

**APPENDIX:
MUNICIPAL BUILDING EMERGENCY PROCEDURES**



EMERGENCY PROCEDURES

ONE PHONE NUMBER FOR ALL EMERGENCIES

DIAL...911

READ AND UNDERSTAND ALL INSTRUCTION THOROUGHLY

INTRODUCTION

This procedure pamphlet is distributed to all departments in the City- to be shared with employees. It contains an overview of how employees shall respond to emergency situations.

Emergencies and disasters are unpredictable and can strike without warning. An effective response requires good planning, training and testing of emergency plans. Failure to prepare for an emergency in advance may result in injury or death to personnel, loss or damage to the facilities, and a reduction in the City's ability to serve and protect the public.

This pamphlet contains quick reference information and checklist procedures on how to report an emergency, what to do and who will assist you.

INTRODUCTION

GENERAL RESPONSIBILITIES – ALL EMPLOYEES

It is the responsibility of each employee to read and become familiar with the Emergency Procedures. Employees are responsible for taking precautions to ensure their personal safety.

In the event of an emergency, all employees must follow the specific emergency procedures outlined in this pamphlet. Also, follow any verbal instructions of emergency staff. Telephone usage during an emergency shall be limited to official use only. Your personal safety is of utmost concern.

If individuals from the general public are in need of assistance during an emergency, employees shall provide direction and guidance for evacuation as required.

GENERAL RESPONSIBILITIES – ALL EMPLOYEES

EMPLOYEE OR PUBLIC ACCIDENT

IN THE EVENT OF AN ACCIDENT OR ILLNESS IN YOUR AREA:

1. Dial 911 (or if using V/TDD, type 911 or instruct a by-stander to call 911).
2. Provide the following information:
 - A. Your name.
 - B. Building name.
 - C. Floor and location of emergency.
 - D. Any available details of accident or illness.
3. Do not hang up until told to do so. Additional information may be needed.
4. Do not move injured or ill persons unless it is necessary to avoid further injury, e.g., fire or tornado. Render aid within your own capabilities.
5. Reassure the accident victim or ill person that emergency assistance is responding
6. Have someone meet the emergency unit at the main public elevators on your floor.

RESPONSE YOU WILL RECEIVE WHEN YOU CALL:

1. 911 will call for emergency assistance.
2. Emergency personnel and/or victim will make decision regarding additional emergency aid required, (e.g. victim taken to hospital for additional treatment).

EMPLOYEE OR PUBLIC ACCIDENT

TORNADO/SEVERE WEATHER

A **Tornado Watch/Severe Weather Watch** means a tornado or severe weather is likely to develop. Be alert to changing weather situations and be prepared to take action. A **Severe Weather Warning** means severe weather has been reported in your area. A **Tornado Warning** means a tornado has been spotted in your area. Immediate action may be the difference between life and death.

ACTION TO TAKE:

1. **I. Leave your office** **“CLOSE DOOR.”**
2. Go to the nearest interior hallway away from doors and windows with glass.
3. DO NOT USE THE ELEVATORS.
4. Await further instructions from the Public Address System or other emergency authorities.
5. **MAKE EVERY EFFORT TO REMAIN CALM AND ENCOURAGE THOSE AROUND YOU TO DO LIKEWISE. ASSIST OTHERS AS NECESSARY.**
6. If persons with disabilities need assistance, help them to an interior hallway away from windows and areas with glass.
7. Protect your head and face.
8. Return to your office only after All Clear signal is given over the Public Address System.

IF YOU ARE CAUGHT IN AN OFFICE:

Seek protection under a desk as far away from glass as possible.

TORNADO/SEVERE WEATHER

FIRE

UPON DISCOVERY OF A FIRE:

1. Pull nearest alarm pull station. (Located near exits.)
2. Dial 911 (V/TDD). Provide the following information:
 - A. Your name.
 - B. Building where fire is located.
 - C. Floor and room where fire is located.
 - D. Details of fire emergency.
3. Close the door of the room where fire is located.

THIS IS WHAT HAPPENS WHEN YOU CALL 911:

1. Fire department is notified by 911 personnel.
2. **II. Management assists the fire department with directions** and/or information and evacuation.
3. Any message regarding the emergency is transmitted by Public Address System and flashing lights.

WHEN YOU HEAR AN ALARM, LOUD REPEATING SOUND, OR SEE FLASHING LIGHTS:

1. Remain calm. Close the door of your office as you evacuate the building. Do not return for coats, purses, etc. Secure any cash registers and evacuate the building immediately via nearest exit.
2. If caught in heavy smoke, take short breaths: breathe through your nose. Stay low, crawl if necessary. (There will be less smoke near the floor.)
3. **Do NOT use elevators.**
4. **III. Proceed and report to your designated departmental safe area away** from the building.
5. Return when the all clear signal is given by Facilities Management.

PEOPLE WITH DISABILITIES:

Proceed to safe area furthest from smoke or fire. This is an area immediately outside of stairwells. (Look for signage). Employees should be alert to persons with disabilities and offer assistance.

FIRE

WORKPLACE THREATS

Each incident of workplace violence is different. Take the necessary action listed below depending upon the nature of the threat:

If confronted by the perpetrator (distraught, harassing, or abusively angry person):

1. Do not argue with him/her
2. Act in a courteous manner and try to calm the person down. There may be situations where you can use your customer service skills, best judgment, and experience to help resolve the situation.
3. Contact your supervisor and co-workers for assistance if possible.

If the situation escalates (threatened and in danger of imminent bodily harm or property damage), immediately:

1. **Call 911** immediately and stay on the line until the dispatcher hangs up. Do not hang up first. If you can't speak freely, just calling and leaving the receiver off the hook may allow a dispatcher to hear noises that will clarify the nature of the incident.
2. Remember to use your panic button if one is installed. If you don't have access to a panic button, you may be able to use the phone or an intercom system to alert co-workers.
3. Flee if you can. If you can't, try to find a hiding place.
4. Secure your area by locking all doors and accesses.
5. Cooperate fully with police officers on the scene. These are the professionals who know how to handle situations and may be acting on information that you do not have. Provide additional information upon request.

If you witness an act of workplace violence that does not directly involve you, your actions will depend on your assessment of the situation and your judgment. In some cases, your involvement may help a co-worker; other times it may be better to simply slip quietly away and call 911.

As soon as you can do so, write down all the details of the incident, including, who, what, where, when, and how. Give this information to your supervisor.

WORKPLACE THREATS

BOMB THREAT

IN THE EVENT OF A BOMB THREAT:

If you observe a suspicious object or potential bomb in the building, DO NOT HANDLE THE OBJECT IMMEDIATELY DIAL 911.

If bomb threat is received over the phone or the TDD, write down all information. DO NOT HANG UP THE PHONE. Leave the TDD unit on and dial 911 from another phone or ask someone else to dial 911.

If a written threat is received, save all materials. Avoid unnecessary handling. Dial 911.

If an order to evacuate the building is given, take the following action:

1. Leave the building via the nearest stairway. Do not use elevators.
Do not panic.
2. Close the door of your office as you leave. Do not return for coats, purses, etc. Secure any cash registers.
3. Keep calm. Proceed in single file. Use hand rails. Stay to the right. When you exit the building, please proceed to your departments
4. Do not return to the building unless instructed by an emergency authority.

PERSONS WITH DISABILITIES:

Proceed to nearest safe area. Employees should be alert for person's with disabilities who may need assistance.

RESPONSE TO EMERGENCY CALL:

1. Explosive ordnance squad is notified by 911 **ONLY.**
2. Decision to evacuate the building or threatened area is made by law enforcement.
3. Law Enforcement responds to make searches of the area as determined necessary.

BOMB THREAT

IF YOU RECEIVE A BOMB THREAT OVER THE TELEPHONE

LISTEN: Do not attempt to put caller on hold. Signal co-worker to call 911 Do not interrupt caller except to ask the following questions. Try to keep the caller on the phone as long as possible.

TIME bomb set to explode: Certain hour _____ Time Remaining _____
 Exact LOCATION of device: Building _____ Floor _____ Area _____
 Description of device: Package _____ Box _____ Briefcase _____
 Other _____ Size _____ Shape _____ Color _____
 Kind of bomb _____ Type of explosive _____ Type detonator _____
 Bomb planted when: Date _____ Hour _____ a.m./p.m.
 Entry gained how _____ Number of people entered _____
 Group responsible for incident _____ Organization _____
 Caller, seemingly, familiar with building: Yes No
 Caller's sex: Male Female Approximate age in years _____

Origin of call: Local Long Distance Booth Internal (within building) TDD Cell

<u>VOICE CHARACTERISTICS</u>		<u>SPEECH</u>		<u>LANGUAGE</u>	
<input type="checkbox"/> Loud	<input type="checkbox"/> Soft	<input type="checkbox"/> Fast	<input type="checkbox"/> Slow	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good
<input type="checkbox"/> High Pitch	<input type="checkbox"/> Deep	<input type="checkbox"/> Distinct	<input type="checkbox"/> Distorted	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor
<input type="checkbox"/> Raspy	<input type="checkbox"/> Pleasant	<input type="checkbox"/> Stutter	<input type="checkbox"/> Nasal	<input type="checkbox"/> Foul	<input type="checkbox"/> Other
<input type="checkbox"/> Intoxicated	<input type="checkbox"/> Other	<input type="checkbox"/> Slurred	<input type="checkbox"/> Other		

<u>ACCENT</u>	<u>MANNER</u>	<u>BACKGROUND NOISES</u>	
<input type="checkbox"/> Local	<input type="checkbox"/> Calm	<input type="checkbox"/> Office Machines	<input type="checkbox"/> Street Traffic
<input type="checkbox"/> Foreign	<input type="checkbox"/> Rational	<input type="checkbox"/> Factory Machines	<input type="checkbox"/> Airplanes
<input type="checkbox"/> Not Local	<input type="checkbox"/> Coherent	<input type="checkbox"/> Bedlam	<input type="checkbox"/> Trains
<input type="checkbox"/> Regional	<input type="checkbox"/> Deliberate	<input type="checkbox"/> Animals	<input type="checkbox"/> Voices
<input type="checkbox"/> Other	<input type="checkbox"/> Righteous	<input type="checkbox"/> Quiet	<input type="checkbox"/> Music
Explain:	<input type="checkbox"/> Angry	<input type="checkbox"/> Mixed	<input type="checkbox"/> Party Atmosphere
	<input type="checkbox"/> Irrational		
	<input type="checkbox"/> Incoherent		

Print out the message in its entirety as received from the informant. **DO NOT TALK TO ANYONE OTHER THAN INSTRUCTED BY YOUR SUPERVISOR! - CALL 911.**

BOMB THREAT RECEIVED OVER TELEPHONE

ELEVATOR EMERGENCY

ELEVATORS ARE ONE OF THE SAFEST MODES OF TRANSPORTATION. HOWEVER, THEY DO HAVE MALFUNCTIONS.

WHAT TO DO IN AN EMERGENCY:

1. Remain calm.
2. Do not force the elevator open.
3. Open telephone panel door located on the wall in the elevator.
4. Push button, This will automatically connect to an emergency service. If the phone is inoperable press the alarm button.
5. The Service notifies Facilities Management which will then obtain assistance .
6. If a person is stranded in an elevator, **DO NOT ATTEMPT TO OPEN THE DOORS. BE PATIENT.** Reassure the stranded person and keep in contact until help arrives.

MAIL HANDLING PROCEDURES

Identifying Suspicious Mail

A piece of mail should be considered suspicious if it has one or more of the following characteristics:

- Is unexpected or from someone unfamiliar to you.
- Is addressed to someone who is no longer with the organization or is otherwise outdated.
- Has no return address, or has one that can't be verified as legitimate.
- Is of unusual weight, given its size, or is lopsided or oddly shaped.
- Is marked with restrictive endorsements such as "Personal" or "Confidential."
- Has protruding wires, strange odors, or stains.
- Shows a city or state in the postmark that does not match the return address.
- Has excessive postage.
- Has misspelled words; badly typed or written.
- Is addressed to title only.
- Shows pressure or resistance when removing contents.
- Has a sloshing sound, buzzing or ticking.
- Includes unknown powdery substance in the opened envelope.

Common sense precautions for employees who handle mail:

The risk of personal injury or contracting any disease from an envelope is extremely low.

General awareness of one's surroundings and suspicious mail is appropriate.

- Wash your hands with warm soap and water before and after handling mail.
- Do not eat, drink, or smoke around mail.
- Disposable gloves may be appropriate to use, but keep in mind that many gloves have white powder inside of them to ease removal.
- Surgical masks, eye protection or gowns are not necessary or recommended.

If a piece of suspicious mail is received but not opened:

- The piece of mail should not be handled any further.
- The employee receiving the mail should immediately report the situation to the highest level supervisor available in the department and 911 should be called.
- Law enforcement officials will respond and take care of the situation from there.
- All persons who have handled the piece of mail should wash their hands with soap and water and provide their names to law enforcement officials.

If there has been a possible exposure to an unknown substance, such as exposure to an unknown powder upon opening a piece of mail:

- The piece of mail should not be handled any further.
- The envelope containing suspicious material should not be shaken or emptied.
- The employee receiving the mail should report the situation to the highest level supervisor available in the department and 911 should be called.
- The immediate area should be evacuated and cordoned off to keep people away.
- Law enforcement will respond to take care of the situation from there.