

This procedure manual was developed to provide Emergency Coordinators with direction in the event of an emergency incident. It covers the most common types of emergencies that could occur in the facility. It is not intended to be all-inclusive, but represents basic, accepted procedure to follow during an incident.

EMERGENCY COORDINATORS

Floor Coordinators

Responsibilities

1. Know the location of all emergency exits on your assigned floor.
2. Know the locations of all fire alarm boxes and fire extinguishers on your assigned floor and how to use them.
3. Ensure fellow employees are familiar with the emergency response and evacuation procedures.
4. In the event of an **evacuation**:
 - a. Coordinate the safe and orderly evacuation of employees and visitors to designated evacuation staging areas.
 - b. Ensure all offices, conference rooms, photocopier rooms, kitchens, computer rooms, libraries, and rest rooms have been evacuated.
 - c. Escort physically impaired persons to the nearest and safest area of evacuation assistance (i.e., stairwell landing).
 - d. Remain with physically impaired persons until security officers or emergency responders arrive to assist.
 - e. Ensure all employees are accounted for and remain in the staging area until released by the emergency incident commander or his/her designee.
5. On receipt of a **bomb threat**, notify security immediately. Inspect assigned floor work areas for any suspicious items and report any found to the Security Officer.
6. Report any condition that might affect the security and safety of fellow employees and visitors to the Security Officer.
7. Prepare any contingency plans needed within your assigned department to cover such things as securing money, sensitive items, and restricted records.

Responsibilities of the Employee

Emergency coordinators should ensure all employees on your assigned floor are aware of and understand the following responsibilities:

General Responsibilities

1. Know the floor Emergency Coordinators and what office they are located in.
2. Know the location of the security office and the contact phone numbers.
3. Know the location of fire alarms and fire extinguishers, and how to use the extinguishers (i.e., P.A.S.S. method which is Pull the Pin, Aim at the Base of fire, Squeeze the handle, Sweep back and forth).
4. Be familiar with floor evacuation routes/building exits and know the location of evacuation staging areas.
5. Report any condition that could create an emergency incident to Security personnel and to one of the floor Emergency Coordinators.
6. Never fight a fire larger than a wastepaper basket.
7. Never allow the fire to be between you and your exit path.
8. Always pull the fire alarm and call 911 PRIOR to fighting any fire or evacuating the building.
9. **During an emergency evacuation...**
 - a. Remain calm and proceed to the nearest exit.
 - b. Evacuate in a safe and orderly manner when instructed to do so.
 - c. Always use the stairs; **do not** use the elevators.
 - d. Proceed to and REMAIN in the appropriate evacuation staging area until contacted by an Emergency Coordinator, a Security Officer, or Emergency Responder official.

Response to Fire Alarms

1. **In the event of a fire ...**
 - a. Dial 9-911 and report the fire. Give the building address and location and description of the fire (e.g., color and size of flames, color and amount of smoke, etc.).
 - b. If the fire is the size of a wastepaper basket or smaller, attempt to extinguish it with a

fire extinguisher.

- c. Call the Security Officer and report the location and description of the fire.
- d. DO NOT PANIC. Remain calm and attempt to help others remain calm. Assist in clearing all people from the immediate fire area.
- e. When evacuating the building
 - (1) Proceed quickly along the nearest evacuation route to the appropriate building exit
 - (2) DO NOT take time to gather personal belongings. Your life is much more important.
 - (4) Close, but DO NOT lock office and hallway doors.
 - (5) If smoke is present, crawl low, keeping your head 12 to 24 inches above the floor. The air near the floor is cleaner because heat and smoke rise. If necessary, place an article of clothing or a handkerchief over your mouth and nose to aid breathing. DO NOT wet the fabric as heat may result in steam being breathed into the lungs.
 - (6) Feel each door with the back of your hand to ensure the door is not hot because fire behind it. If it is hot, do not go through it. An oxygen-starved fire can react violently by spreading rapidly into the space you are occupying. If the door is cool, open it slowly.
 - (7) If trapped in a room, close all doors and seal the bottom of the door with clothing, towels, or the like. If the telephone is working, call 911 and report your predicament. If you can reach an exterior window, try to signal for outside assistance by placing a sign against the window or waving with something brightly colored. DO NOT open or break the window unless breathing becomes difficult.
 - (8) Stop, drop, and roll if your clothing catches fire. Do not attempt to run through a fire.
 - (9) Use the stairs – DO NOT use the elevators. Once the fire alarm sounds, the elevators will go automatically to the main floor, the doors will open, then they will stay in that position.
 - (10) If you encounter smoke on entering a stairwell, proceed to a secondary stairwell.
 - (12) Proceed to the appropriate evacuation staging area and remain until contacted by an Emergency Coordinator, security officer, or emergency responder.

Response to Bomb Threats

1. Follow the pink bomb threat card as a guide when talking to the caller.
2. Remain calm and be courteous. Don't interrupt the caller unless it is believed the caller may hang up.
3. Get another person to listen in on an extension if possible.
4. Determine the location and a description of the bomb if possible.
5. Listen for peculiarities in the caller's voice, which might help to ID him or her later.
6. Record any other pertinent information such as background noises.
7. Report the call to the Security Officer as soon as possible. Also report the call to a floor Emergency Coordinator and work area supervisor. DO NOT discuss the call with anyone else.
8. Compile notes as soon as the caller hangs up and turn over to the responding Security Officer or Law Enforcement official.
9. Search the office, around the desk or cubicle, and all other frequently used or familiar areas (i.e., lobbies, stairwells, rest rooms, etc.).
10. If a suspicious object is found in the work area ...
 - a. DO NOT touch it.
 - b. Report it at once to the Security Officer.
 - c. DO NOT PANIC. Remain calm and attempt to help others remain calm. Assist in clearing all people from the immediate area.
 - d. Open all office and hallway doors.
 - e. Proceed safely and orderly along designated evacuation routes.
 - f. Use the stairs – DO NOT use the elevators.
 - g. Proceed to the appropriate evacuation staging area and remain until instructed otherwise by an Emergency Coordinator, Security Officer, or Emergency Responder.

Response to Nuclear, Biological, or Chemical (NBC) Threats

1. Suspicious UNOPENED letter or package:
 - a. Do not open or shake.

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- b. Carefully place the envelope or package in a plastic bag or some other type of container to prevent leakage of the contents.
 - c. If a container is not available, cover the envelope or package with anything available (e.g., clothing, paper, trash can, etc.).
 - d. Leave the room and close the door, or section off the area where the mail was handled to prevent others from entering. (If gloves are being worn, leave them in the room.)
 - e. Wash hands with soap and water to prevent spreading any powder present to your face.
 - f. Go to an adjacent, unoccupied office or room and call the Security Department. Do not allow anyone else in the office or room.
 - g. Compile a list of all people who were in the office or area where the suspicious letter or package was found.
2. Letter or package containing a powdery substance:
 - a. As a word of caution, ALWAYS CAREFULLY open letters and packages (use letter openers).
 - b. Carefully place the letter or package in a “zip-lock” plastic bag and place the bag in a second zip-lock plastic bag.
 - c. (Have employees continue following directions listed in the previous section, “Suspicious UNOPENED letter or package.”)

Response to Civil Disorder/Disturbance

1. Report it immediately to the Security Officer.
2. DO NOT become involved with the participants by interfering or arguing with them.
3. Leave the immediate area of the disturbance as soon as possible.
4. If the incident is occurring outside in close proximity to the office, stay away from windows.
5. Be a good witness – if possible, observe the disturbance from a safe distance.
6. Once the incident is over, jot down observation notes and give to the responding security officer or law enforcement official.

Response to Workplace Violence

1. When confronted by a possible workplace violence situation, remain calm and assess whether you can de-escalate the situation. If at all possible, have a chair, desk, or counter between you and the aggressive person.
2. If you feel you cannot contain the situation, immediately request help from Security by phone, e-mail (it will go directly to the security cell phone), or, if available, activate a panic button. If there is an immediate physical threat, activate a panic button and try to move away from the area as quickly as possible. Either you or someone nearby should dial 911 for emergency response by CSPD.
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Response to Tornadoes

1. Stay away from windows.
2. Pull window coverings across windows if possible.
3. Stay away from exterior walls. Move to protected areas such as restrooms, center rooms and basement interior hallways.
4. All ground level employees and hearing room occupants proceed to north basement by use of interior stairwell.
5. All upper level employees proceed to south basement hallway by use of interior west stairwell.
6. Stay calm.
7. DO NOT evacuate the building unless instructed to do so.
8. DO NOT return to exposed areas until instructed to do so.

Response to Medical Emergencies

1. Call 9-1-1 and follow the 911 operator's directions.
2. Notify the Security Officer of the emergency and the location.
3. Do not leave the patient, Security will direct the Fire Department/EMTs to the patient.

EVACUATION PROCEDURE

Notification

1. All employees and visitors must evacuate the building when the fire alarm sounds or when instructed to by **Security Officers or Emergency Coordinators**. (Do not activate the fire alarm during a Bomb Threat. In the event of this type of threat, fire alarm activation must be approved by the Director of Security or his designee.)

Routes (Pertains to the Basement, Main, and Second)

Basement

The evacuation routes are any of the stairwells. Employees and visitors should use the closest and safest stairs to ascend to the first floor. Upon reaching the first floor, employees and visitors should use any of the emergency exits that are the closest and safest to depart from the building.

First floor

The evacuation route for employees and visitors on the first floor should be the shortest and safest path to the closest building exit.

Second

The evacuation routes are any of the stairwells. Employees and visitors should use the closest and safest stairs to descend to the first floor. Upon reaching the first floor, employees and visitors should use any of the emergency exits that are the closest and safest to depart from the building.

Evacuation Staging Areas

1. EAST staging area – located in the west parking lot of Peak Vista (for all persons exiting from **south** wing).
2. North staging area- located in the parking lot of medical clinic across International Circle (for all persons exiting from the **north** wing).

Security Officer – Office: 327-2905 Nextel: 499-5099