

EMERGENCY REFERENCE GUIDE

IN CASE OF FIRE

1. If a fire extinguisher is available and the fire is small or confined, i.e., trash receptacle, attempt to extinguish. ALWAYS have an exit to your rear when extinguishing a fire.
2. Call 911 and notify person in charge and advise of the situation.
3. If time permits, close windows and doors to your work area. Turnoff lights.
4. Follow Fire Evacuation Plan. (Team leaders should take take attendance once outside)
5. When gathering at assigned areas:

Fire

CHEMICAL EMERGENCIES

1. Notify
 - Person in charge
 - Fire Department at 911 and describe condition and type of hazardous material if known
 - Other staff
2. If the emergency is inside the building, evacuate the area involved and any surrounding areas as necessary.
3. Obtain material safety data sheet for chemical if known.
4. If the emergency occurs outside, evacuate the surrounding area.

NOTES: If the emergency is in the immediate area, evacuate the area; otherwise, remain where you are.

Chemical

Death In The Building

1. Secure Area (limit access until police arrive)
2. Call 911
3. Contact person in charge/Designee
4. Person in charge/designee will call for a "Modified LockDown"
8. Separate all witnesses until police arrive (to the extent possible witnesses should not speak with each other nor anyone else)
9. Remove non-essential persons from the area, secure the scene to prevent others from entering, and preserve evidence. Team Leader will secure the area until EMS or police arrive.

Death In The Building

Personal Injury Accident

IMMEDIATE RESPONSE

1. Notify
 - Fire Department - 911
 - Person in charge
 - Other Staff
2. ALWAYS USE UNIVERSAL PRECAUTIONS WITH BODILY FLUIDS.
3. Administer emergency first aid until EMS arrive.

Accidents

IMMEDIATE RESPONSE - ANTHRAX & GENERAL

1. Notify 911 immediately of suspected problem.
 - Notify person in charge
 - Notify Police 911
 - Notify Maintenance Staff to turn off all air handling equipment where possible.
2. Do not touch anything in the room; leave all clothing, bags, etc. in room.
3. Evacuate everyone to a safe area upwind from the biohazard. Isolate those who were directly involved.
4. Those involved will be decontaminated by Fire Department.
5. Make a list of everyone in the room.
6. DO NOT handle any suspected device.
DO NOT turn lights or any electrical equipment on / off.

Bio-Terrorism

Hostage Situation

IMMEDIATE RESPONSE

1. (a) If you are a part of the situation, remain calm and follow the directions of the perpetrator. Do not aggravate the situation.
(b) If you are aware of a situation but not part of it, call the Police 911 and relay as many details as possible.
(c) Call an immediate lock down.
(d) Notify person in charge if possible
2. Remain at your current location until advised to move by authorities.

NOTE: Police may ask you to stay on the telephone to continue to report important information.

Hostage

ASSAULT / MANAGING ALLEGED ASSAILANT

IMMEDIATE RESPONSE

1. Notify Police 911 immediately.
 - Notify person in charge
(If assailant is still in the building call for a lockdown.)
2. ALWAYS USE UNIVERSAL PRECAUTIONS WITH BODILY FLUIDS.
3. Administer emergency first aid until EMS arrive.
4. Keep a log of all activities and decisions.
5. This area may be a crime scene so do not remove or disturb evidence.

MANAGING ALLEGED ASSAILANT

IMMEDIATE RESPONSE

1. Notify Police 911.
2. Follow assailant at a safe distance and try to obtain a description of the individual. Do not jeopardize your personal safety.
3. At appropriate time, prepare written report of event.

Assault

BOMB THREAT

IMMEDIATE RESPONSE

1. When a threatening call is received attempt to learn the following:
 - A. When is bomb set to go off?
 - B. What is the explosive?
 - C. What does it look like?
 - D. Where is it located in the building and did you place it there?
 - E. Why was it set? Where are you calling from?
What is your name?
 - F. What does the voice sound like (man, woman, child, accents, etc.)?
 - G. Were there any identifiable sounds in the background?
 - H. What was the exact wording of the threat?

2. Keep the person on the line as long as possible and get as much information as possible.

3. If possible, have another person start calling:
 - A. Police 911 (do not call 911 on the same phone that the bomb threat came in on).
 - B. Person in charge
 - C. Other staff

4. If phone has caller ID, use it to trace the call.
5. Log everything that was said and done including times.
6. Request that staff bring all bags, jackets, etc. when exiting the room.

7. When exiting the room, check for anything that seems to be

out of place and advise the person in charge as soon as possible.

DO NOT handle any suspected device.

DO NOT use or handle any, cell phones, pagers or portable radios.

DO NOT turn lights or any electrical equipment on / off.

Bomb Threat

ACTIVE THREAT

REMAIN AS CALM AS POSSIBLE. Initiate Run, Hide, Fight Response

IMMEDIATE RESPONSE – Using internal paging systems announce the location and type of threat and a description of the suspect.

Upon receiving notification of an Active Threat:

Initiate Run, Hide, Fight Response

1. Run

- A. If you decide “run” is your best option seek the most direct route that avoids the threat and escape the area.
- B. Once outside run at an angle away from the line of sight of the building doors and windows
- C. Get to a safe area (do not go to your car) and call 911.

2. Hide

- A. If you decide “hide” is your best option lock your office door if possible; if not, push heavy furniture in front of door.
- B. Standing to the side of windows, pull all shades.
- C. Instruct others to get as low as possible and choose the best possible concealment and cover from the line of fire.

- C. Await further instructions from the Police.
- E. Do not let anyone enter the room & do not answer the door.

3. Fight

- A. If you are faced with an immediate threat in your area you will need take aggressive action to defend yourself.
- B. Use improvised weapons to distract/react to the threat.
- C. Work together with aggression to overcome and subdue the active threat.
- D. Commit to your actions.
- E. Separate any weapon from the active threat and secure it in a drawer or place it in a trash can for police to retrieve.

Active Threats are dynamic in nature. Continue to monitor the threat location if possible and be prepared to transition to Run, Hide or Fight options if necessary.

IMMEDIATE RESPONSE - When OUTSIDE Building:

1. If possible, the person in charge will indicate the need to reoccupy and secure the building.
2. In an emergency, this may not be possible and the decision will have to be made by the employee to reoccupy a building.
3. If the decision is made to reoccupy the building, follow all steps above.
4. If you are unable to reenter the building, attempt to keep the group together, and find shelter either in another building or outside, remote from the incident.

Stay in Place

- Primary purpose is to maintain everyone's safety by prohibiting all movement in and around the building. This condition should remain in effect until the situation has been stabilized and announced by the administration.
- The only movement that should take place during a Stay in Place is to the nearest restroom for emergency reasons only, one person at a time. The Team Leader should keep track of this.
- All persons should remain reasonably quiet and under control to enable everyone to hear updates and instructions when the need arises.

EVACUATION PLAN (non-active threat)

1. Follow the Emergency Exit Routes as listed for your work area. Below you will find the rooms listed along with the area to assemble outside. If you have to move to another area, instructions will be given when appropriate.
2. As you and your Team exit, you **MUST** stay together outside the building, and when reaching your designated assembly area, you **MUST** keep moving to allow space for the other people following behind you. You **MUST** take your "emergency information documents" for the purpose of taking attendance when reaching the assembly area outside. Fill out the Emergency Attendance Form and hold onto it. **DO NOT SEND SOMEONE WITH IT ANYWHERE.** If it is needed, someone will be sent to your location to collect the form. We need to know where people are located. We do not need people running in all different directions to deliver or report anything; this would create confusion and hazardous conditions for everyone.
3. Remain together in your designated area until you receive further instructions. **ALL STAFF MUST BE HELD UNTIL THE ADMINISTRATION GIVES ADDITIONAL INSTRUCTIONS TO MOVE THEM.**

Operational Crisis

OPERATIONAL CRISIS

(Severe Weather/Electrical/ Water, etc.)

IMMEDIATE RESPONSE

1. Notify the person in charge and other staff to advise them of the nature of the problem.
2. Remove all staff from the affected area to an area of safety.
3. NEVER touch any live wires.
4. DO NOT attempt to rescue a person who is experiencing electrical shock.
5. Secure area to prevent anyone else from entering.

Operational Crisis

Incident Command Chart

PLACE OTHER PERTINENT INFORMATION ON BACK:

EMERGENCY NUMBERS

POLICE - FIRE - 911 or see below

TELEPHONE NO./EXT.

Maintenance

RELATED AGENCIES

POLICE Department

FIRE Department

American Red Cross (Manchester) 624-4307

Chemical Spills

Gas Leak 800-698-6636

Hazardous Materials

Office of Emergency Management

Poison Control 800-562-8236

AIDS Hotline 800-752-2437

Suicide Hotline 800-852-3323

Emergency Phone Numbers

Emergency Phone Numbers

(Blank Back Cover)