

EMERGENCY RESPONSE GUIDE

Desktop Version

YOUR EXACT LOCATION

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








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SECURITY CALL NUMBER

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Active Killer

**IF INCIDENT IS OUTSIDE
THE FACILITY**

Find a designated safe room inside the facility which can be locked.
Stay in the room, lock the door, turn off lights, and remain away from windows and doors.
Notify others around you of the situation.
Call 911 and explain your situation and exactly where you are in the building.
Stay in the room until you have been given the all-clear by an appropriate authority.

**IF INCIDENT IS INSIDE
THE FACILITY**

RUN - if there is a safe and quick way out of the building.*
Leave all belongings behind and run (it is okay to take your cell phone if close by).
Do not be persuaded by others who insist on staying.
Help and encourage others you encounter along the way to run.
Try to keep others from entering the area where the shooter might be.
Follow directions of those in authority.
Keep your hands visible and in front of your body with your palms up.
Do not try to help any wounded individuals.
Evacuate to assembly location determined by your agency.
Call 911 after you are safely out of the building.

HIDE - if you cannot safely exit the building because there is not an escape route.
Stay calm and do not use a loud voice when speaking to others.
For your hiding place:
Get behind as many locked doors as possible.
Barricade yourself behind desks, tables, file cabinets, etc.
Do not stand by the door or drywall surrounding the door.
Do not close off other movement options for you if there is another area you can move to and hide.
Call 911 and quietly report your situation and where you are in the building:
If it is not safe to speak, leave the phone on and let the dispatcher listen to what is going on in your area.
Keep away from all windows and doors.
Be still and quiet (turn off cell phone ringer and vibrator, radio, music, etc.).
Do not respond to any voices unless you are absolutely sure it is not the shooter.
Do not leave your hiding place until you have been given the all-clear by an appropriate authority.

FIGHT - only as a last resort if the shooter enters your area and if your life is in imminent danger.
Act aggressively - Fight for your life!
Improvise weapons. Look for sharp items. Throw items at the shooter. Yell or scream.
Spray a fire extinguisher if available.
Commit to action that will save your life and the lives of others.

Run, Hide, Fight video: <https://youtu.be/5VcSwejU2D0>

*As a general matter, try to stay mindful of all escape routes in advance of any emergency situation.



Anger Management/ Violence

DEALING WITH AN ANGRY CUSTOMER

Remain calm and maintain a positive attitude.
Listen empathetically, affirm the customer's feelings, and provide the hope for resolution.
Activate a duress alarm or call security if the situation appears to be escalating toward violence.
If safety is an immediate issue, leave and get behind closed doors.
If safety is not an immediate issue, BUY TIME by saying things like:
 I want to help you; let me see what I can do.
 My computer has been acting up; let me find another computer to help you with.
 You make a good point; let me get with my supervisor.

RESPONDING TO A VIOLENT INCIDENT IN THE YOUR FACILITY

Activate a duress alarm or call security immediately.
Do not attempt to disarm someone who has a weapon.
Evacuate the area, leaving belongings behind.
Prevent others from entering the area.
Find a safe place to hide and remain quiet.
Follow-instructions from law enforcement.
Afterward, complete a detailed incident report.

WHAT TO LOOK FOR TO ANTICIPATE A POTENTIALLY VIOLENT INDIVIDUAL

Increasing belligerence.
Talking to themselves.
Sensitivity to criticism.
Violent comments or threats.
Obsession with weapons, violent themes, or recent violent events.
Outburst of anger.
Noticeable changes in behavior.
Tense muscles, bulging or darting eye movements.
"Fidgeting," involuntary movements.
Staring or avoiding eye contact.
Closed, defensive body posture.
Disheveled appearance.
Rapid and/or confused speech.
Use of profanity and obscene gestures.

Links to more detailed information:

<http://ala-apa.org/newsletter/2013/11/12/workplace-violence-are-you-prepared-to-manage-a-crisis-situation>
<http://www.osha.gov/SLTC/workplace-violence>



Hostage Taking

IF YOU OBSERVE OR HEAR ABOUT A HOSTAGE SITUATION

Remove yourself from the area of danger.
Run against the flow of arriving SWAT teams with your palms held in front of you and up.
Call 911 and report the situation, your location, and the area in which hostages have been taken.
Be prepared to give law enforcement the following information:
 Location of the incident.
 Number of possible hostage taker(s).
 Any physical description of the hostage taker(s).
 Any weapon (big/little gun or rifle or assault weapon) you observed or know about.
 Number, name(s), and description of possible hostage(s).

IF YOU ARE TAKEN HOSTAGE

Remain calm and cooperate with your captor(s).
Do not try to escape; be submissive and obey.
Avoid eye contact.
Do not complain, be belligerent, or argue.
Do not make sudden movements or hostile comments.
Try to observe and remember the following about your captor(s):
 Physical appearance and traits.
 Clothing.
 Voice patterns.
 Other distinguishing characteristics.
 What they say are their reasons for taking hostages.
Avoid political or ideological discussions.
Get to know your captor(s); try to establish a personal relationship.
Try to stay low to the ground and/or behind cover.
Stay away from windows or doors.

DURING THE RESCUE EFFORT BY LAW ENFORCEMENT

Drop to the ground and stay still, or cross your arms, bow your head, and stand still.
Make no sudden movements and do not stand up.
Listen for and obey all instructions from first responders (e.g., SWAT team).
Don't argue with or resist a rescuer.

Links to more detailed information:
<http://streetsensesafety.ca/wordpress/surviving-hostage-situations/>



Fire

IF YOU DISCOVER A FIRE

REMAIN CALM – DO NOT PANIC.
Activate nearest alarm/pull-station (if one exists).
Call 911 then security and report the exact location of fire.
Inform your supervisor and/or floor monitor.
Prepare to leave the building.
DO NOT use the elevators.

**IF YOU EVACUATE
THE FACILITY**

Do not run.
Know your evacuation route and any alternate escape route.
When exiting your office area, turn off lights, close windows, and shut (do not lock) doors.
Open any doors very slowly to determine if fire or smoke is present on the other side.
Go to the nearest exit sign to stairs. If blocked go to another stairway to exit.
If there is smoke, get low to the ground as you exit the building. Place a shirt or wet cloth over your nose and mouth.
Evacuate to your designated assembly area.
Reenter the building only after getting an authorized all clear from fire officials.

DO NOT:

Use elevators to evacuate.
Delay evacuation by trying to retrieve personal belongings.
Open any door that feels hot or if there is evidence of smoke behind the door.

**WHEN TO USE A
FIRE EXTINGUISHER**

You or someone else has already called 911 or security.
You have been trained in the use of a fire extinguisher.
You determine that the fire is sufficiently small and has not spread.

**HOW TO USE A
FIRE EXTINGUISHER
("P-A-S-S")**

Pull the safety pin from the handle.
Aim low at the base of the fire (this is where the fuel source is).
Squeeze the lever (release to stop the flow).
Sweep from side to side, until all flames are extinguished.
Remember "one and done" – do not use an additional extinguisher.

WHAT TO DO IF YOU ARE ON FIRE

Stop and drop to the ground, cover your face, and roll.
Use a coat or other available material to cover the flames.
Roll over and over to smother the flames.

**WHAT TO DO IF YOU CANNOT
SAFELY EXIT THE FACILITY**

Try to find a location where you can be heard or seen and you are isolated from smoke and flames.
Links to more detailed information:
<http://www.usfa.fema.gov/prevention>
<http://www.fire.state.mn.us>



Medical Emergency

If you are faced with any type of medical emergency in the workplace, do the following:

CALL IMMEDIATELY (E.G. SECURITY OR 911)

Report your exact location in the building and give instructions on how to reach the injured person.
Stay on the line until the dispatcher tells you they have all the information they need.

STAY WITH THE INJURED PERSON

Have someone else meet first responders outside the building and guide them to your location.
Do not move the injured person unless moving the person is needed to avoid further injury. Administer first aid to the extent that you have been trained to do so.
While waiting for the first responders, summon help from anyone around you who has first-aid training.

IN THE EVENT OF CARDIAC ARREST

Call 911
Get an AED (if one is available) and use as soon as it arrives. Most AEDs have verbal instructions and can be used by persons with little training.
Begin CPR immediately.
Hands-only CPR: push hard and fast on center of chest (100 compressions per minute minimum).

5 COMMON MEDICAL EMERGENCIES

(First step: Call 911)

1. Chest pain/heart attack

Most heart attacks start slowly, with mild pain or discomfort.
Other common symptoms include shortness of breath, nausea/vomiting, and back or jaw pain.
Even if you're not sure it is a heart attack, call 911.

2. Dizziness/fainting

Check for alertness, and ask "Are you okay?" "Do you know where you are?"
If the person is unresponsive, check the person's breathing and pulse.
If not breathing or no pulse, start CPR.

3. Choking

As long as the person is coughing, they are breathing, so let them cough.
If person is no longer making noise, and their face is turning red, use the Heimlich maneuver.

4. Excessive bleeding

Apply pressure to the bleeding area.

5. Seizure

Assist the person to sit or lie down to avoid trauma due to involuntary falls.
Give the person room and remove sharp objects from the area.
DO NOT try to restrain the person or insert objects in their mouth.
Watch the clock to see how long the seizure lasts.

Links to more detailed information:

<http://www.heart.org/>
<http://www.redcross.org/>



Suspicious Package/ Unattended Item

A PACKAGE SHOULD BE CONSIDERED "SUSPICIOUS" IF

Is left unattended for an unreasonable period of time.
Is of unusual weight, odd shape, or appears to be leaking.
Includes badly written or misspelled labels.
Is missing or has a nonsensical return address.
Has outdated postmark or no postmark at all.
Has an unusual amount of tape or other wrapping material.
Emits a strange odor or makes noise (e.g., ticking, vibration, etc.).
Appears to contain electrical wire or aluminum foil.
Has excess postage or contains words on it like "Personal," "Private," or "Confidential."
Is located in a strange location (e.g., a package left in a bathroom stall or in a bush).

WHAT TO DO IF YOU DISCOVER A SUSPICIOUS PACKAGE

Do not touch or move the package.
Put the package down gently if you have been holding it.
Do not try to clean any substance on the package.
Leave the room and lock the door if you can.
Keep others out of the room.
Call 911 or security from a safe location and notify your supervisor.
Be prepared to describe the package and its location.
Do not use a radio or cell phone within 100 feet of the package.
Direct others to a safe location away from the package.
Wait for an official "all-clear" before returning to the area where the package was located.

IF YOU HAVE DIRECT SKIN CONTACT WITH THE PACKAGE

Wash contacted skin area with soap.
Rinse with water for 15 minutes.
As necessary contact your Hazmat team from the fire department.
Stay away from others until cleared by Hazmat.

Links to more detailed information:

<http://about.usps.com/publications/pub166.pdf>
<http://about.usps.com/securing-the-mail/suspiciousmail.htm>



Suspicious Package/ Unattended Item Checklist

1 Threatening Call Information

Location	_____	Date of Emergency	_____
Management	_____	Time of Emergency	_____
Date of Report	_____	Type of Emergency	_____
Chief Judge Notified	_____	Severity of Emergency	_____
Local Authorities	_____	Evacuation Level	_____

2 Assessment Information

Was the threat specific?	Yes ___	No ___	N/A ___
Did the bomb threat identified a suspicious package?	Yes ___	No ___	N/A ___
Did the caller identify any characteristics of the package?	Yes ___	No ___	N/A ___
Have the local authorities been notified?	Yes ___	No ___	N/A ___
Has the IMT notified?	Yes ___	No ___	N/A ___
Has the site been secured?	Yes ___	No ___	N/A ___

3 Suspicious Package Characteristics Information

Was the package hand delivered?	Yes ___	No ___	N/A ___
Is there any powdery substance on the outside of the package?	Yes ___	No ___	N/A ___
Is it unexpected or from someone unfamiliar to the addressee?	Yes ___	No ___	N/A ___
Was the receipt of the package followed by a call?	Yes ___	No ___	N/A ___
Was there no postage or excessive postage?	Yes ___	No ___	N/A ___
Was there a handwritten or poorly typed address, etc.?	Yes ___	No ___	N/A ___
Is the package addressed to someone no longer here?	Yes ___	No ___	N/A ___
Is there no return address or one that is not legitimate?	Yes ___	No ___	N/A ___
Is the package an unusual weight given its size or lopsided?	Yes ___	No ___	N/A ___
Is the package an unusual shape or does it have bulges?	Yes ___	No ___	N/A ___
Is there pressure or resistance when opening the package?	Yes ___	No ___	N/A ___
Is there an unusual amount of tape?	Yes ___	No ___	N/A ___
Is the package marked with restrictive endorsements?	Yes ___	No ___	N/A ___
Are there any strange odors or stains?	Yes ___	No ___	N/A ___

4 Form Summary Information

Date of Report	/	/	Date of Review	/	/
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Severe Weather/ Power Outage

TYPES OF WEATHER ALERTS FROM THE U.S. WEATHER BUREAU

“Advisory” means a weather condition is likely.

“Watch” means you need to pay attention and be ready to act.

“Warning” means you need to take shelter as soon as possible.

TORNADOS (IF YOU ARE INSIDE THE FACILITY)

Go immediately to an enclosed area in the center of the building, at the lowest floor possible. Interior stairwells and restrooms may be a good place to seek shelter.

Stay away from windows and atrium areas.

Crouch down, cover your head, and get under a protective barrier such as a desk.

DO NOT use an elevator to seek shelter.

Wait for an “all-clear” from an authorized individual before leaving your shelter.

TORNADOS (IF YOU ARE OUTSIDE THE FACILITY):

If possible, seek shelter in the lower level of a sturdy building.

If not, lay face-down on the ground in a gully or low lying area.

Cover the back of your head with your arms.

Stay far away from trees and cars.

LIGHTNING

Never stay outside during a thunderstorm, always seek shelter indoors immediately.

Stay off land-line phones, computers, and other electronic equipment.

Stay away from windows and atrium areas in the building.

Avoid contact with plumbing (sinks, faucets, etc.).

Do not lie on concrete floors or lean against concrete walls since they may contain steel supports.

POWER OUTAGE

Stop working and secure materials or files you have been working on.

Turn off or disconnect all electrical equipment.

If there is no emergency power/lighting available, then evacuate building in accordance with evacuation procedures.

Evacuate to assembly location determined by your agency.

DO NOT use elevators to evacuate the building.

Return to the building only after receiving an official all clear from an authorized person.

Links to more detailed information:

<http://www.nssl.noaa.gov>

<http://www.weather.gov>

<http://www.ready.gov/blackouts>

<http://www.redcross.org/preapre/disaster/power-outage>



Bomb Threat

IF YOU RECEIVE A BOMB THREAT BY PHONE

Gather as much information as you can and enter it in the attached bomb threat checklist.
As feasible, keep the caller talking and alert a co-worker or supervisor.
Do not hang up even if the caller hangs up.
Do not use the phone for any outgoing calls.
Look at "caller ID" and write down any number that appears.
As pre-determined with your supervisor, call security or 911 and report your situation.
Report the gathered information to your supervisor or appropriate authority.
Wait for further instructions.

IF YOU RECEIVE A BOMB THREAT DELIVERED IN PERSON

Without creating suspicion, activate a duress alarm if one is easily accessible.
Ask questions to try to get the information listed on your bomb threat checklist.
If this is not feasible, let the assailant leave as quickly as possible.
As soon as the assailant leaves, call 911 then security.
Report the gathered information to your supervisor or appropriate authority immediately.

IF YOU RECEIVE A BOMB THREAT DELIVERED IN WRITING

Do not handle the document or the envelope/package it came in. These items are evidence.
Contact security.
Keep others away from touching the document until security arrives.

IF YOU HEAR OF A BOMB THREAT IN THE FACILITY

Do not panic.
Stay calm.
Before doing anything, wait for instructions from your supervisor or appropriate authority.
Follow instructions carefully and quickly.
Do not use cell phones or any wireless communication devices.
Do not touch anything suspicious (i.e., package, electronic device, plants, flowers).
If ordered to evacuate the building, follow evacuation procedures and stay in designated evacuation areas away from the building.
Wait for an all clear from an authorized authority before reentering the building.

Links to more detailed information:

<http://emergency.cdc.gov/masscasualties/preparingterroristbombing.asp>

<http://www.dhs.gov/ied-attack-what-do>

<http://www.ready.gov/explosions>

