, only if you have been trained in CPR.
- If person is breathing, place on his side to prevent choking.

### Choking

- Only a trained person should administer the Heimlich maneuver.
- It is strongly recommended that the victim see a physician even if Heimlich maneuver is successful.
- If Heimlich maneuver is not successful and the victim loses consciousness: Call 911.

## Severe Weather

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In the event of inclement weather or a severe weather watch issued by the National Weather Service, **the onsite designated weather watcher will notify the Center Administrator, Emergency Response Team, and Workforce Center Director.** Each facility should have a NOAA weather radio and at least one staff member should monitor reports during inclement weather via radio and internet (if possible).

### **Tornado Watch** – *Conditions are such that may produce severe weather or tornado in area.*

- Be alert to developing situations.
- Keep employee list ready.
- Stay calm and continue with business as usual.

### **Tornado Warning** – *Tornado has been sighted in area.*

- Activate Emergency Response Team (Take 1- building keys, 2- cell phone, 3- Go Bag)
- Calmly announce: “Attention all visitors and staff, it is necessary for us to move to a designated Take Cover area due to Tornado warning. Listen for instructions from staff and follow them quickly and carefully”.
- Move rapidly to the designated Take Cover zone nearest your location.
- Maintain full control and Go Bag with you.
- Close door behind you and turn off lights.
- Assume “duck and cover” position – face interior wall; knees / head down, cover face / head.
- Stay away from windows and glass panels.
- If possible, avoid large rooms with large open spaces such as break rooms and public area.
- Interior hallways and lowest floor are the best locations during inclement weather.
- Staff and visitors should remain together and listen for instructions.
- Take roll and report any injured or missing staff.
- Wait for instructions from designated authorities.

### **Lightning**

- Outdoors is the most dangerous place to be during a lightning storm.
- When lightning or thunder is seen or heard, or when dark clouds are observed, quickly move indoors or into a hard-topped vehicle and remain there until well after the lightning storms end or 40 minutes after last thunder bang is heard.
- Listen to forecast / warning through NOAA Weather Radio or your local TV / Radio station.
- If lightning forecasted, make alternate plans for outside activity or know where you can take cover quickly.

### **Outside Safety Rules for Thunderstorms**

- Postpone activities promptly. Do not wait for rain.
- Be the lowest point. Lightning hits the tallest object.
- Listen for the sound of thunder. If you see or hear a thunderstorm coming, immediately suspend outside activity and instruct everyone to go inside a sturdy building or car.
- If you cannot get to a shelter, stay away from trees.
- Avoid leaning against vehicles.
- Avoid metal!
- Do not gather in groups.

## **Tornado Take Cover Zone Map**

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< Insert Tornado Take Cover Zone Map >

# Hazardous Materials

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## Gas Leaks

Natural gas leaks, with odor in the building, may be in danger of exploding. Natural gas rises and will often be outside because most gas lines are outside of buildings. Natural gas is mixed with Tertiary Butyl Mercaptan to give it odor. The gas goes up and the odor goes down. If odor is detected, **evacuate the building immediately**, following building fire / explosion evacuation plan.

**Calmly announce: “Attention all visitors and staff - it is necessary for us to evacuate the building due to a gas leak. Please remain calm and listen for instructions from staff. Follow them quickly and carefully to the stairs or nearest exit. Do not use the elevators.”**

Staff shall contact:

- 911
- Emergency Response Team, Supervisor/Administrator, and Workforce Center Director

Keep visitors and staff at a safe distance from building until problem has been corrected.

Activate Emergency Response Team

- After event, Emergency Response Team should meet to debrief

## Hazardous Spills

Staff shall take immediate and appropriate action to protect occupants from the hazardous materials, either by evacuation of the facility or by remaining inside (“Shelter-in-Place”).

Staff shall contact:

- F911
- Emergency Response Team, Supervisor/Administrator, and Workforce Center Director

Activate Emergency Response Team

- Determine source of leak / spill.
- Note the visible signs.
- Note the physical symptoms of victims.
- If advised by police or fire department to remain in building, move all staff and visitors inside building away from affected area
- Calmly announce: Attention all visitors and staff, it’s necessary to remain where you are due to a hazardous spill. Listen for instructions from staff and seal the doors.

Activate “Shelter-in-Place” Procedure

- “Shelter-in-Place” means to take immediate shelter. It may also mean, “Seal-the-Room” to take steps to prevent outside air from coming in. This is because local authorities may instruct you to “Shelter-in-Place” if chemical or radiological contaminants are released into the environment.
- Ignore any fire alarms / signals. Signal may be triggered to shut off the ventilation system.
- Everyone will “Shelter-in-Place” where they are! Do not move to another area unless you are in an area that cannot be secured.
- Close all doors and windows; seal under doors with coats or other materials.
- Close up and secure affected area; post warning signs at entrance.
- Staff and visitors should breathe through wet paper towels.
- Emergency Response Teams will control mitigation activities and will notify the office when emergency no longer exists.
- Stay in secured area until the Emergency Response Team or the police / fire department indicates it is safe to do so.
- If advised by police or fire department to evacuate, follow fire / explosive evacuation plan.

## **Operation and Major Crisis**

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### **Power Outage**

- Stay calm.
- Gather the facts and verify information – including what specific areas are affected.
- Do not flush commodes or urinals.
- Move staff and visitors from affected area, if necessary.
- Estimate potential physical danger.
- Shut power off, if applicable.
- All facility phones will be down.

**If major line is down and sparks are visible, call 911. Give specific location.**

- **NEVER TOUCH A DOWNED WIRE! Assume all wires are live! Do not attempt to rescue a person who is experiencing electrical shock.**

### **Water Outages**

- Gather the facts and verify information – including what specific areas are affected.
- Do not flush commodes or urinals.
- Estimate potential physical danger.
- In warm weather, limit staff and visitor activity to prevent the need to hydrate.

## **Suspicious Individual, Strangers, Loitering, and Criminal Activity**

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Loitering is defined as unauthorized presence of an individual or group of individuals on the premise, in the building or parking lot, or any property used for workforce assemblies or activities. If you observe an individual or group of individuals who appear suspicious or who are loitering, follow the procedures below:

- **Notify another staff member that you are approaching a loiterer on the premises.**
- **Approach the loiterer, ask if you can help him / her, and personally escort to the front office for required check-in.**
- **If loiterer has no acceptable purpose for being on premises, notify Administrator or Supervisor.**
- **Administrator, Supervisor, or Emergency Response Team may declare the Lock Down procedure until situation is under control.**
- **Appointed staff member will ask loiterer to leave.**
- **If loiterer refuses to leave, staff member will remind him / her that loitering is a violation of the law and police will be called.**
- **Call 911**
- **Calmly announce: Attention all visitors and staff, it's necessary to begin an immediate Lock Down. Remain calm and follow instructions from staff until the "all clear" is given.**

**All acts of vandalism, theft, property damage, or graffiti should be reported to Administrator or Supervisor and a Police Report must be filed. Police case number along with report of incident should be forwarded to Facilities Manager.**

### **Reporting Incidents**

- **When reporting an incident, please be sure to provide the following:**
- **Your Name**
- **Location (Area , Office # )**
- **Issue**

# Active Shooter

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## Active Shooter in the Building

- Be aware of your environment and any possible dangers.
- Take note of the two nearest exits in any facility you visit.
- If you are in an office, stay there and secure the door.
- Calmly announce: "There is an active shooter (give location either in or out of the building). (If active shooter is outside the building, initiate Lock Down & Barricade procedure. If active shooter is in the building, give location if possible and initiate Run-Barricade-Fight procedure)"

### HOW TO RESPOND WHEN AN ACTIVE SHOOTER IS IN YOUR VICINITY

#### 1. Evacuate

- Have an escape route and plan in mind.
- Leave your belongings behind.
- Help others escape, if possible.
- Keep your hands visible.

#### 2. Hide Out (Initiate Lock Down & Barricade Procedure)

- Hide in an area out of the shooter's view.
- Block entry (barricade) to your hiding place and lock the doors.
- Silence your cell phone and / or pager.
- Dial 911, if possible, to alert police of the active shooter's location.

#### 3. Take Action

- As a last resort and only when your life is in imminent danger.
- Attempt to incapacitate the shooter.
- Act with physical aggression and throw items at the active shooter.
- Yell!

### HOW TO RESPOND WHEN LAW ENFORCEMENT ARRIVES

- Remain calm and follow instructions.
- Put down any items in your hands (e.g., bags, jackets).
- Immediately raise hands and spread fingers.
- Keep hands visible at all times.
- Avoid quick movements toward officers such as holding on to them for safety.
- Avoid pointing, screaming, or yelling.
- Do not stop to ask officers for help or directions when evacuating.

### INFORMATION YOU SHOULD PROVIDE TO LAW ENFORCEMENT OR 911 OPERATORS

- Building name and address.
- Location of the active shooter.
- Number of shooters.
- Physical description of shooters.
- Number and type of weapons held by shooters.
- Number of potential victims at the location.

Bodily assaults or any threats with caused by guns, knives, and other weapons are against the law and should be reported to local law enforcement.



# Terrorism

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If a biological, chemical, or radioactive threat or attack is suspected, police and emergency services should be contacted immediately. The Emergency Response Team may activate evacuation or “Shelter-in-Place” procedures.

- Call 911.
- Notify Facilities Manager or a Emergency Response Team (ERT) member.
- Follow directives from emergency responders.

## **Biological Threat - *The deliberate release of germs or other biological substances.***

- Biological agents may produce delayed reactions.
- Inhalation is the primary route of entry.
- Presence of agent may not be immediately obvious.
- In the event of such an attack, public health officials may not be able to provide immediate information on actions to be taken. Watch TV, listen to radio, or check the Internet for official news.

## **Chemical Threat – *The deliberate release of a toxic gas, liquid, or solid that can poison people and the environment.***

- If you see signs of chemical attack, find clean air quickly.
- Determine the impacted area or where the chemical is coming from.
- Take immediate action to get away.
- If you cannot get out of the building or find clean air, it may be better to move as far away as possible and “Shelter-in-Place.”
- If outside, quickly find the fastest way to get to clean air

## **Radiation Threat – *Commonly referred to as a “dirty bomb,” is the use of common explosives to spread radioactive materials over a targeted area.***

In the event there is a radiation threat or “dirty bomb”:

- If you are outside, cover your nose and mouth; quickly go inside a building that has not been damaged.
- If you are inside and you are warned of a radiation release inside, cover nose and mouth; go outside immediately.
- If you think you have been exposed to radiation, take off your clothes and wash your body as soon as possible.
- Stay where you are. Watch TV, listen to the radio, or check the Internet for official news as it becomes available.
- Remember to limit the amount of radiation you are exposed to, think about shielding, distance, and time.
  - Shielding: if you have a thick shield between yourself and the radioactive materials, more of the radiation will be absorbed and you will be exposed to less.
  - Distance: the farther away you are from the blast and the fall out, the lower your exposure.

## Fire and Fire Drill Procedures

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If fire or smoke is detected, pull fire alarm, call 911, and follow fire / explosive evacuation plan.

If you discover FIRE or SMOKE:

- If you are not in immediate danger, notify 911 (fire, police, ambulance, sheriff) and provide the following information:
  - Your Name
  - Fire Location (Area \_\_\_\_\_, Cubicle # \_\_\_\_\_)
  - Size and Type of Fire
  - Any additional information requested by the Operator
- If you are trained in the proper use of portable fire extinguishers and not in immediate danger, you may attempt to extinguish or contain a small fire.
  - Use PASS method – Pull, Aim, Squeeze, Spray
- Do not place yourself or others in unnecessary danger.

If you are TRAPPED in the building and cannot find an escape route:

- Call 911 and give your exact location.
- Once the fire is reported, begin to notify all building occupants and refer to evacuation plan.

### Fire Drill Policy

Fire Drills will be conducted twice annually at unexpected times and under varying conditions to simulate the unusual conditions that occur in the case of fire. Various means of exit could be made temporarily unavailable in order to familiarize occupants with secondary evacuation routes.

The **Center Fire Marshall, as part of the ERT**, will schedule Fire Drills. One-week notification will be given to appropriate individuals.

Fire Drills will involve all occupants. Everyone should leave the building when the fire alarm sounds. Exemptions are strongly discouraged. Any individuals who use a wheelchair will be notified prior to a planned Fire Drill.

In conducting a Fire Drill, emphasis will be placed upon orderly evacuation under proper discipline rather than upon speed. The Emergency Response Team will perform their assigned duties as if in an actual emergency.

Provisions will be made for evaluation of the orderliness of each drill and a report will be on file.

### Fire Drill Procedure

- Fire Alarm will sound - all in Workforce Center will evacuate to Rally Point
- Emergency Response Team will perform individual assignments and then report to Rally Point
- Turn off lights and lock windows; close but don't lock doors
- Single file line in hallways
- Take keys, walkie-talkie (if provided); Emergency Go Bags
- Check roll at Rally Point
- Blow whistle if immediate attention is needed

# Building Evacuation Procedures

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## Evacuation

During certain emergency conditions, it may be necessary to evacuate a building. Examples of such occasions include, but are not limited to smoke / fire, gas leak, bomb threat, chemical spill, or train derailment.

In case of an emergency and if necessary to protect participants and staff, the building may have to be evacuated. This is a decision that will be **made by anyone who identifies the emergency** using all available information. However, there may be instances when local fire or police personnel may order evacuations, and it is imperative that common language is used to communicate.

Participants are visitors to the facility and may not know what procedures to follow during an emergency. Staff includes Board Staff, Contractor Staff, and Co-location Staff. Staff is responsible for providing pertinent information at the time of the evacuation to ensure that everyone evacuates the building in safe manner. Visitors and staff must stay together, proceed to the designated Rally Point, and as a group, remain at the designated Rally Point until the ERT Leaders give the "All Clear" for building re-entry. ERT Leaders must account for everyone who was in the building.

## Evacuation Procedure

- Calmly announce: **"Attention all visitors and staff - it is necessary for us to evacuate the building (state reason). Please remain calm and listen for instructions from staff. Follow them quickly and carefully to the stairs or nearest exit. Do not use the elevators."**
- All participants and staff members are to evacuate / leave the building when told to do so in an orderly manner.
- Everyone will move quickly in the opposite direction of known hazards towards the nearest unobstructed exit.
- Notify co-workers along the way, talk later.
- Turn off lights as rooms are vacated.
- Once outside, relocate to the predetermined evacuation area / Rally Point outside the facility.
- If possible, report to your supervisor.
- Begin roll call immediately.
- Notify senior management of missing persons.
- Don't forget facility visitors.
- Refer media representatives to Public Information designee.
- No one will reenter the building until the "All Clear" signal sounds or responsible authority gives similar verbal instructions.
- Evacuation Goal - The ultimate goal of any building evacuation is to evacuate the building SAFELY and quickly.

## Building Evacuation Requirements

- **Basic Evacuation Premise:** all exits will be so arranged and maintained as to provide free and unobstructed way out from all parts of the building at all times when it is occupied.
- **Evacuation Marking:** every exit will be clearly visible or the route to reach exit will be conspicuously indicated in such a manner that every occupant of the building, who is physically and mentally capable, will readily know the direction of escape from any point and each path of escape.

## Emergency Notification Procedures

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1. **Reception Area distress situation**: Front Desk Personnel or whoever is available will contact 911 and then contact the Administrator, Supervisor, or ERT. Police will be dispatched.
2. **Public Address System information**: dial the office 4 digit code, listen for the tone and press "0". Make your announcement and hang up using the handset.

## Lock Down Procedure

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For a situation when an unauthorized / dangerous person(s) is in the building, power lines are down, or any other safety concern that would necessitate holding staff and guests in their present location.

- **Calmly announce**: Attention all visitors and staff, it's necessary to begin an immediate Lock Down (state reason). Remain calm and follow instructions from staff until the "all clear" is given.
- **Ignore any fire alarms / signals.**
- **Everyone will Lock Down where they are!!** Do not move to another area unless you are in an area that cannot be secured or is vulnerable.
- **If you are in a hallway when a Lock Down is signaled, Lock Down in the nearest secure room.**
- **Building is secured, no one in or out of building.**
- **Corridors doors and office doors are locked.**
- **Lights are turned off.**
- **Blinds are closed.**
- **Everyone moved away from doors and windows.**
- **Everyone remains quiet. Cell phones are on silent.**
- **DO NOT open your door to anyone until the "all clear" is given.** Police, administrators, supervisors, or ERT members will unlock your room or knock on the door to "All Clear."

## "All Clear" Procedure

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- **For instances in which a Lock Down or Shelter-in-Place incident has occurred, an "all clear" notification will be made by ERT members, Administrators, Supervisors, or police/fire authorities.**
- **Authorized personnel will go door to door, identify themselves and state "It's all clear." Authorized personally may then unlock the door.**
- **If you feel unsure about the authenticity of the person at the door or do not recognize the voice, remain behind locked doors.**
- **No overhead announcement will ever be made to give the "all clear" notification!**