

# Misty Jazz Records - Emergency & Security Procedures

## Emergency Contact Information

### Primary Contacts

**Owner:** Duke Wellington - (415) 555-5201 **General Manager:** Sarah Chen - (415) 555-5202  
**Security Company:** Bay Area Security Solutions - (415) 555-SAFE (7233)

### Emergency Services

**Police (Non-Emergency):** (415) 553-0123 **Police (Emergency):** 911 **Fire Department:** 911  
**Poison Control:** 1-800-222-1222 **SF General Hospital:** (415) 206-8000

### Building & Utilities

**Landlord:** Haight Street Properties - (415) 555-8888 **After-Hours Emergency:** (415) 555-8899 **PG&E:** 1-800-743-5000 **Water Emergency:** (415) 551-3000

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## Medical Emergencies

### First Aid

**First Aid Kit Location:** Behind front counter, marked with red cross

#### Contents:

- Bandages and gauze
- Antiseptic wipes
- Pain relievers (Tylenol, Advil)
- Burn gel
- Cold packs
- CPR face shield
- Emergency blanket

### Minor Injuries

#### Cuts & Scrapes:

1. Clean wound with water
2. Apply antiseptic
3. Bandage appropriately
4. Document in incident log
5. If deep or won't stop bleeding: Seek medical attention

#### Burns:

1. Run under cool water (15 minutes)
2. Apply burn gel
3. Cover with sterile bandage
4. If severe (blistering, large area): Seek medical attention

## **Serious Medical Emergencies**

### **Signs Requiring 911:**

- Chest pain or difficulty breathing
- Severe bleeding
- Loss of consciousness
- Severe allergic reaction
- Stroke symptoms (FAST: Face drooping, Arm weakness, Speech difficulty, Time to call 911)
- Seizures
- Head injury with confusion

### **Procedure:**

1. **Call 911 Immediately**
2. Designate person to meet paramedics at door
3. Clear area around patient
4. Do NOT move patient unless immediate danger
5. Provide comfort and reassurance
6. If trained, provide CPR if needed
7. Notify manager and owner
8. Document incident thoroughly
9. Preserve any relevant evidence

**AED Location:** Shared with neighboring businesses, mounted in hallway near restrooms

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## **Fire Emergency**

### **Fire Prevention**

#### **Fire Extinguishers (Inspected Annually):**

- **Location 1:** Behind front counter (Class ABC)
- **Location 2:** Storage room (Class ABC)
- **Location 3:** Office (Class ABC)

#### **How to Use (PASS Method):**

- Pull pin
- Aim at base of fire
- Squeeze handle
- Sweep side to side

#### **Use Only For:**

- Small, contained fires
- When you have clear exit path

- When fire is not spreading

## **Fire Alarm**

### **If Fire Alarm Sounds:**

1. **Evacuate Immediately**
2. Take personal belongings if immediately accessible
3. Close doors behind you (don't lock)
4. Use stairs, never elevators
5. Help customers evacuate
6. Check restrooms quickly
7. Exit via nearest safe exit

### **Do NOT:**

- Attempt to fight large fires
- Go back inside for belongings
- Use elevators

**Assembly Point:** Across street at Buena Vista Park entrance

**Roll Call:** Manager accounts for all staff and known customers

## **Fire Emergency Procedure**

### **If You Discover Fire:**

1. **Pull fire alarm**
2. **Call 911**
3. Evacuate building
4. Use extinguisher only if:
  - Fire is small and contained
  - You've been trained
  - You have clear exit path
5. Notify manager
6. Meet at assembly point

### **After Evacuation:**

- Do not re-enter until fire department clears building
- Account for all personnel
- Document incident
- Notify owner and landlord
- Assess damage once cleared

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## **Robbery / Theft**

### **Active Robbery**

**Priority:** Personal safety over property

## **If Robber Demands Money:**

1. **Comply immediately**
2. Stay calm, move slowly
3. Give what they ask for
4. Do not resist or argue
5. Observe details (description, clothing, weapons)
6. Note escape direction
7. After they leave:
  - Lock doors
  - Call 911
  - Preserve scene
  - Don't touch anything robber touched
  - Write down everything you remember

## **NEVER:**

- Be a hero
- Chase robber
- Argue or resist
- Touch anything at crime scene (fingerprints)

## **Shoplifting**

### **Suspected Shoplifting:**

1. Do NOT accuse or confront aggressively
2. Offer assistance: "Can I help you find something?"
3. Maintain visibility
4. Alert manager discreetly
5. If witnessed theft:
  - Politely request return of merchandise
  - If refused: "I'm calling the police"
  - Call police non-emergency: (415) 553-0123
6. Do NOT physically restrain (liability)
7. Document description
8. Review security footage

### **After Incident:**

- File police report
  - Document in incident log
  - Review security procedures
  - Staff meeting to discuss
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## **Earthquake**

### **During Earthquake**

#### **If Indoors:**

1. **Drop, Cover, and Hold On**
2. Get under sturdy table or counter
3. Cover head and neck
4. Stay away from windows and tall shelving
5. Stay put until shaking stops

#### **If Near Windows:**

- Move away immediately
- Get under desk or counter

#### **Do NOT:**

- Run outside during shaking
- Use elevators
- Stand under doorways (myth)

## **After Earthquake**

#### **Immediate Actions:**

1. Check for injuries
2. Check for hazards (gas leaks, electrical, structural)
3. If gas smell: Evacuate immediately, call PG&E
4. Evacuate if building unsafe
5. Stay away from windows
6. Be prepared for aftershocks

#### **If Evacuation Needed:**

- Use stairs only
- Take emergency kit if accessible
- Assembly point: Buena Vista Park entrance
- Account for all personnel

#### **Building Assessment:**

- Wait for professional inspection if damage
- Do not re-enter if structural concerns
- Document all damage (photos)
- Notify owner and landlord immediately

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## **Power Outage**

### **During Outage**

#### **Immediate Actions:**

1. Check if neighboring businesses affected
2. If isolated: Check circuit breakers
3. If widespread: Call PG&E
4. Light emergency flashlights (under counter)
5. Determine if safe to continue operating

### **If Continuing Business:**

- Manual credit card processing only
- Cash sales preferred
- Calculator for totals
- Hand-written receipts
- Battery backup for registers (4 hours)

### **If Closing:**

- Complete transactions in progress
- Ask customers to return later
- Lock door
- Post sign with expected reopening
- Stay until manager arrives

**Food Safety:** No refrigeration on premises (not applicable)

### **After Power Restored**

1. Check all equipment
  2. Reset clocks/systems
  3. Verify POS system working
  4. Check security system
  5. Resume normal operations
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## **Suspicious Package**

### **Warning Signs:**

- Unexpected delivery
- No return address
- Excessive postage
- Strange odor or stains
- Protruding wires
- Excessive tape or string
- Misspelled words

### **If Suspicious Package Found:**

1. **Do NOT touch or move**
  2. Evacuate area (30-foot radius)
  3. Call 911
  4. Notify manager
  5. Evacuate building if directed
  6. Wait for police/bomb squad
  7. Do NOT use cell phones near package (radio frequencies)
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## **Active Shooter / Violent Incident**

**Extremely Rare but Prepare**

## **Run, Hide, Fight**

### **RUN (First Option):**

- Have escape route in mind
- Leave belongings behind
- Help others if possible
- Call 911 when safe

### **HIDE (If Can't Run):**

- Hide in office or storage room
- Lock doors, barricade
- Turn off lights
- Silence phones
- Stay quiet
- Spread out if in group

### **FIGHT (Last Resort Only):**

- Only if life in imminent danger
- Act with aggression
- Use improvised weapons
- Yell and make noise
- Commit to action

## **When Police Arrive**

### **Follow Commands Exactly:**

- Keep hands visible
- Don't make sudden movements
- Don't point or wave
- Follow instructions

### **Understand:**

- Police may be aggressive initially
  - They don't know who is threat
  - Remain calm and compliant
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## **Weather Emergencies**

### **Severe Weather (Rare in SF)**

#### **Heavy Rain/Flooding:**

- Check for roof leaks
- Place buckets if needed
- Move inventory away from leaks
- Sandbags (stored in basement)
- Close early if advised

## **Wind Storm:**

- Secure outdoor items
  - Stay away from windows
  - If windows break: Move to interior
  - Check roof after storm
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# **Security Systems**

## **Alarm System**

**Code Entry:** [Codes maintained by management, changed quarterly]

### **Arming:**

1. Ensure all customers/staff out
2. Close and lock all doors/windows
3. Enter code + "AWAY"
4. Exit within 60 seconds

### **Disarming:**

1. Enter within 60 seconds
2. Enter code + "OFF"
3. If alarm sounds: Enter code immediately

### **False Alarm:**

- Call monitoring company immediately: (415) 555-SAFE
- Provide password verification
- Inform police if responding

### **If Alarm Triggers:**

- Do NOT enter alone
- Call police
- Wait for police clearance
- Check security footage remotely
- Enter with police escort

## **Security Cameras**

**System:** 8 cameras, DVR records 30 days **Coverage:**

- Front entrance
- Sales floor (2 angles)
- Front counter
- Storage room
- Rear exit
- Cash register
- Valuable items case

**Access:** Manager level and above **Review:** Requires two staff members present **Export:** For

police/insurance only

## Safe

**Location:** Office, bolted to floor **Access:** Manager and owner only **Code:** Changed quarterly  
**Contents:** Cash drops, high-value items, important documents

### End of Day:

- All cash over \$300
  - Credit card receipts
  - Bank deposit
  - Petty cash (max \$200)
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## Closing Security Checklist

### Every Night Before Leaving:

- ☐ All customers out
- ☐ Check restrooms
- ☐ Check storage areas
- ☐ Lock valuable items case
- ☐ Cash in safe
- ☐ Secure credit card receipts
- ☐ Windows locked
- ☐ Rear door locked and alarmed
- ☐ All lights off (except security lights)
- ☐ Arm alarm system
- ☐ Lock front door
- ☐ Verify door secured

### If Last to Leave:

- Walk perimeter if safe
  - Note any suspicious activity
  - Text manager when secured: "Store secure, alarm armed"
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## Incident Reporting

### Required Documentation

#### For ALL Incidents:

- Date and time
- Location within store
- Persons involved (names, contact info)
- Witness names and contacts
- Detailed description
- Actions taken
- Police report number (if applicable)
- Photos/video if relevant

- Staff member who documented

**Report Within:** 24 hours **Submit To:** Sarah Chen (GM) **Form Location:** Office, "Incident Report Forms" folder

## Serious Incidents

### Immediately Notify:

1. Manager on duty
  2. General Manager
  3. Owner (for serious incidents)
  4. Insurance company (injuries, theft > \$1,000, property damage)
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## Staff Safety

### Personal Safety

#### Always:

- Trust your instincts
- Stay alert and aware
- Know emergency exits
- Keep phone accessible
- Report suspicious behavior

#### Never:

- Open or close alone
- Confront aggressive individuals
- Count cash in public view
- Share security codes/procedures
- Take unnecessary risks

### Closing Safety

#### Minimum Two Staff for closing **If Alone** (emergency only):

- Lock door 30 minutes before close
- Call manager when starting close
- Call again when leaving
- Text when safe at home/transport

### Walking to Car

#### After Dark:

- Walk in pairs if possible
- Stay in well-lit areas
- Have keys ready
- Check back seat before entering car
- Lock doors immediately

- If feel unsafe: Request police escort (non-emergency)
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## Training Requirements

### All Staff:

- Emergency procedures orientation (first week)
- Annual refresher training
- Fire drill participation (annually)
- CPR/First Aid (encouraged, not required)

### Management:

- CPR/First Aid certified
  - Security system training
  - Incident response training
  - Annual safety audit
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## Emergency Supplies

**Location:** Storage room, labeled red bin

### Contents:

- Flashlights (4) with extra batteries
- First aid kit (comprehensive)
- Emergency blankets (4)
- Bottled water (12 bottles)
- Energy bars (12)
- Emergency radio (hand-crank)
- Emergency contact list (laminated)
- Flashlight (backup)
- Duct tape
- Utility tool

**Check Quarterly:** Expiration dates, batteries, functionality

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## Insurance Information

**Provider:** Hartford Business Insurance **Policy Number:** HBI-SF-847392 **Agent:** Robert Kim  
**Phone:** (415) 555-6600 **24/7 Claims:** 1-800-547-5000

### Coverage:

- General liability: \$2M
  - Property: \$500K
  - Business interruption: \$250K
  - Theft/burglary: \$100K
  - Workers compensation: Statutory
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*Review this document annually Post emergency numbers near phone Practice emergency procedures regularly*

**Last Updated: January 2026**