

Chapter 4 – Emergencies in County Facilities

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4.1 Foreword

A workplace emergency can involve natural events such as earthquakes or floods, human acts such as arson or bomb threats, or medical emergencies affecting co-workers or clients. A well-rehearsed, quick, coordinated response by County employees can stabilize a situation, save lives and ensure the continuity of essential services.

4.2 Purpose

This chapter describes the system and provides emergency planning procedures for operational emergencies that occur on County property and those that take place on non-County property but have a potential impact on the County.

This Chapter basically serves three purposes. First, it will help Department Heads, Facility Managers and Emergency Response Teams write their Facility Emergency Plans; second, it will help guide response efforts; and third, it provides background information for training.

4.3 Roles and Responsibilities

Provided below are the roles and responsibilities of employees who may have a direct role in an emergency response. Depending on the size of the facility, some employees may fill more than one role.

4.3.1 Emergency Response Team Program Manager

The Countywide administration of the Internal Emergency Response Program will be the responsibility of the program manager. This position is staffed in the Insurance Division of the ESA Risk Management Department.

Responsibilities:

- Oversees the Countywide Emergency Response Team (ERT) program.
- Maintains central records for the administration of the program. (i.e. training, active and inactive members, drills, facility plans, etc.)
- Establishes training criteria and monitors ERT participation.
- Coordinates with training and staff development, instructors, agency/department ERT coordinators and others to facilitate the ERT training.
- Provides guidelines and assistance to departments in the writing and revision of facility evacuation plans.
- Assists Facility Managers in the development, testing, and evaluation of emergency plans, procedures and drills.
- Works with Facility Managers to mitigate problems identified through the development of the facility emergency plan.
- Recommends supplies and equipment departments should purchase to maintain an effective emergency response program.
- Provides post-incident critiques and program audits.

4.3.2 Agency/Department Heads

Agency/Department heads are responsible for providing safe and healthy workplaces in their departments. In doing so, they must also prepare for emergencies that may occur in the workplace. Although they may appoint others to manage specific aspects of emergency preparedness, they bear the ultimate responsibility for promoting and supporting it in their departments.

Responsibilities:

- Appoints an employee to act as the department's ERT coordinator, who is in a position to know the department and its special needs and has the authority to speak for the department in making decisions regarding the internal emergency response program.
- Appoints a manager to act as the department's Facility Manager. The manager appointed must have the authority and administrative clout to carry out the responsibilities listed for this position.
- Works with the departmental Emergency Response Team coordinator and/or the Facility Manager to make sure that Emergency Response Teams are kept staffed, trained and active.
- Provides adequate funding for departmental emergency response supplies and training.

4.3.3 Agency/Department ERT Coordinator

Will be responsible for emergency response planning and will act as liaison between his/her department and the Countywide ERT program manager. The department coordinator must know the department and its special needs and must have the authority to speak for the department in making decisions regarding the internal emergency response program. The department head should appoint this position.

Responsibilities:

- Coordinates or delegates Emergency Response Team training for the agency or department.
- Ensures that ERT personnel attend training classes.
- Maintains a roster of department ERT personnel, including their work location.
- Monitors each facility where agency/department employees are working to ensure that there are an adequate number of certified ERTs available.
- Acts as liaison in the exchange of information between the agency/department and the program manager.
- Coordinates post-incident critiques.

4.3.4 Facility Manager

The Facility Manager is the focal point for emergency planning, communication and decisions for the facility in the event of an emergency. Facility Managers must have the authority to carry out their responsibilities and have a basic understanding of emergency response systems. Agency/department heads appoints facility Managers. Depending upon the size of the facility, one or more alternate Facility Managers should be designated. In multi-department facilities, Department Managers should meet to choose a Facility Manager.

Responsibilities:

- Writes and implements the facility emergency plan.

- Ensures that evacuation plans are posted within the facility.
- Maintains regular contact with Emergency Response Team members.
- Ensures that the Emergency Response Team is adequately staffed and its members attend required training classes.
- Functions as the incident commander during a disaster, major emergency or evacuation of the facility.
- Makes the decision to evacuate and subsequently reoccupy the facility.
- Ensures that all employees have been advised of the facility plan and other emergency procedures. Schedules and implements periodic drills to test the evacuation plan and other emergency procedures.
- Has a basic familiarity with the County's emergency plan and the continuity of government plans of the departments that occupy the facility.
- Maintains a list of all permanent building employees with disabilities requiring special evacuation needs.
- Schedules post-incident critiques.

4.3.5 Emergency Response Team Leader

The ERT leader is responsible for directing the activities of the team members during an emergency or disaster situation. In a facility with only one team, the Facility Manager might also serve as the team leader. In a large multi-floor facility, each floor may have a team and each team should have a leader.

Responsibilities:

- Coordinates with the Facility Manager in the organization of the Emergency Response Team and in the development of evacuation and other emergency plans and procedures.
- Directs activities of the team members during an emergency or disaster situation.
- Is familiar with the Facility Emergency Plan, the locations of emergency equipment and utility shut-off procedures.
- Ensures that regular inspections are conducted of fire extinguishers, first aid supplies, flashlights and other emergency supplies and equipment.
- During an evacuation, ensures that the facility has been properly searched and cleared.
- During an emergency or disaster, reports to the Facility Manager and awaits further assignments.

4.3.6 Emergency Response Team Members

An Emergency Response Team should be made up of at least five employees who have completed the minimum initial training program. These team members are the front line of the Emergency Response Plan. It is as a team that they are most effective in performing the tasks for which they have been trained.

Employees appointed to the ERT should be conscientious, have good communication skills, and be physically capable of performing necessary tasks and hold positions that do not routinely require their absence from the facility.

Responsibilities:

- Be familiar with the Facility Emergency Plan, the locations of emergency equipment and the shut-off procedures for the utilities at the facility.
- Conducts regular inspections of the fire extinguishers, fire sprinkler system valve positions, first aid supplies, flashlights and other emergency equipment.
- Reports to the team leader for instructions during emergencies.
- Maintains the required level of preparedness by actively participating in annual recertification training classes, regularly scheduled meetings and drills and all other related activities.

4.3.7 Employees

Employees have certain duties and responsibilities concerning emergencies at the workplace.

Responsibilities:

- Become familiar with the facility exits, both regular and alternate.
- Become familiar with the Facility Emergency Plan. Know where the emergency assembly areas are located and be prepared to report to them when directed to do so.
- Know how and to whom to report emergencies (supervisor, ERT members, etc.).
- During an emergency, follow the instructions of the Facility Manager and the ERT members.

4.3.8 Risk Management – Occupational Safety and Environmental Compliance (OSEC)

The Occupational Safety and Environmental Compliance Unit (OSEC) provides oversight for the program and responds to facility emergencies to assist when applicable. Examples of emergencies that OSEC responds to are hazardous materials leaks, spills or releases, multiple or serious occupational injuries, and major (level 3) emergencies.

Responsibilities:

- Responds to critical emergencies to assist in the protection of workers and the environment.
- If warranted by an extreme safety hazard, works with the Departmental Safety Coordinator, Emergency Response Team Leader, supervisors and managers to stop work and restore safety before work can resume.
- Initiates and maintains a communications network between all County personnel involved in the emergency.
- Notifies appropriate regulatory agencies if required.
- Coordinates de-briefing sessions after major incidents.
- Works closely with the Emergency Response Team Program Manager in ongoing implementation of ERT training and communication with ERT leaders.

4.4 Types of Plans

To make sure you are prepared to handle such emergencies, the County of Santa Clara has established three types of plans:

Facility Emergency Plans

When completed, each County facility will have its own Emergency Plan, focusing on life safety and property loss at that facility. ESA Risk Management/Insurance Division coordinates this planning effort.

Continuity of Government Plans

These plans focus on recovery and continuity of government services after the immediate disaster or emergency is over. Each County department has a Continuity of Government Plan. The County Office of Emergency Services coordinates this planning effort.

The County Emergency Plan

This Plan guides the County's response to major disasters. The County Office of Emergency Services administers this document.

4.5 General Information

This section contains background information which explains what an emergency is and who is responsible for managing it. It should be reviewed before developing your Facility Emergency Plan. In a real emergency, supervisors and employees should already have a working knowledge of this section and immediately refer to Section 4.6 for the specific details on whom to call and what to do.

4.5.1 Preparedness for an Emergency

Before the emergency

Specific actions must be taken to be prepared to handle emergency situations. These include:

- Prepare plans
- Train Emergency Response Teams
- Conduct drills
- Educate employees
- Provide for equipment & resources

The responsible individual as listed in the Responsibilities section of this chapter must accomplish these actions.

During the emergency

During the emergency, the Emergency Response Team(s) will respond to and take charge of the situation. Their actions will be guided by the Facility Emergency Response Plan developed specifically for their facility in consultation with Department Heads and Facility Managers.

After the emergency

Afterwards, all emergency equipment should be restored to full operational status. An "Emergency Response Report" form should be completed. It will be used when critiquing the emergency to assess its cause, the effectiveness of the response and to determine future needs.

4.5.2 Levels of Emergency Response

There are three levels of emergency response based on the severity of the situation and the availability of local resources to provide assistance.

Minor emergency (level 1)

These are non-life-threatening situations handled by in-house resources. The Emergency Response Team (ERT) may be minimally involved. Examples include:

- Power failure.
- Interior flooding from water leaks or pipe breaks.
- Minor smoke accumulations from cooking incidents when there is no fire.
- Minor disruptions following earthquakes where there was no physical damage or injuries.
- Entrapments such as stalled elevators.

Moderate emergency (level 2)

These include situations that involve moderate to severe and/or life threatening emergencies, including events involving significant property damage potential. ERT's have major involvement in these situations as well as external resources such as fire, medical and/or law enforcement agencies. Many level 2 emergencies will be managed from an incident command post. The Facility Manager will usually be in charge.

Examples include:

- Medical emergencies involving respiration, choking, bleeding, etc.
- Minor fires and smoke accumulations.
- Bomb threats.
- Moderate disruptions following earthquakes where there was limited physical damage and/or injuries.
- Evacuations.
- Minor hazardous materials emergencies.

Major emergency (level 3)

These are situations, which overwhelm ERT resources and possibly the local fire, medical and/or law enforcement agencies. This type of situation is managed from an incident command post or from the County emergency operations center.

Examples include:

- Multiple medical casualties.
- Major fire.

- Hazardous smoke or chemical release.
- Explosions.
- Major disruption following large earthquakes producing significant physical damage and/or injuries.

4.5.3 Emergency Response Teams

A key element in any emergency response plan is having an adequate number of trained individuals who can respond to and manage common emergencies. Emergency Response Teams (ERTs), comprised of specially trained employees, were created for this purpose. The ERT involvement begins with the discovery of an emergency and ends when there is no longer an immediate threat to life or property or when relieved by a higher authority such as the local police, fire or paramedics.

Initial training:

ERT employees are given initial training on a broad range of subjects, including fire theory and, suppression, first aid, cardio-pulmonary resuscitation (CPR), hazard assessment and rescue, organizing and operating an incident command post, evacuation, and many other subjects.

Ongoing training:

To maintain their skills, ERT's attend an annual 8-hour recertification class, four hours of which are devoted to first aid and CPR. In addition to attending these classes, the ERT will meet periodically throughout the year to remain prepared for emergencies that may occur at their work site.

4.6 Emergency Guidelines

This section is designed to provide you with basic information as to how to respond to emergencies that may occur in your facility. Employees should keep in mind that the information provided here is the minimum they should be familiar with; it is not intended to replace more advanced training, nor does it preclude the need for additional department-specific instructions.

The information in this section can be used in several ways:

- As attachments to Facility Emergency Plans.
- As a guide to developing facility-specific attachments to Facility Emergency Plans. Those writing the Plans may want to add other procedures as needed.
- As handouts for training.

4.6.1 Reporting Emergencies

Prompt Reporting is Essential

The prompt and accurate reporting of an emergency is often a key in how well that emergency is handled. A delay in calling for help or providing insufficient or inaccurate information can sometimes make the difference between life and death.

For Any Police, Fire or Medical Emergency, DIAL 911

For any emergency requiring assistance from the police, fire or paramedics, dial 911 and stay on the line until emergency dispatchers indicate that they have all the necessary information. (Note: from most County government facilities, you have to dial 9 first and then 911. Learn the correct procedure for your facility.)

For Other Types of Emergencies

Not all emergencies require that the above agencies be notified. Many emergencies can be handled by simply contacting the appropriate public utility company. The County also has in-house staff trained to handle many emergencies. They include the Facility Manager, Emergency Response Team, GSA Building Operations, etc. Their phone numbers are listed in your Facility Emergency Plan. In all cases notify your supervisor.

Give Emergency Dispatchers Needed Information

For any emergency, you should be prepared to provide emergency dispatchers with the following information:

- The type of emergency (fire, accident, injury, etc.)
- Scope of the emergency (number of people involved, size of problem, etc.)
- Location of the emergency. Be as specific as possible. Give the name of the city, the street name and address, the name of building or business, the floor number, and any other information that best describes the location.

- Your name and the phone number you are calling from (so that someone can call you back if more information is needed).
- Any other details that the emergency responders should be aware of.

Be prepared to stay on the line until the emergency operators indicate that they have all the information they need. It may seem to you that they are wasting time asking a lot of questions but they are not. In many situations the responding agency is notified while you are still on the phone with the emergency dispatcher.

4.6.2 Phone Numbers

Fire Department - (9) 911
Police Department - (9) 911
Paramedics/Ambulance - (9) 911
Poison Control - Valley Medical Center - (800)-876-4766
Suicide & Crisis - 24 hours - North County (650) 494-8420 South County (408) 638-2482

County Numbers

Building Operations Communications	299-2501
MAC Room Building Ops. (24 hrs.)	299-3682
Fire Marshal	378-4010
Health Dept. – Hazardous Materials Compliance Division	918-3400
ESA Risk Management/Insurance	441-4340
Occupational Safety and Environmental Compliance (OSEC)	441-4280
Office of Emergency Services	808-7800
ERT Program Manager	441-4343
Sheriff's Emergency (911 alternate)	294-1334
Valley Health Center (for Injured VMC employees)	(888) 334-1000
US HealthWorks, Union City	(510) 489-8700
US HealthWorks, San Jose	288-3800
US HealthWorks, Santa Clara	988-6868
US HealthWorks, Milpitas	957-5700
US HealthWorks, Sunnyvale	773-9000
Workers' Compensation	441-4300

Other Numbers

City of San Jose Communications	277-4475
O'Connor Hospital (alternate for injured employees)	947-2500

Radio Emergency Broadcast System

Tune to any local radio station for emergency information.

Utility Companies

Gas & Electric company: PG&E	280-1212
Water:	279-7900
Santa Clara Valley Water Distr.:	265-2600
California Water Service Co.:	453-8414
Telephone – Bldg. Operations Comm.:	299-2501

4.6.3 Aisles & Exits

Maintenance

To make sure you will be able to use exits during an emergency, follow these guidelines:

- Aisles and exits shall be free of obstructions.
- Storage of any kind is not permitted in the aisles, even on a temporary basis. This is especially true of boxes, files, furniture, etc.
- Storage is not permitted on stairs or under stairwells.
- Chairs, trash cans and other furnishings are not allowed in exit ways.
- Exits shall be clearly identified with "EXIT" signs. Those requiring lighted signs shall be properly maintained.
- Electric cords and telephone/computer cables shall not lay across aisles where they may present a tripping hazard.
- Fire doors shall not be wedged open. This is especially true of the doors in stairwells.

Aisle Widths

Fire code and occupational safety regulations regulate the widths of aisles. Depending on the use of the aisle, required widths are as follows:

Office aisles serving one side only shall be a minimum of 36 inches wide.

Office aisles serving two sides shall be a minimum of 44 inches wide.

Areas serving employees only (entrance to workstation or cubicle) shall be a minimum of 24 inches wide.

The occupant load of the floor or building determines main exit corridor widths. This width is best determined by contacting the County Fire Marshal.

When an emergency arises that requires the immediate evacuation of the building, properly

maintained aisles and exits may mean the difference between life and death.

4.6.4 Bomb Threats

The Reasons for Bomb Threats

The two most common reasons for bomb threats are:

1. The caller has definite knowledge or believes that an explosive or incendiary has been or will be placed and he/she wants to minimize personal injury or property damage. The caller may be the bomber or just someone else who has become aware of such information.
2. The caller wants to create an atmosphere of anxiety and panic, which will possibly result in a disruption of the normal activities at the reported building.

Bomb Threats by Phone

Most bomb threats are made by phone. Since most County facilities lack a central switchboard, any employee who receives calls directly could receive a bomb threat. All employees must know how to properly respond to a bomb threat. If you receive a bomb threat by phone you should:

Use the bomb threat checklist.

Remain calm and keep the caller on the line as long as possible. Ask to have the message repeated. Record the information on the Bomb Threat Checklist. (A blank checklist should be kept at each phone workstation)

If the caller does not indicate the location of the bomb or the time of possible detonation, you should ask for this information.

Inform the caller that the building is occupied and the detonation of a bomb could result in death or serious injury to many innocent people.

Pay particular attention to peculiar background noises such as, motors running, background music, and any other noise which may give a clue as to the location of the caller.

Listen closely to the voice (male, female, adult, child), voice quality (calm, excited), accents and speech impediments.

Immediately after the caller hangs up, report the threat to your Facility Manager and your immediate supervisor; they will call the police. Wait for further instructions. (Be prepared to describe the threat in as much detail as possible to the police.)

Evacuation

The decision to evacuate will be based on the amount of details available and whether this appears to be a legitimate threat or a prank. The evacuation signal should be different from the fire alarm. If an evacuation is needed:

Pay attention to specific evacuation directions.

Leave doors and windows open to let the blast wave escape.

Take your brief case, purse, lunch bag, etc. with you to minimize the search.

The Facility Manager will work with police to keep anyone from re-entering the building.

Bomb Threat Checklist

A copy of the Bomb Threat Checklist is available in the Appendix. Keep a copy under each employee's telephone.

Bomb Search

The search, if required, needs to be done by people who are familiar with the facility. The police will help, but they do not have the resources to do it alone.

- Do not touch any suspicious object - leave removal and disposal for the bomb squad.
- Report the object to your supervisor or the Facility Manager.

Use normal phones for communication - radios or cellular phones can detonate a bomb.

Additional Information

Additional information concerning bomb threats may be found in Chapter 22 (Violence in the

Workplace), Appendix A.

4.6.5 Earthquakes

Earthquake Country

Earthquakes occur without warning and can be of any magnitude. For this reason, they can be very frightening. The damage done by an earthquake generally encompasses most of the scenarios addressed in this guide (medical emergencies, fires, hazardous materials, etc.).

Unfortunately, all County facilities are located in an area that is prone to earthquakes. The degree to which your facility will be affected by the next earthquake will depend on several factors, including the distance from the epicenter, the soil type, the type of construction, and how well the occupants have prepared.

Before the Earthquake

Review this Guide. Additional planning materials can be found in the white pages of the telephone book and in this Guide under "Training Resources".

- Mentally prepare yourself for an earthquake disaster.
- Make sure earthquake preparedness is adequately addressed in your Facility Emergency Plan.
- Check all work locations for potential earthquake hazards and have them eliminated.
- Identify dangerous locations to avoid: windows, elevators, heavy equipment on wheels or rollers, etc.
- Identify safe locations: under sturdy tables, desks, or against inside walls (doorways are not ideal). Outside safe locations include open areas away from buildings, trees, light poles and overhead electric wires.
- Identify items to fix: tall book shelves and file cabinets that are not secured, light fixtures that are not supported by diagonal wires, etc.
- Practice your plan and conduct drills. Physically place yourself in safe locations.

During the Shaking

County buildings are designed to withstand considerable shaking. However, a significant earthquake will most likely do some damage. It is important for you to know how to respond properly to an earthquake in order to minimize panic and confusion. Since the normal emergency response systems will be overloaded in a significant earthquake, you must plan to be self-reliant in the early stages of the emergency.

The following are basic actions to follow during the shaking regardless of where you are when the earthquake hits.

Remain calm

- Earthquakes can be very frightening. Remaining calm will make it easier to respond appropriately.

Stay where you are

- If you are indoors, stay there. DO NOT RUN OUTDOORS. Most deaths and injuries occur as people leave buildings. Get under a desk or table or stand in a corner of an interior wall. In a significant earthquake, movement will be very difficult. If you can not get under something sturdy, duck and cover your head with your hands.
- If you are outdoors, get into an open area away from trees, buildings, walls and power lines.
- In a high-rise building, stay away from windows and outside walls. Do not use elevators (elevators must not be used until inspected by service personnel after the earthquake).
- When driving, pull over to the side of the road and stop, but not under overpasses or power lines. Remain inside the vehicle until the shaking is over.

After the Shaking

Remain calm

- Implement your earthquake plan.
- Care for the injured.

- Immediately check for injuries among fellow workers and render first aid as needed. You may also have clients or visitors that will need your help. Seriously injured persons should not be moved unless they are in danger of further injury. In addition to the Emergency Response Team, any employee with first aid training should be prepared to help the injured.

Assess the situation. - Check for:

- Fires and fire hazards, especially for gas leaks and damaged electrical wiring.
- Building cracks and damage. Check all overhead items for possible collapse such as suspended ceiling tiles, light fixtures and heating ducts and grills.
- Exits. Check to see if they are still usable and not blocked by falling equipment or furniture. Make sure exit doors are operable.
- Available resources such as manpower and equipment.

Evacuate, if appropriate

For most minor earthquakes, you do not need to evacuate the building, especially if there are no immediate signs of damage. If appropriate, proceed in a calm, orderly manner to the nearest safe exit. Watch out for objects that may fall off the outside of the building such as bricks and window glass. Once outside, report to your designated assembly areas.

Prepare for aftershocks

A series of aftershocks of varying magnitude and duration usually follow every earthquake. Although these aftershocks are generally not as strong as the main quake, they can result in additional damage or injuries.

Any building that shows signs of structural damage should be evacuated until a building inspector or structural engineer can check it.

Additional damage to building contents can be minimized by removing heavy items from high places, securing unstable objects and placing breakables in a safe location.

Cooperate with Emergency Response Teams

The County has established a network of Facility Managers and Emergency Response Teams, made up of trained employees, to coordinate disaster recovery efforts. They will initiate search and rescue operations, perform emergency first aid, abate hazards, make preliminary damage assessments, etc.

Able-bodied employees should be prepared to assist Emergency Response Teams. While employees are not expected to take on any tasks that may endanger their safety, they may assist with first aid to the level of their training and with other tasks vital to a smooth emergency response.

Other do's & don'ts

- Don't light matches or operate electrical equipment in areas where gas leaks are suspected.
- Do use portable radios for emergency information. Tune to any large local radio station in your area.
- Don't use telephones unless it is to report emergency information.
- Do cooperate with fire, police and emergency response team personnel.
- Don't drive unless necessary. Keep the streets clear for emergency vehicles.

4.6.6 Elevator Emergencies

County elevators usually move people safely and efficiently, but occasionally an elevator will malfunction; in rare cases the malfunction will constitute an emergency. The most common emergency is becoming a trapped passenger - the elevator door will not open and allow you to exit. Although being trapped can be alarming to the occupants, it is generally not life threatening.

What To Do if Trapped in an Elevator

Stay calm. All the County elevators have built in safety features to prevent them from running when it is unsafe.

Calm other passengers in the elevator and assure them they are safe.

Try pressing and holding the "door open" button. If the door opens and the elevator is level at a floor, exit the elevator and notify the repair desk at 299-3682.

Try turning the "emergency stop" switch from on to off and back to on. You should hear a bell when the switch is turned to the off position. Press a floor button and hold the "door open" button. The elevator may move when you return the emergency stop switch back to the on position.

Try pushing the elevator doors closed. If the doors are open even slightly the elevator will not run.

All County elevators are equipped with phones and instructions for their use. Dial 299-3682 and report the building and elevator in which you are trapped.

Again, remain calm. You are in no immediate danger. The County has elevator mechanics on duty; one will be contacted by radio and dispatched immediately to your location. Do not attempt to exit the elevator that is not level with the floor without an elevator mechanic. Injury can result; stay inside. Should you wish an update on the response, redial 299-3682.

What To Do if You Find Someone is Trapped in an Elevator.

There is an alarm button in all elevators that will signal that someone in the elevator requires assistance. From the elevator lobby, it will usually be heard as a ringing bell. If you hear this alarm signal:

Locate the elevator and ask the occupants if they are okay.

Review with them the steps outlined above.

Report the elevator with trapped persons to 299-3682. Also, advise the Facility Manager and the ERT members.

Remain outside the elevator and maintain communication with the occupants. Talk to them and reassure them until the elevator mechanic arrives. Do not attempt to help them exit an elevator that is not level with the floor - injury can result.

If the situation is out of control, (i.e., the occupants are panicked or there is a potential for medical problems), do not hesitate to call 911.

As is the case with any emergency, plan ahead. Building Operations staff are available to meet with the Facility Manager, the ERT members and the Safety Committee to review elevator operation.

4.6.7 Evacuation

Why Evacuate?

There are a number of reasons to evacuate a County facility. The most obvious is when a fire threatens the safety of the occupants. Other reasons may include the threat of toxic fumes from chemical spills within the building, bomb threats when there is enough information to believe it is not a hoax and when the building may have been damaged by a strong earthquake.

When to Evacuate

Evacuations may be initiated in several ways:

Activation of the building fire alarm system (not all buildings have such a system but for those that do, evacuation should begin immediately without questioning whether or not it is a false alarm).

- Spontaneous evacuation in response to an observed emergency.
- Facility Manager, Emergency Response Team or a Supervisor's request to evacuate.

When NOT to Evacuate

There may be situations where it is more dangerous to leave the building than it is to stay inside. An example might be a toxic cloud that is passing by outside. In situations such as these, take appropriate measures (such as shutting off the ventilation system and closing doors and windows) and tell employees to stay inside.

How to Evacuate a Building Safely

When an evacuation becomes necessary, you should:

- Calmly and quickly proceed to the nearest safe exit.
- Instruct clients or visitors who are present to exit with you.
- Use only the EXIT stairways (Note: climbing stairs can be hazardous if you wear high heeled

Shoes. You should keep a spare pair of "stair shoes" near your workstation.)

- Never use an elevator unless told to do so by the emergency response personnel. Elevators may malfunction and trap their passengers during a fire or following an earthquake.
- **At** the time of the evacuation announcement, you will not know how long it will be before you will be allowed to re-enter the building. For that reason, you should take all necessary personal possessions with you (purse, keys, eyeglasses, medications, jacket or sweater, etc.). Do not take items that are unnecessary. If time allows, turn off equipment that if left on and unattended, they could become a hazard or be damaged.

Know Your Emergency Exits

Most people are only aware of how they entered the building and will, therefore, use the same route to leave. In an emergency, it may be necessary to use an alternate route. Learn the location of ALL exits from your work area or building, and practice an evacuation on your own to find out where exits lead. Be aware of ALL available exits in the event the regular one(s) becomes unusable. All County buildings are required to have a floor plan posted with the exits clearly indicated.

Evacuation Assembly Area

Each County facility has a designated evacuation assembly area. These are usually located away from the building in a parking lot. The assembly area may be sectioned off to allow for an orderly assembly according to floor or department. **Once** the evacuation order is given, proceed directly to the evacuation area and remain there until told to do otherwise.

Search and Rescue

During an evacuation, the facility Emergency Response Team will be searching the building to ensure that no one is left behind. It is important to identify anyone in the building that may have a disability that would make their exiting difficult; a

plan for assisting them should be developed. To ensure that no one is left behind, the facility Emergency Response Team will search the building before exiting.

Evacuation Drills

You are expected to participate in any evacuation drill and to cooperate with the Facility Manager, Emergency Response Team and Department Managers. These drills are conducted to familiarize you with the emergency exits and evacuation procedures for your facility. They also help to identify problem areas such as alarms that may not be functioning properly or obstacles that might hamper evacuation.

4.6.8 Fire and Smoke

Hazards of Fire & Smoke

Fires in buildings produce extreme heat and toxic gases and smoke. Most deaths are directly attributed to the inhalation of the gases and smoke. Even small amounts of gases and smoke can be fatal and must be avoided.

If an ERT is not available, you may attempt it only if the fire is small and you know how to safely use the fire extinguisher. Before you try to put out the fire, alert the building occupants of the danger and report the fire by calling 911.

Fire Scene Priorities

- Evacuate - remove anyone in immediate danger
- Report - dial 911, sound the fire alarm
- Confine - close off the room/area burning
- Extinguish - attempt only if trained and can be done safely

Evacuate the people

Remove anyone who may be in immediate danger from the fire or smoke. Depending on the size and type of fire, this may involve evacuating a very small area or an entire building. Life safety is always the number one priority. Stay low (crawl if necessary) to avoid breathing the smoke.

Report the fire

If there is a building fire alarm, activate it immediately upon discovering fire or smoke. This will also alert other occupants in the building that they should start to evacuate. Always dial 911 and report the emergency. Also notify your facility Emergency Response Team, Facility Manager and Department Managers.

Confine the fire

Most fires start small but can rapidly become out of control. Close doors and windows in the area to prevent the spread of fire and smoke to other parts of the building.

Extinguish the fire

Extinguishing a fire should be your last priority and is normally done by the Emergency Response Team.

4.6.9 Fire Extinguishers

There are several types of fire extinguishing equipment. County employees have access to two basic types - portable fire extinguishers and hose lines. Each type is designed to be used on a specific type(s) of fire.

Classes of Fires

Because different extinguishing agents must be used on different kinds of fires, fires are classified into the following four types:

Class A

Fires in ordinary combustible materials (such as wood, clothing, paper, rubber, and many plastics)

Class B

Fires in flammable or combustible liquids, flammable gases, greases and similar materials

Class C

Fires in energized electrical equipment (such as computers, transformers, motors and appliances)

Class D

Fires in certain combustible metals (such as magnesium, titanium, sodium, potassium, etc.). Fires of this sort usually occur in industrial shops and are not common for the type of work performed in County buildings.

All fire extinguisher labels display letters and/or symbols to indicate which types of fires they can be used on.

Types of Fire Extinguishers

There are several types of fire extinguishers available throughout County buildings.

Pressurized Water Rating: Class A.

This type of fire extinguisher contains water and can only be used on Class A fires (ordinary combustibles). Because of their limited effectiveness, this type of extinguisher is being phased out.

Carbon Dioxide (CO₂) Rating: Class BC.

Carbon Dioxide prevents combustion by displacing the oxygen in the air surrounding a fire. Its principal advantage is that it does not leave a residue, a consideration that may be important in laboratories, areas where food is prepared and areas where there is electronic equipment. Its main disadvantages are that its high moisture content and refrigerating effect can damage computers.

Multipurpose Dry Chemical Rating: Class ABC.

Dry chemical fire extinguishers are the most common type found throughout County buildings. While they are effective on all common types of fires, the powdery residue it leaves behind may be detrimental to computer systems and electronic equipment.

Halon Rating: ABC or BC.

Because it leaves no harmful residue, this type of extinguisher was preferred in a computer room or where very delicate electronic equipment is in operation.

It has been replaced by other systems (such as Halon) that do not harm the ozone layer.

Location of Fire Extinguishers

Fire extinguishers are located throughout the work areas. They are usually mounted on a wall near an exit. In hard to find locations, they are posted with signs on walls or columns.

Fire Extinguisher Operation

There are four steps to operating a fire extinguisher.

1. Pull the pin

A small pin inserted through the handle of the extinguisher prevents accidental discharge. It is held in place by a small plastic strap that will break easily when the pin is pulled.

2. Aim the nozzle

Aim the hose/nozzle at the base or near edge of the fire. Don't aim at smoke or high flames.

3. Squeeze the handle

Squeeze the handle to discharge the extinguishing agent.

4. Sweep the nozzle

Sweep the nozzle from side to side, pushing the fire away from you.

Safety Precautions

Keep the following safety precautions in mind when attempting to extinguish any fire:

- Be sure you have first reported the fire.
- Make sure you have the correct type of extinguisher for the particular class of fire.
- Make sure that you know how to use the extinguisher. If you have not received fire extinguisher training, you should not attempt to use the fire extinguisher.
- Stay between the fire and an exit. Leave yourself a way out in case the fire gets out of control.
- Never turn your back on a fire you think is out - it may reignite.
- Call the fire department and inform them that there was a fire. Let them determine that the fire is out.
- Do not attempt to extinguish a fire greater than 36 inches in diameter with a fire extinguisher.

4.6.10 Hazardous Materials Emergencies

There is always the possibility of a hazardous materials incident in a County facility. Fortunately, such incidents are rare and are seldom of a large scale. Nonetheless, preparation for such incidents should be made, even in office environments. If any hazardous materials are on site, they must be properly handled and stored - and their potential to cause injuries must be taken seriously.

Prevention

A key element in working safely with hazardous materials and preventing accidents is to have a thorough knowledge of each of the materials used at your worksite. The County, through first line supervisors, provides information about chemical hazards via a comprehensive written Hazardous Communication Program which includes container labeling, Material Safety Data Sheets and training. If you have questions or do not fully understand the hazards of the materials you are working with, ask your supervisor.

Many chemicals are stored in sufficient quantity to require the preparation of a Hazardous Materials Management Plan that requires documentation of safe storage. Storage sites subject to this requirement are inspected by fire departments. A variety of other laws govern such subjects as toxic gases, storage tanks, etc.

Reporting an Emergency

- Where the situation poses a life hazard or potential for fire or explosion, dial 911.
- Notify your supervisor.
- Notify the Facility Manager.
- FAF MAC Room: 299-3682
- Call Occupational Safety and Environmental Compliance (OSEC) at 441-4280.

Other numbers that may be helpful:

- Poison Control: (800) 876-4766

- Occupational Medicine/Employee Health: 1(888)334-1000. Their doctors are trained in toxicology and can be contacted via pager 24 hours a day.
- County Health Department: 885-4214

Emergency Response

Only employees with specific training should attempt to respond to a hazardous materials incident. Generally, the Emergency Response Team and employees are not adequately trained to handle incidents that pose a threat to employee health or safety or a threat of fire or explosion. Leave such response to the local fire department and its hazardous materials response team.

- Remove anyone in immediate danger.

Anyone who may be in immediate danger from a hazardous materials incident should be moved to an area of relative safety. (Note: This should only be attempted if it does not endanger your life or the lives of others around you.)

NOTE: In certain circumstances, such as toxic smoke from a fire upwind, it may be safer to stay inside, shut the doors and windows, and turn off the building's ventilation system. In many buildings, the FAF MAC Room (299-3682) controls the ventilation from their location at Berger Drive.

- Follow procedures.

Departments that use/work with hazardous materials should have written procedures that address their safe use and what to do in an emergency. Depending upon the type of material involved, the degree of hazard and the level of training employees have received, it may be appropriate that they handle small spills or leaks that do not present a life threatening risk or threat of fire or explosion.

- In all cases, use good common sense and judgment, and take a conservative approach - that is, when in doubt, err on the side of caution.

4.6.11 Medical Emergencies

First Aid & CPR Training

This section is designed only as a quick overview of employee responsibilities in the event of an injury or illness; it is not designed to provide medical advice or take the place of organized first aid training. First aid and CPR classes are available to employees who are part of the Emergency Response Team. Classes may also be available to other employees whose job requires such training. For more information contact ESA Risk Management/Insurance at 441-4343.

Medical Emergencies

Medical emergencies may include either injuries or illness, and involve employees, clients or visitors. Regardless of the nature of the medical emergency, prompt intervention by a person trained in first aid can save lives and prevent needless suffering.

The County has trained employees on the Emergency Response Team to provide basic first aid. Hundreds of other employees have also taken varying levels of first aid training. These employees should be immediately told of any medical emergency.

Employees may render initial first aid while waiting for the arrival of medically trained personnel. Those who choose to render first aid should do so to the level of their training. Remain calm, as this will help you do the right thing and also instill confidence in those you treat.

Reporting Medical Emergencies

Report all medical emergencies to a medically trained individual. Report potential life threatening emergencies immediately by dialing 911 and also by alerting the facility Emergency Response Team. Any injury to an employee must also be reported to the employee's supervisor.

Emergency First Aid Supplies

A First Aid kit at every work site contains supplies to treat minor injuries. A more elaborate Trauma Kit which contains special supplies for the treatment of more severe or life threatening injuries is located at each facility. This Trauma Kit is to be used only by

the members of the facility Emergency Response Team. Inventories of Trauma Kit supplies are kept with the kits.

First Aid Tips

- **Survey** the scene for hazards. Ensure your personal safety first. Eliminate any potential hazards that threaten your safety or that of the victim. If your personal safety cannot be ensured, wait for trained emergency response personnel.
- Employees giving first aid need to be trained and recertified every two years.
- Treat life threatening conditions first.
- Refer to the ABC's of first aid:
 - Airway - is something blocking it?
 - Breathing - is the victim breathing?
 - Circulation - is there a heartbeat or pulse?
- Other potential life-threatening conditions include: severe bleeding, unconsciousness and shock.
- Apply direct pressure to bleeding wounds. This will usually stop the flow of blood. Wear latex gloves.
- Keep the victim comfortable. Many times this is accomplished by lying them down and keeping them covered if they indicate they are cold.
- Don't move victims except from an area that would further endanger their lives.
- Do not give an unconscious or semi-conscious person anything to drink.
- Do not let victims see their wounds.
- Reassure victims, stay with them, and keep them comfortable.
- Stay calm.

Ambulance & Fire Department Response

Whenever a medical emergency is reported by dialing 911, an ambulance and fire department emergency medical team is usually dispatched. If there is someone available to assist you, it is advisable to have him or her meet the emergency responders. This is especially important when the medical emergency occurs inside a large building.

Upon their arrival, the ambulance & fire department emergency medical team will take over the care of the injured person. They will usually ask you some questions about the care provided and the circumstances of how the emergency occurred. Based upon their more advanced medical training, they may or may not recommend the injured person be transported for further examination or treatment.

4.6.12 Search and Rescue

This section is designed only as a quick overview of employee responsibilities in the event of a search or rescue. It is not designed to provide detailed information or take the place of organized training.

Protect Yourself and Know Your Limitations

Take care of yourself first. If not properly prepared, you may very well become a victim.

Know your limitations. Search and rescue during an emergency can be extremely hazardous. Many times an untrained rescuer will become a victim. A rescuer who becomes another victim becomes a burden to the rescue effort.

Employees need to take instructions from the fire department, the ER team members, the police department and any other people responding to the emergency.

Assist any people doing a search & rescue with information. Let them know if there is the possibility that an individual is still inside of the building. Information about where the individual can possibly be in the building can be invaluable to the rescue of that individual.

Information of people who are missing some times is discovered at the Evacuation Assembly Area during roll call. Please let the person taking roll call know if some one had left the office, did not come to work or if you have knowledge that someone is still in the building. Be responsible for visitors, contractors, and employees that may not normally be working in your building.

Stay at the Evacuation Assembly Area until you are dismissed. During an emergency, any one not at the Evacuation Assembly Area would be presumed trapped in the building and would trigger a rescue for someone not in the building. After evacuating the building go directly to the Evacuation Assembly Area.

Stay in the Evacuation Assembly Area until you are instructed to leave. Keep clear of emergency personnel and equipment.

4.6.13 Supplies and Equipment

Depending on where you live and the nature of your job, you may need to stay at work for a period of time after an emergency (most likely a major earthquake). Keeping a few personal supplies in your desk will make your stay or the long walk home a little easier.

In your desk or locker

- Flashlight and extra batteries (Batteries keep best in the refrigerator).
 - Portable radio and extra batteries.
 - Water. While it is not imperative that you change the water, you may want to check it every six months or so to make sure the container is still sound.
 - Food: Select items that have a long shelf life, such as canned or non-perishable foods. Tape a hand-operated can opener to a can.
- Water
 - Snack
 - First-aid kit
 - Mylar space blanket (a small metallic cover used by campers that can be purchased at most sporting goods stores).

Personal items

While not strictly necessities, you may want to include these items in your emergency package if you anticipate a longer stay at work:

- Toilet tissue
- Razor and shaving cream
- Feminine hygiene
- Toothbrush, toothpaste and dental floss
- Towlettes - wash and dry
- Extra pair of eye glasses

Hygiene

Since the toilets may not work after a quake, you can line the toilet bowl with a sturdy plastic bag (keep a supply handy) or store a portable toilet.

In your car

- Comfortable walking shoes

4.6.14 Training Resources

Training

The American Red Cross offers first aid and disaster training - contact the San Jose Chapter at (408) 577-1000

The County coordinates training for Emergency Response Team members. Contact your departmental training coordinator for more information.

The County Office of Emergency Services will provide a speaker to County departments to discuss disaster preparedness. 808-7800.

Some city Offices of Emergency Services offer speakers as well; contact your city government.

Videos and Literature

ESA Insurance	441-4340
County Office of Emergency Services	808-7800
Occupational Safety and Environmental Compliance	441-4280
Association of Bay Area Governments	(415) 464-7900
Bay Area Regional Earthquake Preparedness Project	(415) 540-2713
U. S. Geological Survey	(415) 329-4390

Public libraries

4.6.15 Emergency Assistance for the Disabled

One can expect that some of the disabled will require assistance to evacuate during fires, after an earthquake or other emergency. The ERT Coordinator should assign a member to assist them to the stairwell.

Those who can not exit the building by the stairs should wait in an assigned area in the landing of the stairwell. The assigned ERT member that assisted will exit the building and immediately report the location of the disabled evacuee to the responding fire department's Incident Commander. A fire department rescue team will evacuate the disabled individual from the building. The building's ERT Coordinator will designate an appropriate location to shelter in place those who cannot immediately exit the building.

The ERT will escort the blind and deaf down stairs and to the evacuation assembly area. The ERT will assign a member and alternate to provide this service. Disabled individuals should inform the building's ERT Coordinator of their need for this assistance.

4.7 Appendices

4.7.1 Appendix A: Writing The Department Facility Emergency Plan

Department Heads, Facility Managers and Emergency Response Teams are responsible for working together to prepare a Facility Emergency Response Plan for their facility. This section contains the instructions for developing that plan. Examples are provided to illustrate the format and content that is to be used for all County facilities. Your plan should be modeled after the examples on the following pages. This will minimize confusion, especially on the part of employees who frequently travel between or transfer to other buildings.

Getting Started

Read Sections 4.4 and 4.5 before writing your actual facility plan. They explain the roles and responsibilities of those that are involved with accomplishing the plans, the County's Internal Emergency Response Program, and provide some general guidance in how to handle a variety of emergencies.

Instructions

The following pages are examples of what must be included in your Facility Emergency Response Plan. The instructions for completing each page are included on each page. Examples include:

Title Page - fill in the facility name, street address and city.

Introduction - use the copy supplied. It is the same for all County facilities and has been completed for you.

Table of Contents - organize your plan as listed in this example.

Emergency Telephone Numbers - contains a list of the numbers needed.

Emergency Response Personnel - Facility Manager, ERT members and other specially trained County employees.

Facility Site Plan - first of several drawings needed. Provides a bird's eye view of the facility and immediate surroundings.

Facility Floor Plan(s) - illustration of interior features of the facility. Also include emergency equipment.

Command Post, ERT Staging and Evacuation Assembly Area Plan - add this information to the "Facility Site Plan" drawing.

Utility Shutoffs - list this information on a floor plan drawing.

Emergency Response Report Form - use the copy supplied.

Emergency Procedures - insert facility specific procedures here.

In preparing your facility's emergency plan, coordinate with those agencies that may respond to the facility in an emergency, i.e.: local police, fire and emergency medical personnel. In-house resources would include GSA Building Operations, the County Fire Marshal, Office of Emergency Services, ESA Risk Management/Insurance, etc.

If you have questions regarding the development of your Facility Plan, contact the ERT Program Manager in ESA Risk Management/Insurance at 441-4343.

4.7.2 Appendix B: Facility Emergency Plan

EXAMPLE:

Facility Emergency Plan

for

(Facility Name)

(Address)

(City)

Introduction

Instructions

The example below includes the information that is helpful to include in your introduction.

EXAMPLE:

This is the Facility Emergency Plan for

_____ (your facility)

The information in this Plan is to be used by the Facility Manager, ERT Members, Department Managers and other specially trained employees in responding to a disaster/emergency at this facility.

This Plan contains:

Names and phone numbers of people/agencies to call for assistance.

Facility drawings showing the floor plans, emergency equipment locations, utility shutoffs, hazardous materials and staging areas for the responders and evacuees.

Procedures developed specifically for this facility.

Emergency Response After Action Report form that is filled out after every incident.

Since this Plan is a preparedness document, all sections are intended to be read and understood before an emergency. Upon the occurrence of a major emergency or disaster the plan becomes an emergency management guide.

Because names and telephone numbers frequently change, this Plan should be reviewed on a regular basis and updated as often as necessary.

When to Use This Plan

This Emergency Response Plan should be used during situations that require immediate response to save lives or property as a result of an emergency or disaster in a County facility. Consider this Plan to be officially activated when:

Serious or life threatening injury occurs.

Fire or smoke is discovered in the facility.

Evacuation of the facility is required.

Natural events such as a storm or earthquake have damaged the facility or threatened the life safety of its occupants.

External sources of toxic fumes or smoke from a nearby accident or fire may enter the facility. (Sometimes the best course of action to take is not to evacuate but to prevent entry of smoke and fumes through mechanical means).

Whenever the Department Head, Facility Manager or Emergency Response Team Leader believes it is necessary to do so.

Table of Contents

EXAMPLE:

Introduction

Emergency Telephone Numbers

Emergency Response Team Members

Facility Site Plan.....

Facility Floor Plan(s).....

Facility Emergency Procedures

Emergency Response Report Form.....

Emergency Telephone Numbers

Instructions

This should be the first page in the Facility Emergency Response Plan section. The example illustrates some of the numbers that would most likely be needed.

Before listing specific phone numbers and the name of the company or agency, verify that they are the correct ones for your facility. Do not assume that just because your facility is located in a city that that city is the provider of the services you are calling for. For example, San Jose has several different water companies. If the main water line coming into your building were to burst, you would want to call the right company.

The items most likely to change on this page are the names of the Facility Manager and the alternate. For that reason, the information must be routinely checked for accuracy and updated as needed.

EXAMPLE:

Name of your facility: _____
Address: _____
Phone: _____

Facility Manager:
(Name)
(Department & where located)
(Work and, possibly, other phone number)

Alternate Manager:
(Name)
(Department & where located)
(Work and, possibly, other phone number)

Emergency Telephone Numbers

- Fire Department - (Name of) 911
- Police Department - (Name of) 911
- Paramedics/ Ambulance 911
- Poison Control - Valley Medical Ctr. 885-6000
- Suicide & Crisis - 24 hours 279-3312

Emergency Broadcast System
Any large local AM or FM radio or television station

Emergency Crisis Hot Lines
(Near the beginning of the Pacific Bell white pages)

Utility Companies
Gas company: _____ phone: ___-____
Electric comp _____ phone: ___-____
Water company: _____ phone: ___-____
Telephone - GSA Communications - 299-2515
Telephone - name: _____ phone: ___-____

In-house Numbers

GSA Building Ops. (24 Hrs.)	299-3682
Occupational Safety and Environmental Compliance	441-4284
GSA Communications	299-2501
Fire Marshal	299-3805
ESA Insurance	392-3460
Office of Emergency Services	299-3751
ERT Program Manager	392-3460

Other Emergency Tele. Numbers
Department Head (work and home)
Division Head (work and home)
Building Property owner if

applicable:

Updated as of ___/___/___

Emergency Response Team Members

Instructions

This should be page two of your Facility Emergency Plan. Below is an example of the information that should be listed and a suggested format. Since the information on the page is very likely to change, it should be updated as often as necessary.

EXAMPLE:

Facility Manager:

(Name).....
(Location).....(Office and, possibly, other phone numbers)

Alternate Facility Manager:

(Name).....
(Location).....Office and, possibly, other phone numbers)

Emergency Response Team Leader

(Name).....
(Location).....(Office and, possibly, other phone numbers)

Alternate Emergency Response Team Leader

(Name).....
(Location).....(Office and, possibly, other phone numbers)

Emergency Response Team Members

- (Name and location.....Phone number)
- (Name and location.....Phone number)
- (Name and location.....Phone number)
- (Name and location.....Phone number)
- (Name and location.....Phone number)

Updated as of __/__/__

Facility Site Plan

Instructions

The Facility Site Plan should be page three of the Facility Emergency Plan. Refer to this drawing whenever there is a need to evacuate the facility. Include in the drawing:

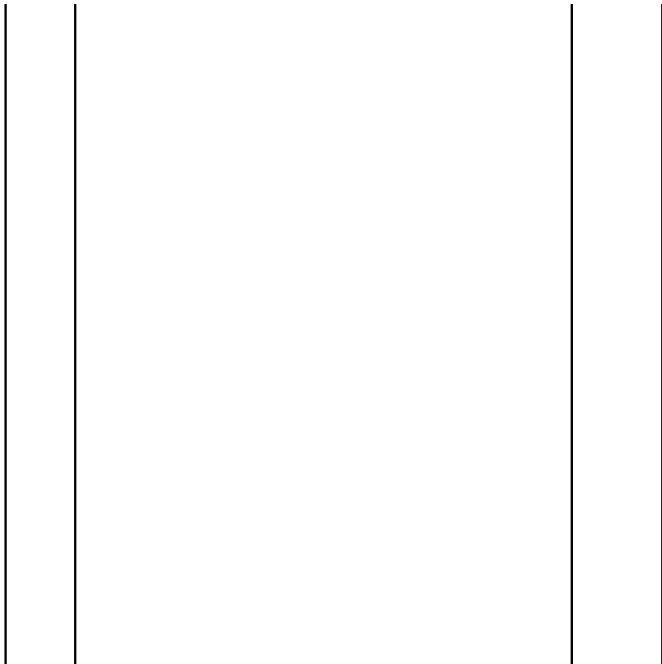
- The outside perimeter of the facility.
- The Emergency Response Team Staging Area
- Parking lots, sidewalks and open areas.
- The Evacuation Assembly Area
- Other buildings in the immediate proximity of the facility.
- An arrow pointing North.
- The Command Post

Whenever the facility is evacuated, the occupants, command staff and the ERT members must be moved to safe locations. When determining these locations, take into account traffic, emergency vehicle routes, and hazards such as toxic smoke, fumes, etc. It is useful to have the Command Post and the ERT Staging Area located relatively close to each other but away from the other evacuation assembly locations. Work with the responding public agencies when deciding on these locations.

Like the rest of your Facility Emergency Plan, this drawing may require updating. Be alert to:

- Additions to the building that change its basic shape.
- Modifications to parking lots, sidewalks and open areas.
- Construction of new buildings in the immediate proximity of the facility.

EXAMPLE



Floor Plan

Instructions

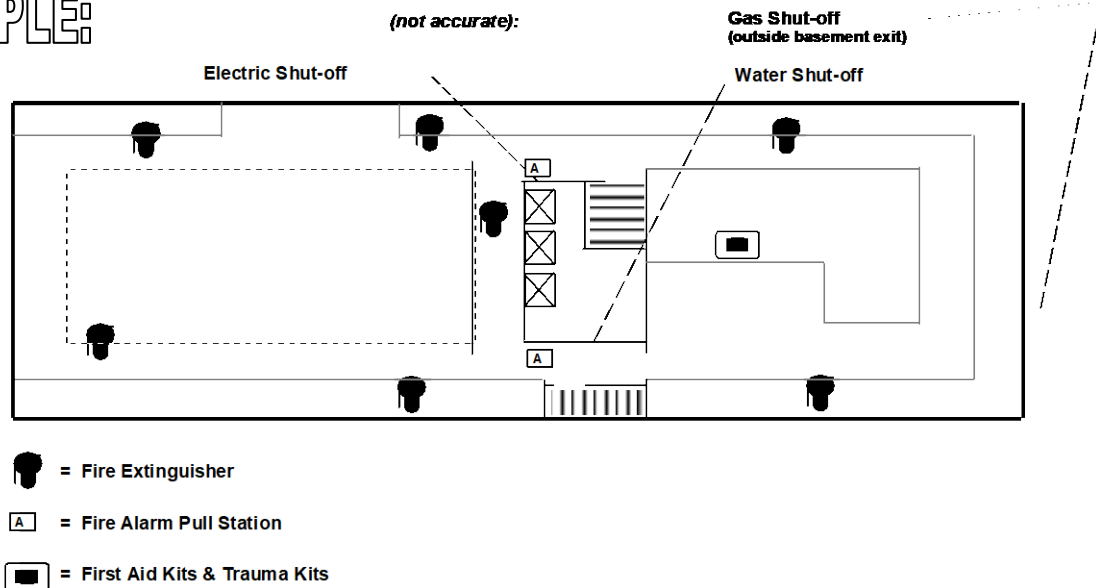
The Floor Plan(s) should show emergency-related items inside of your building. Include:

- Hallways, aisles, exits
- Fire hoses and extinguishers
- First Aid Kits & Trauma Kits
- Elevators and stairs
- Fire alarm pull stations
- Utility shutoffs. A maintenance person can show you the locations of these switches and valves.

Depending upon the size of the facility and the number of unique or different floors, it may be necessary to provide several floor plan pages. Each page should be readily identified and drawn to the same scale. It is often helpful to identify major rooms by name or room number.

A detailed drawing will greatly assist the ERT members and any of the public agencies that may respond to an on-site emergency. For anyone not familiar with the facility, it can show the location of the emergency. A drawing can also be used to keep track of emergency activities such as searches.

EXAMPLE:



Facility Emergency Procedures

Instructions

Some facilities have unique features or functions that require special emergency procedures. List those procedures here; use additional pages if necessary.

EXAMPLE:

- Equipment or lab operations that may need to be shut down before the building is evacuated.
- Special hazards, such as gases or biohazards.
- Specialized equipment or systems that may be damaged or cause injury if utilities are shut off.
- Special security concerns.
- Clients or patients with special needs.
- Special procedures for inclement weather.

4.7.2 Appendix D: Bomb Threat Checklist

Bomb Threat Checklist PLACE THIS LIST UNDER YOUR TELEPHONE FOR EASY REFERENCE.

1. Exact wording of the threat: _____

Remain calm and keep the caller on the line as long as possible. Ask to have the message repeated.

2. Ask the caller:

• There are a lot of people who could be injured. What can you tell me? _____

- When is the bomb going to explode? _
- Where is it right now? _____
- What kind of bomb is it? _____
- What will cause it to explode? _____
- Did you place the bomb? _____
- Why? _____
- What is your address? _____
- What is your name? _____

3. Report the threat immediately to your supervisor, the Facility Manager, and (in some cases) 911 (or 9-911). Wait for further instructions.

4. Be prepared to describe the threat in as much detail as possible to the police. Record information here:

a) Voice characteristics:

Sex :__ Age: (approximate) _____

- | | | | |
|----------------------------------|-----------------------------------|--|---|
| <input type="checkbox"/> Calm | <input type="checkbox"/> Loud | <input type="checkbox"/> Distinct | <input type="checkbox"/> Nasal |
| <input type="checkbox"/> Angry | <input type="checkbox"/> Laughter | <input type="checkbox"/> Slurred | <input type="checkbox"/> Stutter |
| <input type="checkbox"/> Excited | <input type="checkbox"/> Crying | <input type="checkbox"/> Lisp | <input type="checkbox"/> Cracking voice |
| <input type="checkbox"/> Slow | <input type="checkbox"/> Normal | <input type="checkbox"/> Raspy | <input type="checkbox"/> Disguised |
| <input type="checkbox"/> Rapid | <input type="checkbox"/> Deep | <input type="checkbox"/> Clearing throat | <input type="checkbox"/> Accent |
| <input type="checkbox"/> Soft | <input type="checkbox"/> Ragged | <input type="checkbox"/> Deep breathing | <input type="checkbox"/> Familiar |

If voice is familiar, whom did it sound like? _____

b) Background noises:

- | | | |
|--|---|--|
| <input type="checkbox"/> Street noises | <input type="checkbox"/> Music | <input type="checkbox"/> Local |
| <input type="checkbox"/> Restaurant | <input type="checkbox"/> Household noises | <input type="checkbox"/> Long distance |
| <input type="checkbox"/> Factory Machinery | <input type="checkbox"/> Animal noises | <input type="checkbox"/> Clear |
| <input type="checkbox"/> PA System | <input type="checkbox"/> Motor | <input type="checkbox"/> Static |
| <input type="checkbox"/> Office Machinery | <input type="checkbox"/> Voices | <input type="checkbox"/> Other: _____ |

c) Threat language:

- | | | |
|--------------------------------------|-------------------------------------|---|
| <input type="checkbox"/> Well spoken | <input type="checkbox"/> Incoherent | <input type="checkbox"/> Irrational |
| <input type="checkbox"/> Foul | <input type="checkbox"/> Taped | <input type="checkbox"/> Message read by threat maker |

d) Other details:

Remarks: _____

Time of threat: _____ Date: _____ Phone # where threat was received: _____

Your name: _____ Position: _____