

**FAMILY SUPPORT CENTER OF SOUTH SOUND BUILDING**

**EMERGENCY/DISASTER PLAN**

**108 STATE AVENUE NW // 201 CAPITOL WAY NORTH**

**OLYMPIA, WA 98501**

***Corner of State & Capital***

**Table of Contents**

Emergency Phone Numbers ................................................................................. 3

After Hours

Flash Alert

Child Abuse ......................................................................................................... 4

Medical Emergency

Assault on Staff ................................................................................................... 5

Fire Alarm/Emergency .......................................................................................... 5

Earthquake .......................................................................................................... 6

Building and Site Evacuation ................................................................................ 8

Power Outage ...................................................................................................... 9

Storms & Snow .................................................................................................. 10

External and Internal Hazardous Materials Accident ........................................... 10

Shelter-in-place Procedure .................................................................................. 11

Bomb Threat ...................................................................................................... 12

Suspicious Mail or Package ................................................................................ 12

Emergency Lockdown/Intruder Alert Procedure .................................................. 13

Active Shooter

Other Crime

Crisis Response .................................................................................................. 15

Appendices ........................................................................................................ 17

A: All Building Contact List…………………………………………………………………

B: Disaster Supply List .................................................................................. 19

C: Center Floor Plan and Internal Systems..................................................... 20

**Disaster Plan for:** The Family Support Center of South Sound Building

**This policy was last reviewed and updated on:** January 19, 2018

**Our Center’s Address is:** 108 State Avenue NW Olympia, WA 98507 (Upper Floor)

201 Capital Way NW Olympia, WA 98501 (Lower Floor)

**Our Center’s Phone Number is:**  360-754-9297

**Our Nearest Cross-Streets are**: State Avenue and Capital Way

**Emergency Phone Numbers:** ***In an emergency, call 911***

Olympia Police Non-Emergency Line: 360-704-2740

St Peter’s Hospital Emergency Room: 360-493-7289

Capital Medical Center Hospital Emergency Room: 360-956-2590

Poison Control Center: 1-800-222-1222

Note: *In an emergency, people (particularly parents, visitors, and volunteers) may be asked to call for assistance. Having the address of the center as well as the emergency numbers posted by every phone can save valuable time.*

**Other numbers helpful in an emergency:**

|  |  |
| --- | --- |
| **Electricity** | Puget Sound Energy 888-225-5773 |
| **Water District** | City of Olympia, Public Works Dispatch 360-753-8333 |
| **Emergency building related issues** | City of Olympia After Hours Maintenance Dispatch 360-753-8333 |
| **Agency Insurance** | Propel Insurance |
| **Local Radio Station** | Mixx 96.1 FM -- KUOW 1340 AM |
| **FSC 24 hour shelter** | Pear Blossom Place, 360-628-7343 |
| **Child Protective Services** | 1-866-END-HARM |
| **Thurston County Department of Public Health & Social Services** | 360-867-2500 |
| **Out of town contact** | NEED TO IDENTIFY |

**Family Support Center Administrative Contact Information:**

* **Family Support Center Executive Director**: Trish Gregory [trishg@fscss.org](mailto:trishg@fscss.org) c: 360-628-7344
* **Family Support Center Deputy Director**: Natalie Skovran [natalies@fscss.org](mailto:natalies@fscss.org) c: 360-628-7345
* **Family Support Center Administrative Assistant & Building Manager:** Amanda King, [amandak@fscss.org](mailto:amandak@fscss.org)

**Evacuation Site:**

* Parking lot adjacent to the Bread Peddler Bakery, corner of State Avenue & Capitol Way
* Alternate Evacuation Site Location: Olympia Center Parking Lot, Capitol Way & Olympia Ave

**Family Support Center Building Tenants & Contact Information**

|  |  |  |
| --- | --- | --- |
| First floor tenants | | |
| Family Support Center of South Sound | **Primary Contact:**  Amanda King, Building Manager | Email: amandak@fscss.org  Office: 360-754-9297 x0  Cell: *personal* 360-239-8906 |
| **Secondary Contact:**  Trish Gregory, Executive Director | Email: trish@fscss.org  Office: 360-754-9297 x206  Cell: 360-628-7344 |
| Thurston County Volunteer Legal Services | **Primary Contact:** | Email:  Office:  Cell: |
| **Secondary Contact:** | Email:  Office:  Cell: |
| Second floor tenants | | |
| Crime Victim’s Advocacy Network | **Primary Contact:** | Email:  Office:  Cell: |
| **Secondary Contact:** | Email:  Office:  Cell: |
| Thurston County Clerk’s Office | **Primary Contact:** | Email:  Office:  Cell: |
| **Secondary Contact:** | Email:  Office:  Cell: |
| Thurston County Sheriff’s Office | **Primary Contact:** | Email:  Office:  Cell: |
| **Secondary Contact:** | Email:  Office:  Cell: |
| Thurston County Prosecuting Attorney’s Office | **Primary Contact:** | Email:  Office:  Cell: |
| **Secondary Contact:** | Email:  Office:  Cell: |
| Adult Protective Services | **Primary Contact:** | Email:  Office:  Cell: |
| **Secondary Contact:** | Email:  Office:  Cell: |
| The Olympia Free Medical Clinic | **Primary Contact:** | Email:  Office:  Cell: |
| **Secondary Contact:** | Email:  Office:  Cell: |
| YMCA Children’s Services | **Primary Contact:** | Email:  Office:  Cell: |
| **Primary Contact:** | Email:  Office:  Cell: |

**REPORTING BUILDING SAFETY CONCERNS:**

If a tenant has physical building safety concerns (ie: broken railing, outside lights not coming on, etc.), they should email the Chair of the Safety Committee in person, or by emailing [safety@fscss.org](mailto:safety@fscss.org)

**WHO TO CONTACT WHEN DURING AN INCIDENT:**

During any incident that is an emergency, involves first aid, contacting 911, or needing immediate response, notification should be:

1. FIRST try the Executive Director, Trish Gregory.
2. If Executive Director is not available, contact the Building Manager, Amanda King.
3. If neither are available, contact Deputy Director, Natalie Skovran.

One of the three positions will then initiate next steps, responses, and appropriate notifications for all necessary individuals/organizations/tenants.

**INCIDENT REPORT PROCEDURE:**

An incident report must be completed within 48 hours by the employee or volunteer who primarily responded to the emergency. The report should be as detailed as possible, including any other employees, volunteers, or clients who were involved in assisting during the emergency. The report should be completed online.

All incident reports will be reviewed by the Safety Committee at the next scheduled meeting. If the incident needs an immediate response to ensure the building’s safety and security, the Chair of the Safety committee will review the report with the Executive Director. This will then be discussed at the next Safety Committee.

**BUILDING CODE WORD:**

Code word is PURPLE FOLDER, call 911 immediately if you ever hear anyone ask for the purple folder.

**GENERAL TENANT AGENCY RESPONSIBILITIES AS RELATED TO BUILDING SAFETY:**

* When possible, each agency should designate 2 people from their staff who are primarily present during business hours to be listed as contacts
* Tenants should participate in monthly safety committee meetings
* All tenants and building occupants to participate in all building drills (evacuation, fire, etc.)
* Report emergencies/incidents/accidents/or risk concerns in your area to the safety committee chair by contacting in person or via email to [safety@fscss.org](mailto:safety@fscss.org)
* Track your staff, visitors, volunteers, children, and any others in your area
* Keep the Family Support Center apprised of any changes in your key staff, emergency contacts, etc.
* Help all in need, not just your own agencies staff, visitors, or volunteers during an emergency or drill
* Call 911 when in doubt of an emergency
* Meet any OSHA/employer requirements for First Aid Kits and Training for your employees and volunteers. As employers you are legally responsible for your employees.
* Make sure at least one staff present has CPR/First Aid training
* Maintain at least 1 First Aid Kit in your work area
* Maintain sufficient emergency disaster supplies to accommodate your staff, visitors, and volunteers in the event of a disaster requiring an extended stay at the Family Support Center
* Orient your new employees to these building procedures, emergency exits, etc.
* If your agency will be closed for any reason, please notify the Building Manager and/or Executive Director.

**Family Support Center Responsibilities**

Follow all Tenant Agency responsibilities as listed above, AND

* Ensure communication and safety with all tenant agencies, Executive Directors, and designees
* Schedule regular drills
* Convene Safety Committee Meetings
* Regularly update this plan
* Ensure building is safe
* Receive and investigate all incident reports, and address any safety concerns raised by tenants
* Contact insurance company if necessary
* Contact City of Olympia as building owner if necessary
* Ensure all fire safety codes are met, update fire extinguishers, alarm system checks, etc.

**IN THE EVENT OF…**

**MEDICAL EMERGENCY**

**1st priority – Call 9-1-1** if severe illness or injury is possibly life threatening. In the event of a possible life threatening medical situation, call 9-1-1 immediately for emergency services first. For example, life threatening emergencies might include, but would not be limited to: severe chest pains, uncontrolled bleeding, loss of consciousness, or behavior that is violent.

**2nd priority** – Contact **Internal** **First Responders**. This may include contacting the Building Manager, Safety Committee Chair, supervisors, or any other employee who are first aid / CPR certified. First Responders may provide basic first aid or CPR until EMS is able to take over.

**3rd priority** – Contact **Building Manager or supervisor**. The Building Manager or identified supervisor will station an employee at the building entrance to direct EMS to the location of the medical emergency. If the medical emergency is with a Family Support Center staff person, the Deputy Director shall be immediately notified in order to make contact with the employee’s emergency contact.

Here are ways you can assist in a medical emergency:

* Direct someone or clearly state you will call 9-1-1 as needed.
* Direct someone or clearly state you will contact/locate the building’s first responders.
* Identify and/or remove any dangers to the safety of the victim or others in the vicinity. DO NOT move the victim unless their life is endangered by their current location.
* Attend to the victim as needed/able until someone more qualified can take over (this may just be talking to them reassuringly or holding their hand). If conscious ask for permission before giving care.
* Direct someone or state you will contact/locate the Building Manager or other designated supervisor.
* Take note of specifics (who was involved, what happened, when did it occur, where did it occur). This information may be needed by EMS, first responders, or FSC Administrative Staff.
* Double check that someone is at the front to meet EMS.
* Reduce unnecessary employee or client traffic around the area.

An incident report must be completed, following the Incident Report Procedure.

**ASSAULT ON STAFF, VOLUNTEERS, GUESTS, OR CLIENTS**

In the event there is an assault on an employee, volunteer, guest, or client, one’s best judgment should be used as to intervening to stop the assault.

**1st Priority:** If medical treatment is needed, or if police are needed, call 911 immediately.

**2nd Priority:** Notify the Building Manager or nearest supervisor regarding the incident, and identify an employee to wait at the building entrance in order to bring law enforcement or EMT’s to the victim and incident.

Here are ways to assist when a physical assault has happened:

* Direct someone or clearly state you will call 9-1-1 as needed.
* Identify a staff person to stay with the victim until fire/medical/police arrive.
* If the victim is able to move, offer to bring to a quiet place, such as the advocacy room or conference room.
* If children are around where the incident occurred, identify someone to support the children and any other adults/families impacted. Do your best to reduce the trauma.
* Direct someone or state you will contact/locate the Building Manager or other designated supervisor.
* Take note of specifics (who was involved, what happened, when did it occur, where did it occur). This information may be needed by law enforcement, EMS, first responders, or FSC Administrative Staff.
* Reduce unnecessary employee or client traffic around the area.

Immediately following the incident and when the victim and other staff members are safe, if the victim is unable to notify their emergency contact independently, the Deputy Director shall be notified in order to contact the staff member’s emergency contact.

An incident report must be completed, following the Incident Report Procedure.

**FIRE ALARM/EMERGENCY**

In the event of a fire in the building, if the alarm is not sounding, activate the nearest pull fire alarm. When the alarm is activated, all doors and gates will be unlocked automatically and the Olympia Fire Department will be contacted.

Once the fire alarm is sounding:

1. Evacuate children, visitors, and staff, following the building evacuation routes found hanging in each space. Drop and crawl to avoid smoke, and close doors behind you after ensuring everyone is out. Take the following items with you:
   * If applicable, staff attendance sheets and visitor sign-in sheets
   * If easily and safely available, Emergency and medical information and supplies, and
   * Cell phone
2. If safe, evacuate to the parking lot across from the 201 Capitol Way Entrance. If that location is not safe, evacuate to the far end of the Olympia Center parking lot, adjacent to Olympia Avenue.
3. Call 911 from outside the building. The Olympia Fire Department will have been automatically dispatched.
4. The Building Manager or other designated individual is responsible for sending an all building evacuation message via the Remind notification system.
5. Take attendance and note anyone missing so you may notify emergency personnel of who they are and last known location.
6. Have the following items ready for police and fire personnel:
   * Number of children, staff, volunteers, and visitors
   * Knowledge of anyone remaining in the building, and
   * Floor plan and internal systems information (Appendix C, page \_\_\_\_).
7. When the building is deemed safe to reenter, employees, guests, and clients may reenter the building. A remind notification will be sent by the Building Manager, or other designated individual, at this time.
8. If the building is not safe to reenter, all employees, guests, and clients present will be notified. A subsequent Remind alert will be sent.

The staff person who was first to notice the fire emergency, in collaboration with the Building Manager or other FSC designated individual shall complete the incident report, and it shall follow the incident report procedures.

**EARTHQUAKE**

In the event of an earthquake, the following is suggested:

1. Staff “DROP, COVER, and HOLD.” Direct everyone in building to “DROP, COVER, and HOLD” and remain that way until the earth stops moving. Stay away from windows, bookcases, and filing cabinets. Hold onto the item you are using as a cover. If it moves, move with it.
2. If no items are available for cover, crouch by a load-bearing wall and cover your head with your arms.
3. If outside, “DROP, COVER, and HOLD,” keeping away from glass, bricks, and power lines. If you are outside near a building and there is no safer location, take cover in a doorway to protect yourself.

When the earthquake stops, the following procedures should be carried out:

1. Staff check themselves, visitors, volunteers, and children for any injuries.
2. Check evacuation routes for damage.
3. Evacuate everyone in building, following the evacuation routes posted in each room, and close doors behind you. Take the following items with you if easily available:
   1. Staff attendance sheets and visitor sign-in sheets
   2. Emergency and medical information and supplies
   3. Cell phone, if available.
4. Staff will render first aid to those who need it.
5. Building manager and/ or responsible persons from each agency will take attendance outside to account for all staff, volunteers, children, and visitors.
6. Have a Building Team of two individuals (at least one trained in building assessment) inspect the exterior of the building and report findings to the Executive Director. The Team consists of:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ and \_\_\_\_\_\_\_\_\_\_\_\_\_\_, who are trained in building assessment.
7. Determine if it is safe for a rescue team to go into building to locate anyone missing or injured.
8. Listen to regional radio station (KUOW 1340 AM) for information on the surrounding area.
9. Determine status of emergency supplies and equipment.
10. Call program’s out-of-area contact with information on the center’s status (injuries, evacuation, staff missing/accounted for).
11. Have the same team of two individuals (Building Team) assess the interior of the building and determine if it is safe to move children back into the building or whether it is best to evacuate. Report findings to the Executive Director or designated FSC lead.
12. If evacuating to an alternate location post a notice indicating your new location, and the date and time you left. Follow Site Evacuation Procedure.
13. If not possible, report center status information to local radio station (1340 AM) for announcement over the air for parents to hear.

Executive Director or FSC lead who was present will complete a written incident report at the earliest opportunity. An incident report must be completed, following the Incident Report Procedure.

**BUILDING AND SITE EVACUATION PROCEDURES**

Building Evacuation Procedure:

1. Staff makes a quick assessment of the situation and of any injuries, and reports findings to Executive Director or responsible person from your agency.
2. Executive Director or responsible person evaluates the evacuation route to be sure that it appears clear of obstructions.
3. Executive Director or responsible person gives instructions to evacuate. This may include sending an alert using the Remind system.
4. If possible and time allows, take purses, coats, cell phones.
5. Staff should take the following items:
   * If applicable, attendance sheets and visitor sign-in sheets
   * Emergency and medical information and supplies
   * Cell phone, if available.
6. Exit the building calmly and proceed to the evacuation site (Bread Peddler Parking Lot).
7. The last person exiting an area should call out to ensure no one is left and shut the door.
8. Take attendance. Take note of anyone missing and last known location.
9. If incident requires individuals be located further away from the Family Support Center, move to the pre-designated area not less than one block from the building. The pre-designated location is: Olympia Center parking lot at Olympia Ave & Capitol Way N.
10. If the Executive Director is not present call and/or text 360-628-7344 immediately or next person in charge.
11. Executive Director, or FSC lead, will evaluate the situation with the help of responding agencies (fire, police, etc.) and determine if it is safe to enter the building. If it is not safe, Executive Director, or FSC lead, will determine if it is necessary to move to the alternate site location, or if children and staff should stay where they are until it is safe to re-enter the building.
12. As soon as able, any applicable subsequent Remind notifications will be sent in order to give the all clear or additional instructions.

Executive Director, or FSC lead who was present during the incident, will complete a written incident report within 48 hours, following the Incident Report Procedure.

**POWER OUTAGE**

The building is equipped with an emergency generator that keeps emergency lighting on.

Notify Executive Director or FSC Building Manager as soon as you realize power has been lost; FSC designee will try to locate the problem.

Flashlight and batteries are located\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

1. Call 911 if concerned about a fire or safety hazard.
2. Unplug all electrical equipment; turn off all but one light.
3. Executive Director or FSC lead will contact City of Olympia, if needed.
4. Executive Director or FSC lead will call Puget Sound Energy
   1. If power outage is prolonged, the Executive Director or Building Manager may order the building closed for safety reasons and will notify agency contacts when they can return.
   2. The Remind notification system will be utilized to notify tenants.

An incident report must be completed, following the Incident Report Procedure.

**STORMS & SNOW**

Executive Director will determine prior to opening hours whether or not to open the center. If the Family Support Center is going to close, all partners will be notified using the Remind system by 7:00AM.

The FSC building will generally stay open unless there is any kind of event or disaster that makes the building unsafe (i.e. no heat in building, earthquake, fire, etc.). In that case, the Executive Director will order the building closed, and will relay closure information to local media and radio stations.

In determining your ability to get to or from the Family Support Center safely, be aware of the school policy for the district you live in by listening to MIXX 96.1 FM, KUOW 1340AM, or visiting local news websites such as the Olympian. The Executive Director or Building Manager will notify media outlets if the Family Support Center building is closed.

The FSC is a major community center in Olympia. In the event of a natural disaster, it may become necessary for the FSC to remain open as an emergency operations center. If you live close to the FSC and you are able to safely get to the Family Support Center or remain at the Family Support Center, please do so as others may not be able to get to work and you will be needed.

Executive Director, or designated FSC lead, will complete an incident report regarding the closure of the FSC and/or regarding the use of the space for emergency operations center.

**EXTERNAL HAZARDOUS MATERIALS INCIDENT**

In the event a staff person becomes aware of a hazardous material spill or concern in the immediate surrounding area of the Family Support Center building (along Capitol Way, State Ave, Columbia Ave and Olympia Ave), the following steps should take place:

1. Notify Executive Director, and when ED is not available, the FSC Building Manager.
2. Call 911 immediately. Have staff initiate a Shelter in Place Procedure unless directed to do otherwise by emergency personnel via the dispatcher. FSC staff will notify building tenants using Remind system.
3. Have the following items ready for police and fire personnel:
   1. Location and description (liquid, gas) of hazard, if known
   2. Number of, staff, volunteers, and visitors
   3. Floor plan and internal systems information
4. Follow instructions given by responding agency for either Shelter in Place Procedure or Building and Site Evacuation Procedure.
5. FSC will notify all tenants of shelter in place or applicable procedure using Remind system. When all clear is given, Remind will be utilized to notify building tenants.

An incident report must be completed, following the Incident Report Procedure.

**INTERNAL HAZARDOUS MATERIALS INCIDENT**

In the event a person comes into contact with a suspected hazardous material, follow safety precautions posted on-site or listed on the container. Contact poison control center for additional instruction and guidance.

If additional assistance is needed, call 911.

Family Support Center Executive Director or Building Manager should be notified of the internal hazardous materials incident as soon as possible and the victim is stable. The individual(s) affected by the incident should complete an incident report following the Incident Report Procedure.

**HAZARDOUS MATERIALS STORAGE**

All potentially Hazardous Materials must be stored separately, locked up, and stationary so they do not fall over in the event of an earthquake.

All hazardous materials on the first floor of the Family Support Center are stored in the back laundry room. MDS sheets for all potentially hazardous materials are kept in a binder on the shelf above the dryer.

All hazardous materials on the 2nd floor of the Family Support Center are kept in the janitor’s closet upstairs. MDS sheets for all potentially hazardous materials are kept in a binder on shelf in the closet.

**SHELTER IN PLACE PROCEDURE**

Shelter in Place Procedure should be conducted when you are instructed to do so by emergency personnel, your radio or television emergency broadcast, you see a vapor cloud, or if you smell an unusual odor outside.

1. Gather all staff, visitors, and volunteers inside.
2. Call 911, if you have not already done so. Executive Director or designee should turn on and listen to the regional or local radio station. Listen for emergency information from your local fire or police department.
3. FSC designee will notify all building tenants of shelter in place via Remind system.
4. Executive Director or FSC Building Manager will turn off all fans, heating, cooling, or ventilation systems, & clothes dryers.
5. Close and lock windows and doors (locked windows seal better) and close as many interior doors as possible.
6. Close off non-essential rooms such as storage areas, laundry room, etc.
7. Seal gaps around windows, doors, heating/air conditioning vents, bathroom and kitchen exhaust fans, stove, and dryer vents with pre-cut plastic sheeting, wax paper, or aluminum foil and duct tape.
8. Stay alert to loudspeaker announcements. Emergency personnel from your local police or fire departments may give you specific instructions via loudspeaker or door-or-door.
9. If determined necessary, you can provide a minimal amount of breathing protection by covering mouths and noses with a damp cloth.
10. If you are told there is danger of explosion, close the window shades, blinds, or curtains. To avoid injuries, keep children away from windows.
11. Executive Director should stay in touch with responding agencies/emergency personnel.
12. Executive Director and emergency personnel in charge will determine whether to stay sheltered in place or to evacuate.
13. Advise staff and visitors not to have anyone pick them up from the Family Support Center until the incident is over. The presence of loved ones searching will cause confusion and may lead to exposure to toxic chemicals. Once sheltered in place, DO NOT open the door to let anyone in or out until instructed to do so.
14. Have emergency disaster supplies and emergency contact cards handy.
15. Once the incident is over, tenants will be notified via Remind system, at which point you may begin to take down plastic, and turn ventilation system back on.

An incident report will be completed following the Incident Report Procedure.

**BOMB THREAT**

In the event someone in the Family Support Center building receives a call stating there is a bomb on the property/in the building:

1. DO NOT HANG UP! KEEP THE CONVERSATION GOING AND ATTEMPT TO GET THE FOLLOWING INFORMATION:
   1. Where is the bomb?
   2. What time will it go off?
   3. What kind of bomb is it?
   4. Who are you?
   5. Why is this going to happen?
2. LISTEN FOR:
   1. Voice of male or female
   2. Speech impediment or accent
   3. What kind of background noise there is
   4. Cell phone or land-line
3. NOTE: Time \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

As best as you can, signal someone nearby and non-verbally communicate with them as to the threat(ie. “Bomb threat, call 911” Written on piece of paper)

Immediately after the Call:

1. Call 911.
2. Notify Executive Director.
3. Initiate a lockdown. Follow Emergency Lockdown Procedure.
4. FSC designated staff will notify all tenants of lockdown via Remind.
5. Confer with fire and police about evacuation.
6. Have floor plan ready for police/fire personnel (see page \_\_\_\_\_\_).
7. Have staff glance around their area for suspicious items. (DO NOT MOVE SUSPICIOUS ITEMS.)
8. If the decision is made to evacuate, follow Building and Site Evacuation Procedure.
9. When an all clear is called, tenants will be notified via Remind.

A written incident report will be completed following the Incident Report Procedure.

**SUSPICIOUS MAIL OR PACKAGE**

In the event any building tenant receives suspicious mail or package:

1. Do not touch, smell, or taste unknown substances.
2. Cover substance with paper, trash can, clothes, or other material.
3. Evacuate and seal off room.
4. Wash hands thoroughly.
5. Mark room as “Dangerous.”
6. Call 911, and immediately notify Family Support Center Executive Director.
7. Make a list of all staff, visitors, and volunteers present in the room at the time of the incident to provide to local health authorities and the police.
8. FSC designated staff will communicate with tenants via Remind regarding any evacuation or necessary steps.

A written incident report will be completed following the Incident Report Procedure.

**EMERGENCY LOCKDOWN/INTRUDER ALERT PROCEDURE**

From time to time, schools and agencies such as the Family Support Center have been faced with the threat of unauthorized individuals entering the facility. An intruder is defined as any visitor who, through act or deed, poses a perceived threat to the safety and welfare of staff, visitors, or volunteers. If at any time you are dealing with a person you feel uncomfortable around, or who makes you fearful for your safety or the safety of others, then you may be faced with an intruder situation.

Key recommendations to implement regarding a lockdown, including those conducted because of an intruder:

1. It is important that all members of the building’s staff understand, support and participate in the Intruder Alert Procedure.
2. It is important to practice the Intruder Alert Procedure in the facility several times per year, just as you practice fire drills.
3. No one will be allowed to enter or leave the facility during a lockdown until the Executive Director or authorities determine it is safe.

**Intruder Alert Procedure**

1. If a person(s) comes into the facility, and FSC staff or other tenants feels the safety of other staff, guests, and clients, then 911 should be called immediately. The FSC Executive Director should also be notified immediately.
2. If a weapon is present, DO NOT CONFRONT – give another staff member the pre-determined signal to call 911 immediately (ASKING FOR THE PURPLE FOLDER).
3. If no weapon is suspected, the Executive Director or supervisor in charge will confront the intruder in the following manner:
   1. Approach the individual in a non-confrontational manner with the assistance of another staff member.
   2. Introduce yourself and the person with you to the individual in a non-confrontational way.
   3. Ask the individual who he/she is and how you can be of assistance.
   4. Inform the individual of the policy that all visitors need to sign in, and guide him/her to the area where that is done.
   5. If the individual refuses, do not confront him/her. Give the other staff members the PURPLE FOLDER signal to call 911. If verbal communication is not safe, find a non verbal way to communicate, such as by using the predetermined hand signal or sending a text message with words “INTRUDER. LOCK DOWN”.
4. If it is determined that the safety and health of staff, visitors, or volunteers are in jeopardy:
   1. If the intruder is already inside the building, a hand signal (which has been predetermined and is known by all staff) shall be made to the first staff member seen. That staff member will pass on the hand signal to others throughout the building and will call 911.
   2. If the suspected intruder is not yet in the building, an announcement will be made via verbal, telephone, and text announcement to alert the staff of potential danger.
5. Upon hearing the chosen lockdown announcement, the following steps must be implemented:
   1. Staff should quickly check the hall and restrooms closest to their workspace and get staff and visitors into rooms with no windows or as far away as possible from the threat.
   2. Lock all doors, close and lock all windows, cover all windows and doors, turn off lights, and silence all cell phones.
6. **Do NOT let anyone leave or enter** after the lockdown has been initiated. If someone states they are from law enforcement they will slide proof under the door.
   1. Keep away from windows and doors. Position everyone in a safe place against walls or on the floor. Turn a desk, table, or file cabinet on its side to use as a buffer.
   2. Staff will maintain (as best they can) a calm atmosphere in the room, keeping alert to emotional needs of any children or agitated adults. Keep everyone quiet and utilize cell phones (on silent mode) to maintain a connection with 911 dispatch.
   3. Stay put until an all-clear signal has been given by authorities or the Executive Director/Person in Charge.
   4. Executive Director, Person in Charge, or designee will immediately call 911 and stay on the phone until help arrives. Await further instructions from emergency response personnel. You will be informed when it is safe to move about and leave your work area.
   5. Upon arrival, the local police, in conjunction with the Executive Director, will assume controlling responsibility and may evacuate the building per police standard operating procedures.
   6. When “All Clear” is heard, the Executive Director or Person in Charge will apprise the staff of the situation and counsel staff. When the threat has been eliminated, normal activities should be resumed as soon as possible as instructed by the Executive Director or Person in Charge.
   7. Executive Director will complete a written incident report at the earliest opportunity.

**ACTIVE SHOOTER**

If safe to do so, pull the nearest fire alarm. A loud sound will be heard throughout the building and all locked exits connected to the system will automatically unlock for exit.

If you are near an exit, exit and run as far as possible from the threat and bring as many people as possible with you. Go to a safe location and call 911. Survival increases if you escape. If you are unable to escape continue to follow the above procedure and position yourself from the threat, lay low and cover your head and neck.

**CRISIS/DISASTER RESPONSE PLAN**

Crisis Response

When a tragedy strikes, staff are torn between the need to deal with visitors reactions and the need to cope with their own reactions. With some advanced planning, this process can be much smoother than when tragedy takes the Family Support Center by surprise.

Crisis: A sudden, generally unanticipated event that profoundly and negatively affects a significant segment of the population and often involves serious injury or death. The psychological and emotional impact will be moderate to severe. Outside assistance may be needed.

Executive Director responsibilities include the following tasks:

• Determine whether or not to maintain normal schedules or to set aside the normal schedule for an all out effort to deal with the crisis. Depending on the crisis, it may be necessary to close the center for the day.

• Determine if staff/volunteer/board notification becomes an item of priority.

•• Identify high risk staff, volunteers, visitors, and families likely to be most affected by the news

• Gather and inform closest friends of the victim(s), providing support and information to them before a general announcement is made. If close friends or co-workers are absent, ensure that a supportive adult gives the news to them, so that they do not get initial information from the media.

• Prepare a formal statement for initial announcement, including minimal details and noting that additional information will be forthcoming. Also prepare statements for telephone and media inquiries. Have all staff members practice role plays answering calls so that whoever is assigned or is left with the task is able to follow through.

• Give staff the facts about the tragedy and instructions on how to share the information with others as well as suggestions for assisting others in how to cope (Appendix D, page \_\_\_\_).

• Determine if additional community resources are needed to be on “stand by” to manage the crisis effectively. It is essential to minimize the number of “strangers” standing around.

• Facilitate a staff or all building meeting as appropriate to provide information related to the crisis. The following are some suggestions:

o Assist with staff processing of information about the crisis.

o Provide counselors to work with staff individually or in groups in a variety of locations.

o Provide support and counseling for staff.

o Provide helpful, factual information to staff.

o Have an individual assist with answering phones, providing information and handling non-media inquiries.

o Maintain a record of offers of assistance and ensure that proper personnel respond.

o • Personally deal with or assign a staff member to talk with media/reporters promptly and factually.

• Provide information as requested by police, hospital, or other agencies.

• When appropriate, contact the friends/family of the deceased to get information regarding funeral arrangements, and pass on information to child care staff and parents who may wish to attend.

• Arrange for a Family Support Center/community debriefing 48-72 hours after the event.

• Complete a written incident report at the earliest opportunity.