Occupant Emergency Plans

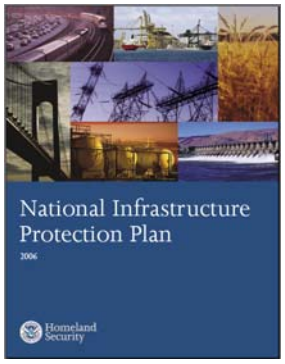
Development, Implementation, and Maintenance

November 2007

U.S. Immigration and Customs Enforcement

Preface

Security and emergency preparedness at work, at home, and in the community is everyone's responsibility. It requires coordinated prevention, protection, response, and recovery activities that span the preparedness spectrum. At the National level, preparedness is facilitated by the following two plans:



- The **National Infrastructure Protection Plan (NIPP)** establishes a steady state of preparedness across the Nation's critical infrastructure (CI) and key resources (KR). How the NIPP risk management framework is applied to government facilities is discussed in the Government Facilities Sector (GFS) Sector-Specific Plan (SSP)[1] NIPP Annex.
- The **National Response Plan (NRP)**, based on the **National Incident Management System (NIMS)** construct, provides for coordinated National response to, and recovery from, incidents of National significance.

Together, the NIPP and the NRP provide a comprehensive, integrated approach to addressing key elements of the Nation's homeland security mission to prevent terrorist attacks, reduce vulnerabilities, and respond to incidents in an all-hazards context. The NIPP and its associated SSPs establish the overall risk-based approach that defines the Nation's CI/KR steady-state protective posture, while the NRP and NIMS provide the overarching framework, mechanisms, and protocols required for effective and efficient domestic incident management.

In the workplace, whether in a stand-alone facility or facilities grouped as part of an installation or campus setting, occupants need to understand the nature of potential emergencies and what actions to take if emergencies do occur. Life safety, communication, efficiency, and roles and responsibilities are critical components to enhancing the security and preparedness of facility occupants.

A variety of plans are used to address preparedness, and these plans must be written, implemented, and maintained. Preparedness plans require coordination among facility management and occupants, as well as with external emergency response resources. Depending on the size and complexity of facility operations and applicable regulatory requirements, preparedness plans may include the following:

- **Continuity of Operations (COOP) Plans –** focus only on those essential functions that cannot be suspended for a 30-day period without adversely affecting operations. COOP plans are required for Federal departments and agencies by Homeland Security Presidential Directive – 20 National Continuity Policy.
- **Occupant Emergency Plans (OEPs) and Emergency Action Plans (EAPs) –** describe the actions that occupants should take to ensure their safety if a fire or other emergency situation occurs. These plans reduce the threat to personnel, property, and other assets within the facility in the event of an incident inside or immediately surrounding a facility by providing facility-specific response procedures for occupants to follow.
- **Disaster Recovery Plans** – help facility occupants recover from a major, usually catastrophic, event that may deny access to the normal facility for an extended period. These plans often cover recovery actions specific to information technology functions.

[1] An SSP is established for each of 17 critical infrastructure and key resources sectors.

Scope and Authority

The focus of this document is to provide guidance pertaining to the preparation, implementation, and maintenance of OEPs in line with National preparedness efforts of the NIPP, NRP, and NIMS. OEPs that are consistent in structure and content will enable better coordination of facility occupant emergency actions with outside authorities and first responders.

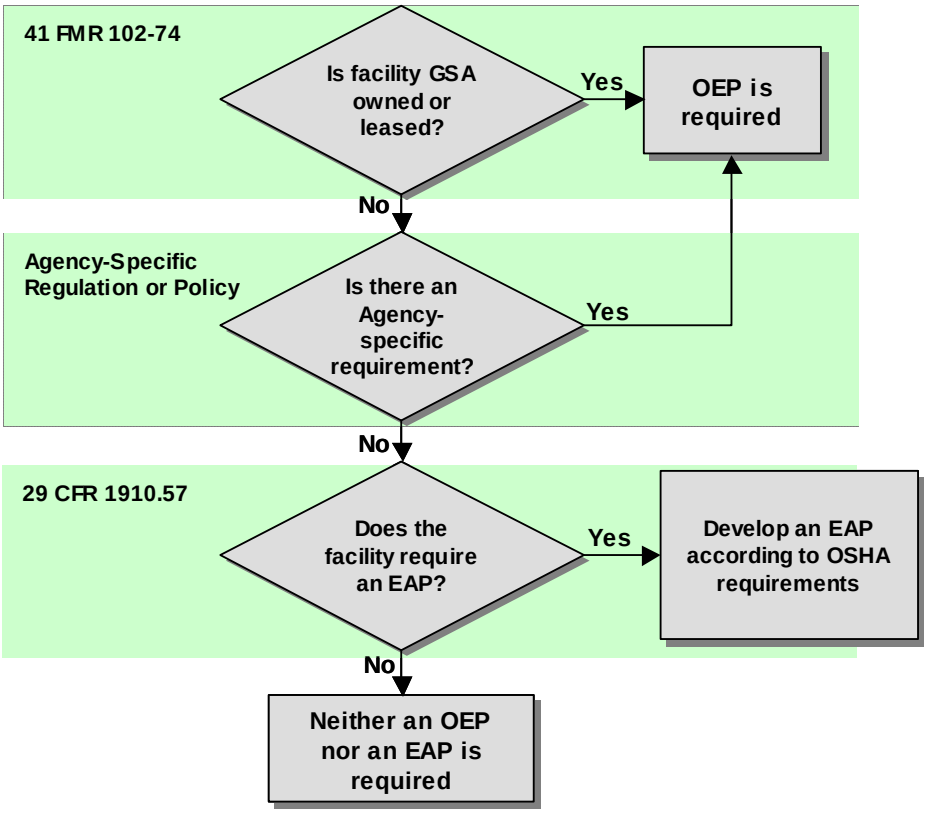
Either an OEP or an EAP is required for virtually all government facilities:

- **GSA Owned or Leased Federal Facilities.** 41 FMR 102-74 requires that all Federal departments and agencies comply with the occupational safety and health standards established in the Occupational Safety and Health Act of 1970 and develop and implement OEPs.
- **Other Federal Facilities.** Some departments and agencies have promulgated their own regulations or implemented policies requiring facilities to have an OEP, regardless of whether it is a GSA owned or leased facility.
- **All Facilities.** If fire extinguishers are required or provided in the facility, and if anyone will be evacuating during a fire or other emergency, then OSHA Standard 29 CFR 1910.157 requires a facility to have an EAP. The only exemption is for facilities that have an in-house fire brigade in which every employee is trained and equipped to fight fires and, consequently, no one evacuates.

  In addition, 29 CFR 1960 provides Basic Program Elements for Federal Employee Occupational Safety and Health Matters and requirements for Reporting of Serious Accidents (29 CFR 1960.70).

Refer to Figure 1 for a decision flow that can be used to determine whether an OEP or EAP is required.

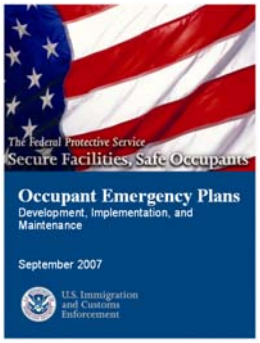
Figure 1: Decision Flow for OEPs and EAPs



To be most effective at protecting life and property, all OEPs will:

- Provide clear instruction on **roles and responsibilities** for all aspects of the preparedness spectrum, from prevention and protection to response and recovery.
- Use an approach that includes procedures to handle a **wide range of hazards and threats** – such as medical emergencies, bomb threats, suspicious packages, and natural disasters – that could affect a facility.
- Meet the **specific characteristics, needs, and criteria for each facility**.[2] For example, location-specific procedures are added to address unique threats or hazards such as hazardous materials spills or releases of radioactive materials from within or surrounding the facility.
- Involve **coordination with local emergency responders**.
- Consider safety codes and regulations when developing and implementing emergency planning, such as the International Fire Code and NFPA Life Safety Code.[3]
- Address multi-jurisdictional issues regarding mass care, sheltering, and evacuation.

How to Use This Guide



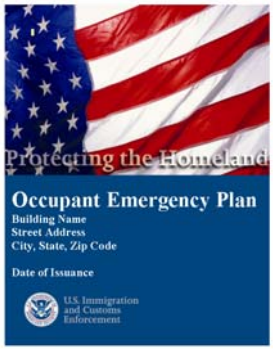
This *OEP Guide* is to be used as a reference tool providing a step-by-step approach to developing, implementing, and maintaining OEPs as follows:

Step 1 Organize Staff, Information, Capabilities, and Resources

Provides assistance for individuals responsible for developing an OEP[4] to establish an occupant emergency organization, identify possible emergency scenarios, and determine the facility's current level of preparedness. Supplement 1 to this guide provides additional information on preparing for (or preventing), responding to, and recovering from a number of emergency situations.

Step 2 Address Emergency Planning Considerations

Based on the current level of preparedness of the facility for the emergency scenarios identified, this step establishes needed emergency response processes and protocols, giving first priority to the health and safety of occupants during emergencies.



Step 3 Develop the OEP

The output of Steps 1 and 2 provide the information needed to write the facility-specific OEP in Step 3. Supplements 2 and 3 provide the *OEP Template* and instructions for completing the template to effect a common foundation from which an OEP directly addresses protection goals and

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[2] For storefront and/or ground level small office space, GSA Form 3415, Occupant Emergency Plan (Abbreviated Form) may be used to capture relevant information.

[3] It should be noted that codes and regulations change frequently, and may necessiate regular updates to OEPs. Codes of a specific edition that is not necessarily current may be adopted by local jursidictions. It is important that the OEP remain generic enough to allow for flexibility for situations such as when codes are adopted by many different Authorities Having Jurisdiction (AHJs).

[4] In 2003, the Federal Protective Service (FPS) was transferred from the General Services Administration (GSA) to the Immigration and Customs Enforcement component of the Department of Homeland Security. FPS is responsible for providing technical guidance and security input to assist the designated official of GSA owned or leased Federal facilities with the development of OEPs. For more information, please contact FPSinput@dhs.gov.

objectives.

Step 4 Distribute, Implement, Evaluate, and Maintain the OEP

Once the OEP is developed and completed, this step provides information on distribution and implementation of the OEP, including awareness, training, and drills. This process is iterative so that updates can be made in response to changing conditions.

Quick reference materials should be provided to occupants, based on the OEP, that are concise and easily usable in an emergency.

Effective Date

This *Occupant Emergency Plan Guide* is effective upon release. It replaces all previous versions of *OEP Guides* published. Existing OEPs will be updated consistent with this guidance during the next scheduled annual review, or according to the timeframes established through the NIMS Integration process, whichever is sooner.

Table of Contents

STEP 1: Organize Staff, Information, Capabilities, and Resources

- ☐ **Who will be involved in the Occupant Emergency Organization?**
- ☐ **What are possible emergency situations within or surrounding the facility?**
- ☐ **What is the facility's current level of preparedness?**

This section of the *OEP Guide* discusses steps to take to establish the Occupant Emergency Organization (OEO), gather and analyze information on hazards and capabilities, and assess the current level of preparedness.

1.0 Establish the Occupant Emergency Organization

While an OEP serves as a reference for facility emergency protocol, a cadre of people who are part of the OEO have responsibility for implementing and maintaining it.

Before writing an OEP, it is important to get organized by establishing a planning team to encourage participation and personal investment in the process, enhance the visibility and stature of the planning process, and provide for a broad perspective on related issues. The size of the planning team will depend on the facility's operations, requirements, and resources.

The responsibility for managing emergencies in a Federally owned or leased facility is with the Designated Official (DO), who is the highest-ranking official of the primary occupant department or agency, or a designee selected by mutual agreement of occupant department or agency officials. The DO must supervise the development of the OEP and the staffing and training of the OEO. The OEO coordinates all emergency procedures in each facility. The OEO should:

- Follow the incident command structure established in the NIMS.[5]
- Be limited in size through careful determination of how many positions are needed and defining their duties clearly.
- Consist of, and use, the existing hierarchy of the occupant departments and agencies. Officials heading agencies on a day-to-day basis should assume leadership positions during an emergency and have ultimate responsibility for the safety and well-being of their employees. Members should be accountable, active individuals that will carry out procedures, training, and associated duties for emergency preparedness.
- Consist of members selected by position, not by name. This process automatically allows for continuity since positions are typically filled when the incumbent is absent.
- Obtain input from various functional areas including:

[5] This section of the *OEP Guide* provides an overview of the incident command structure required. Refer to the NIMS Integration Center for more detailed information.

- Other onsite management
- Human resources
- Facility engineering, and maintenance, and building services
- Safety, health, and environmental affairs
- Public information officer
- Security
- Community relations
- Legal
- Finance and purchasing

- Be provided with visual identifiers such as colored safety hats and/or armbands. Occupants should be familiar with these identifiers and their significance.

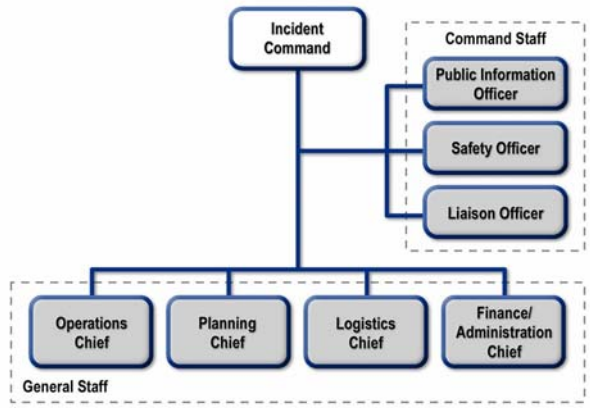
Leadership of each occupant department or agency should demonstrate their commitment to facility emergency preparedness and promote an atmosphere of cooperation by authorizing staff to participate in the planning group and the OEO, and through implementation of the OEP. This commitment and cooperation can be fostered through memoranda to staff, through establishment of department or agency policy, or through the development of a formal mission statement that defines the purpose of the OEP and indicates that it is mandatory.

All managers who have employees assigned to the OEO will notify the incident command when any member is transferred, retires, or, because of extraordinary work and/or circumstances, can no longer perform their duties as an OEO member. Managers must then assign a replacement, providing the name and other pertinent information required to the Plan Coordinator. The managers of a disabled employee who requires assistance in evacuating the facility should also notify the appropriate monitor and the Plan Coordinator when that employee is not on the premises (i.e., when the employee is attending training, on vacation, sick, etc.).

As required under the NIMS, the OEO follows the Incident Command Structure and is comprised of five major functional areas: command, operations, planning, logistics, and finance/administration. A sixth area, intelligence, may be established if required. While each OEO section, its members, and their responsibilities are discussed in the following sections, note that the overall structure is designed to be flexible and scalable so that it may be tailored to the needs of the individual facility.

1.1 Command Section

The Command Section of the OEO directs all emergency operations from the facility's Incident Command Post. In a large facility, members of the Command Section would include:



- **Designated Official (DO)** – the highest-ranking official of the primary occupant department or agency; alternatively, a designee selected by mutual agreement. Responsible for activating the plan in all emergencies during normal duty hours.
- **Incident Command (IC)** – the official appointed by the DO who serves as the primary assistant to the DO to ensure the continued viability of the OEP and its organization. During emergencies, the IC operates the Incident Command Post.
- **Deputy Incident Command** – the IC may have one or more deputies who are fully qualified to assume the position and responsibilities of the IC.
- **Command Staff** positions are specifically designated, report directly to Incident Command,

and are assigned responsibility for key activities that are not a part of the ICS General Staff functional elements. These positions include:

- ***Public Information Officer*** – responsible for interfacing with the public and media and/or with other agencies with incident-related information requirements. Public information officers develop accurate, accessible, and timely information on the incident's cause, size, and current situation; resources committed; and other matters of general interest for both internal and external consumption. The IC must approve the release of all incident-related information.
- ***Safety Officer*** – monitors incident operations and advises the IC on all matters relating to operational safety and associated systems and procedures and has authority to stop and/or prevent unsafe acts during incident operations.
- ***Liaison Officer*** – the point of contact and coordination for assisting or cooperating agencies and organizations.

Additional command positions may be necessary, depending on the characteristics of the facility and specific requirements established by Incident Command. Examples include:

- **Medical Advisor** – an agency operational medical director or assigned physician who may be designated and assigned directly to the Command Staff to provide advice and recommendations to Incident Command in the context of incidents involving medical and mental health services, mass casualty, acute care, vector control, epidemiology, and/or mass prophylaxis considerations, particularly in the response to a bioterrorism incident.
- **Special Needs Advisor** – may be designated to provide expertise regarding communication, transportation, supervision, and essential services for diverse populations in the affected area.

Also included in the Command Section are the **General Staff** who are the chiefs of the functional aspects of the incident command structure, including Operations, Planning, Logistics, and Finance/Administration Sections, as discussed in the following sections.

1.2 Operations Section

This section is responsible for all activities focused on reducing the immediate hazard, saving lives and property, establishing situational control, and restoring normal operations.

The Operations Section Chief is responsible to the IC for the direct management of all incident-related operational activities.

- **Facility Evacuation Branch**[6]
  - ***Floor Monitors –*** supervisory personnel selected by the individual occupant department or agency. In agencies where the supervisory employee is frequently assigned outside the office, a responsible, conscientious, non-supervisory staff employee may be selected. If there is more than one shift, each shift should have its own emergency floor monitors. Floor monitors act in several different capacities, depending on the emergency. They should have a current list of all occupants with physical handicaps, including those persons who cannot use stairwells or fire escapes because of temporary illness or other impaired physical condition.
  - ***Deputy Floor Monitors*** – During a floor monitor's absence, a designated deputy should assume the floor monitor responsibility.
  - ***Floor Searchers*** – one is assigned for each major area of the floor to make sure that every person on a floor is aware of an emergency evacuation. They should be trained to

[6] Refer to Attachment attachment 1 for more information on evacuation considerations.

check for visible presence of occupants rather than a voice response from a possible occupant who might not hear, be temporarily indisposed, or rendered unconscious. Other positions can be assigned with responsibility for monitoring stairwells, elevators, exits, restrooms, and childcare centers during an evacuation.

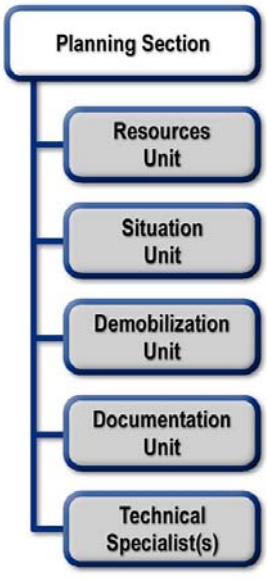
- ***Assistance Monitors*** – occupants appointed by the floor monitors to assist occupants with physical limitations during emergencies. Where possible, two monitors should be assigned to each person. In an emergency, monitors are responsible for remaining with the person throughout the emergency and assisting in that person's evacuation, following the instructions of the command center and/or the floor monitor.
- ***Assembly Area Coordinators –*** individuals who are assigned responsibility for proceeding to the designated assembly area with a current roster of occupants and taking a head-count.

- **Utility Control Branch**

  The facility manager provides information, guidance, and advice on establishing and maintaining the OEO; assists the DO in recruiting qualified personnel for technical services; and is responsible for designating and supervising the facility maintenance supervisor. The facility maintenance supervisor controls facility utilities during an emergency. Under the direction of the facility manager, the facility maintenance supervisor:

  - Establishes a plan to attend to the facility's mechanical devices; ventilation, water, gas and steam valves; power switches; elevators; and other facility equipment during an emergency.
  - Provides training for emergency situations and coordinates bomb search training for facility mechanical personnel.
  - Ensures that facility mechanical personnel know procedures for all emergency situations.

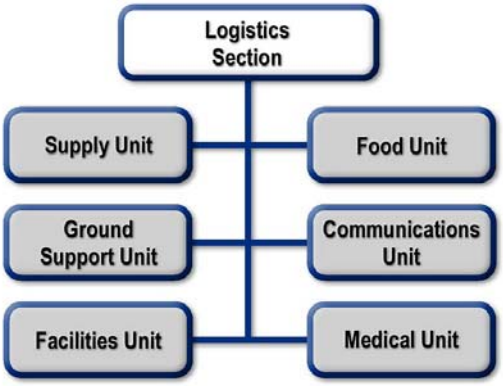
1.3 Planning Section



This section collects, evaluates, and disseminates incident situation information and intelligence to IC and incident management personnel, prepares status reports, displays situation information, maintains status of resources assigned to the incident, and prepares and documents the IAP, based on guidance from IC. It includes four primary units, as well as a number of technical specialists to assist in evaluating the situation, developing planning options, and forecasting requirements for additional resources. The Planning Section is normally responsible for gathering and disseminating information and intelligence critical to the incident, unless IC places this function elsewhere.

The Planning Section is also responsible for developing and documenting the IAP. The IAP includes the overall incident objectives and strategies established by IC. In the case of UC, the IAP must adequately address the mission and policy needs of each jurisdictional agency, as well as interaction between jurisdictions, functional agencies, and private organizations. The IAP also addresses tactical objectives and support activities required for one operational period, generally 12 to 24 hours.

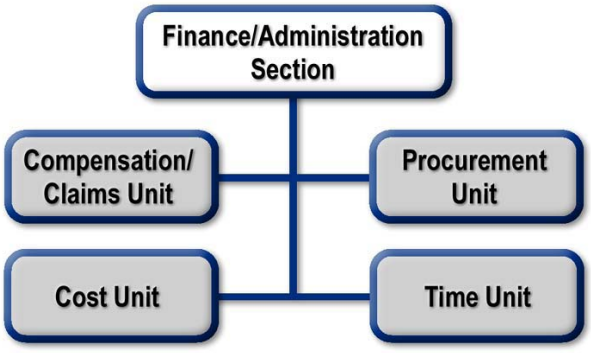
1.4 Logistics Section



The Logistics Section is responsible for all support requirements needed to facilitate effective and efficient incident management, including ordering resources from locations outside the incident area. It also provides facilities, security (of the incident command facilities), transportation, supplies, equipment maintenance and fuel, food services, communications and information technology support, and emergency responder medical services, including inoculations, as required. Within the Logistic Section, six primary units fulfill the support requirements:

- The Supply Unit orders, receives, stores, and processes all incident-related resources, personnel, and supplies.
- The Ground Support Unit provides all ground transportation during an incident. In conjunction with providing transportation, the unit is also responsible for maintaining and supplying vehicles, keeping records of usage, and developing incident traffic plans.
- The Facilities Unit sets up, maintains, and demobilizes all facilities used in support of incident operations. The unit also provides facility maintenance and security services required to support incident operations.
- The Food Unit determines food and water requirements, plans menus, orders food, provides cooking facilities, cooks, serves, maintains food service areas, and manages food security and safety concerns.
- The Communications Unit is primarily responsible for communications planning for the ICS, especially in the context of a multi-agency incident.
- The Medical Unit is responsible for the provision of medical services to incident personnel.

1.5 Finance/Administration Section



A Finance/Administration Section is established when the incident management activities require finance and other administrative support services. Some of the functions that fall within the scope of the section are: recording personnel time, maintaining vendor contracts, compensation and claims, and overall cost analysis for the incident. The situation may require only one specific function (e.g., cost analysis), and assigning a technical specialist in the Planning Section could be sufficient. If a separate Finance/Administration Section is established, close coordination with the Planning Section and Logistics Section is essential so that operational records can be reconciled with financial documents. In large, complex incidents involving significant funding originating from multiple sources, the Finance/Administrative Section becomes an essential part of the ICS. In addition to monitoring multiple sources of funds, the

Section Chief must track and report to the IC the accrued cost as the incident progresses. With this information, the IC can forecast the need for additional funds before operations are affected negatively.

1.6 Intelligence/Investigations Function

The collection, analysis, and sharing of incident-related intelligence are important elements of ICS. The incident management organization must establish a system for using incident information to support operational decisions and investigative efforts. Normally, operational information and intelligence are management functions located in the Planning Section, with a focus on three incident intelligence areas: situation status, resource status, and anticipated incident status or escalation (e.g., weather forecasts, location of supplies, etc.). Information and intelligence are used for incident management decision-making. In addition, technical specialists in the Planning Section may be asked to provide specific information to support tactical decisions related to incident response.

The mission of the Intelligence/Investigations Function is to ensure that all investigative and intelligence operations, functions, and activities within the incident response are properly managed, coordinated, and directed. Regardless of how the Intelligence/Investigative Function is organized, a close liaison must be maintained and information must be transmitted to Command, Operations, and Planning.

2.0 Identify Possible Emergency Situations

Based on information gathered on the facility and its surroundings, a list of possible emergency situations can be developed. This list should include consideration of situations that:

- Have occurred inside or around the facility in the past.
- Arise based on the physical location of the facility and its proximity to other hazards.
- Involve failures of systems including power/utilities, telecommunications, emergency notification, heating/cooling, or computers.
- May result from poor training or maintenance, carelessness, misconduct, or fatigue.
- Are caused or exacerbated by the physical attributes of the facility including:

Physical construction	**Layout of equipment**
Hazardous processes or byproducts	**Lighting**
Presence of combustible or flammable materials	**Evacuation routes and exits**
	Proximity of shelter areas

- Evolve or develop over time due to changes to the National, regional, or local threat environment that may require new or enhanced protection considerations.
- Are associated with facilities management such as:
  - Flooding from a ruptured supply or flow pipeline within a building.
  - Disruption of heating, ventilation, and air conditioning (HVAC) services during summer and winter months.
  - Release of airborne particulates such as dust, mold, asbestos, and fiberglass that may be

hazardous to building occupants.

Although the range of emergency situations will vary by facility, Table 1 includes a list of those situations that are commonly addressed in a facility's OEP. When examining types of emergencies applicable to the facility, it is important to consider the likelihood and severity in order to prioritize actions.

Emergency situations can occur within the facility, outside the facility, or both, and procedures should be adjusted accordingly.

The OEP Guide Supplement 1provides additional information on how to protect against, prevent and/or prepare for, respond to, and recover from these emergency situations. This supplement can be used to develop facility-specific procedures.

Facility occupants and OEOs must be prepared to respond to multiple emergency situations. While suggested actions are provided for each of these emergency situations, emergencies can occur at the same time or one emergency can occur as a direct result of another. For example, natural disasters can result in:

- Fire, Explosion, or Heavy Smoke
- Medical Emergencies
- Utility Disruption

3.0 Determine the Current Level of Preparedness

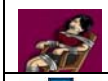
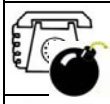
Planners must become familiar with the facility and its surroundings to determine its current level of preparedness. This process includes identifying existing information as well as available internal and external response capabilities and resources. If a comprehensive risk assessment has been conducted for the facility, the level of risk will drive the actions necessary to enhance preparedness.

Begin by gathering and reviewing existing reports, plans, procedures, assessments, and other sources of information on the facility. Examples include:

Evacuation Plan
Fire Protection Plan
Code Adam Activation Procedures
Safety and Health Program
Environmental Policies
Security Procedures
COOP Plan
Finance and Purchasing Procedures
Employee Manuals
Hazardous Materials Plan
Process Safety Assessment
Risk Management Plan
Risk and Vulnerability Assessments
Capital Improvement Program
Mutual Aid Agreements
Facility Closure Policy
Life Safety Code
Occupational Safety and Health Regulations
Environmental Regulations
Fire Codes
Transportation Regulations
Zoning Regulations
Tenant Policies
Seismic Safety Codes

Because conditions change within and surrounding a facility, information should be reviewed, validated, and updated through this process.

Table 1. Emergency Situations Commonly Addressed in OEPs

Types of Emergencies		Internal	External
	Civil Disobedience or Disorder		X
	Computer or Cyber Security Incident	X	X
	Elevator Malfunction or Entrapment	X	
	Explosion or Fire	X	X
	Hazardous Material Incident – Chemical, Biological, or Radiological	X	X
	Hostage Situation	X	X
	Medical Emergency – General and Pandemic Influenza	X	
	Missing Child – Code Adam Alert	X	
	Natural Hazard or Disaster – including Earthquakes, Landslides or Debris Flows, Severe Weather: Flood, Hurricanes, Severe Thunder Storms, Tornadoes, Tsunamis, Winter Storms; Volcanic Eruptions, and Wildfires		X
	Power Disturbance	X	X
	Suspicious Object	X	X
	Threats – Bomb and Workplace Violence	X	
	Suspicious or Unlawful Activity	X	X

Resources and capabilities that may already be available in the facility and that could be used during an emergency include:

- **Skilled occupants** – occupants trained in first aid, CPR, and hazardous material response; security guards; emergency management group; evacuation team; public information officer; engineers; and those with fluency in foreign languages.
- **Equipment** – fire protection and suppression equipment, communications equipment, first aid supplies, emergency supplies, warning systems, emergency power equipment, decontamination equipment, and equipment to evacuate occupants with disabilities.

- **Facilities** – incident command center or location, media briefing area, shelter areas, first aid stations, decontamination areas, and sanitation facilities
- **Organizational capabilities** – training program, evacuation plan, and employee support system
- **Backup systems** – arrangements with other facilities are made as part of COOP planning to provide for:
  - Payroll
  - Communications
  - Emergency power
  - Shipping and receiving
  - Information systems support
  - Recovery support

Many external resources can also provide assistance to a facility in an emergency. Examples of external resources include:

Fire department	**Utility companies**
Local and state police	**Community service organizations**
Emergency medical services	**Public works department**
Hazardous materials response organization	**National Guard and nearby military facilities**
Local emergency management office	**Mayor or community administrator's office**
Hospitals	**Public Transportation Department**

Understanding how and when external resources can come to the aid of a facility is important in orchestrating an effective emergency response strategy.

To assess the impact of potential emergencies and to determine the need for backup systems, gather information related to the following areas:

- Functions and services that the facility provides, as well as the facilities and equipment needed for continuity
- Products and services provided by suppliers, especially sole source vendors
- Lifeline services such as electrical power, water, sewer, gas, telecommunications, and transportation
- Operations, equipment, and personnel vital to the continued functioning of the facility.

Conditions surrounding a facility can change and require enhanced measures.

Step 2: Address Emergency Planning Considerations

☐ **How will the facility address emergency-planning considerations?**

Once all of the information on facility resources, capabilities, and vulnerabilities is gathered and analyzed, the following emergency planning considerations should be taken into account:

- **Command, communication, and liaison** including incident command locations, OEP activation, alarms, notification, and warning, coordination of response action, crisis communication and liaison, and contingency for alternate means of communication.
- **Occupant life safety** to ensure the security of all occupants, including those who are disabled or in childcare centers, through actions that include evacuation or shelter-in-place.
- **Enhancing protection of the facility and associated elements** including physical, cyber, human elements and their functions.
- **Recovery and Reconstitution** to restore operations and critical functions and services.
- **Administration and logistics** including considerations for before, during, and after an emergency situation.

Where gaps in resources are identified, establish an action plan to close gaps including procedures to address the facility's response to various types of emergencies.

1.0 Command, Communication, and Liaison

To support facility emergency management activities, effective communications are needed to report emergencies, warn occupants of danger and coordinate response actions to keep families and off-duty employees informed about the incident and its impact on the facility and its occupants.

1.1 Command and Management

Emergency operations in a facility are directed from an incident command center or location. The capabilities of the command center should be consistent with the level of risk to the facility. While some large facilities with complex missions may have a permanent operations center, other facilities may designate a conference room to be used in the event of an emergency. All command centers must meet the following recommended criteria:

- They must be centrally located and easily accessible for effective command and control
- They must contain good communications capability.

An alternate incident command center location should be designated in advance for use if the primary location is incapacitated or evacuated. Special consideration must be made for rapid transportation of team members from their work locations to the incident command center and for quick notification of team members of an emergency.

The types of information that should be maintained in the command center location(s) includes:

- Emergency call lists – all persons on and off site who would be involved in responding to an emergency, their responsibilities, and their 24-hour contact numbers. Wallet-sized emergency call lists should be distributed to the OEO.

- Floor plans and facility and site maps that include locations of the following:
  - Utility shutoffs
  - Water hydrants, main valves and lines
  - Gas main valves and lines
  - Electrical cutoffs and substations
  - Storm drains and sewer lines
  - Fire alarm system(s) and annunciator(s)
  - Security alarm system(s) and annuciator(s)
  - Emergency Voice/Alarm Communications system, public address system, and mass notification system
  - Fire extinguishers and suppression systems
  - Exits, stairways, designated escape routes, evacuation staging areas, and restricted areas
  - Exits available for use after normal working hours
  - Hazardous materials lists and locations (including cleaning supplies and chemicals)
  - High-value items
  - Fire command center and alternate command centers
  - Shelter-in-Place locations
  - Areas of refuge and alternate areas of refuge

Know in advance which Federal or local law enforcement agency or agencies have jurisdiction over the facility. Involve them early in the planning process. In some cases, mutual aid agreements may be necessary to define the facility's relationship, type of assistance, chain of command for activating the agreement, communications procedures, and protocols for turning control of a response over to outside departments and agencies. The OEP shall include a fire safety plan[7]. The plan shall be available to all occupants, and shall include the following:

1. The procedures for reporting a fire or other emergency.
2. The life safety strategy and procedures for notifying, relocating, or evacuating occupants.
3. Site plans indicating the following:
   - The occupancy assembly point.
   - The location of fire hydrants.
   - The normal routes of fire department vehicle access.
4. Floor Plans identifying the locations of the following:
   - Exits
   - Primary evacuation routes
   - Secondary evacuation routes
   - Accessible evacuation routes
   - Areas of refuge
   - Manual fire alarm pull stations
   - Portable fire extinguishers
   - Fire alarm annunciation and controls
5. A list of major fire hazards associated with the normal use and occupancy of the premises, including maintenance and housekeeping procedures.
6. Identification and assignment of personnel responsible for maintenance of systems and equipment installed to prevent or control fires.
7. Identification and assignment of personnel responsible for maintenance, housekeeping and controlling fuel hazard sources.

[7] See OSHA Standard 29 CFR Part 1910.36 for details about all requirements.

1.2 OEP Activation

Establish OEP activation procedures and the primary and alternate means of communication that will be used. The decision to activate is based on the best available information, including an understanding of local tensions, the sensitivity of target department or agency(ies), and previous experience with similar situations.

The OEP should be activated when an emergency situation occurs and is brought to the attention of the DO or Security. Typically, the activation will include one of the following:

- Report of an emergency by calling 911.
- Report of an emergency to Security
- Security receiving a report of an emergency situation or threat from FPS or other official source.
- An announcement in the media of an emergency situation or threat that is likely to impact the facility if it has not done so already.

The fire alarm system is activated manually (by pulling a manual pull station) or automatically by activation of a smoke detector, a heat detector, or suppression system (sprinklers or wet chemical).

In the event of an emergency at night, over the weekend, or on a holiday when there may be sparse occupancy, the senior Federal official present (or, if none are present, the FPS Officer or responding law enforcement agency) should act as the DO and initiate appropriate action. This person will need to coordinate with the senior FPS Inspector, the contract guard on the premises, and/or the appropriate maintenance personnel.

Determine government agencies' notification requirements in advance. Notification must be made immediately to local government agencies when an emergency has the potential to affect public health and safety.

1.3 Facility Alarms and Warnings

All facility occupants must understand how to report actual or possible emergency situations and operate and respond to the alarm system to avoid confusion and delay in response. Examples of common facility alarms include elevator alarms, fire alarms, and evacuation alarms. An oral announcement may be used in some situations but is limited in its effectiveness for occupants with impaired hearing, or for those who do not understand the language. Evacuation plans for high rise buildings or other buildings with a voice alarm system require a description of the emergency voice/alarm communication system alert tone and preprogrammed voice messages, where provided.

Establish procedures for occupants to report an emergency. Post emergency telephone numbers near each telephone, on bulletin boards, and in other prominent locations.

Facility alarms and warning systems should:

- Be audible by, or within view of, all occupants in the facility;
- Have a distinct and recognizable signal so that occupants will be able to identify the appropriate response;
- Have an auxiliary power supply; and
- Be tested on a regular schedule to ensure that the equipment is working properly.

1.4 Crisis Communication and Liaison

A potential danger in any emergency situation is a discrepancy between employees' or the public's perception of what happened and what really happened. Misinformation received by employees or the public may be as damaging as the emergency. Employees will need to know when, if, and how to report to work following an incident, while senior department or agency officials will need information on the protection of occupants and facilities. When emergencies expand beyond the facility, the community will want to know the nature of the incident, whether the public's safety or health is in danger, what is being done to resolve the problem, and whether proper precautions were taken to prevent the situation from happening.

A plan for disseminating information to those who have a need to know must be in place. Determine the audiences that may be affected by an emergency and identify their information needs. Example audiences include:

- The public
- The media
- Employees and retirees
- Unions
- Contractors and suppliers
- Customers
- Shareholders
- Emergency response organizations
- Regulatory agencies
- Appointed and elected officials
- Special interest groups
- Neighbors

Clear protocols for notification and information sharing must be in place. Determine how to communicate important public information through the media in an emergency. The individual appointed to disseminate information must be kept fully apprised of the entire emergency plan and should attend as many planning sessions as possible. S/He should be advised of what can and cannot be released during an emergency, and should be notified of all occurrences and response actions taken so that proper and accurate information may be disseminated. The following guidelines will assist in planning a successful public affairs emergency response:

- Release only verified and cleared information
- Promptly alert the media of relief and recovery efforts
- Escort the media to ensure safety
- Keep accurate records and logs of all inquiries, news coverage, and information released
- Carefully coordinate planning and implementation
- Do not cover up events or purposely mislead the media
- Do not place blame for the emergency
- When appropriate, conduct press briefings and interviews. Give local and national media equal time
- Do not permit unauthorized personnel to release information.

1.5 Contingency for Alternate Means of Communication

Total reliance on the telephone, or other systems that do not have back-up or self-contained power sources, as the sole means of communication should be avoided during emergencies. Because the results of a serious emergency condition frequently include downed power and telephone lines, alternate communication systems should be devised. Possible alternate communications systems include radios using batteries or back-up power sources, beepers, cell phones, messengers, bull-horns, public address systems, and elevator address systems.

Whatever method of communication is used to initiate emergency action plans, the system should be validated quarterly. Consider the following:

- Plan for all possible contingencies from a temporary or short-term disruption to a total communications failure.
- Consider the everyday functions performed by the facility and the communications, both voice and data, used to support them.
- Prioritize all facility communications. Determine which should be restored first in an emergency.
- Establish procedures for restoring communications systems.
- Talk to communications vendors about their emergency response capabilities. Establish procedures for restoring services.
- Determine needs for backup communications for each business function. Options include messengers, telephones, portable microwave, amateur radios, point-to-point private lines, satellite, and high-frequency radio.

2.0 Occupant Life Safety

Protecting life safety of occupants in the facility is the first priority during an emergency. This process involves making sure that procedures, training, and equipment are available for safe evacuation or shelter-in-place, and that the needs of childcare centers and occupants with disabilities are considered in planning.

All occupant departments and agencies should be involved in all aspects of planning and staffing of the OEP. If non-government activities are conducted within in the facility, representatives of those organizations should be invited to participate.

2.1 Occupant Actions

For most situations, immediate occupant actions involve the following:

Recognize:

- Situations that could lead to, or become, an emergency; and
- Emergency situations.

React to ensure safety of occupants in the immediate area.

Report to proper authorities from a safe location.

One common means of protection is evacuation. In the case of fire, an immediate evacuation to a predetermined area away from the facility may be necessary. However, in some emergencies, the best means of protection is to take shelter either within the facility or away from the facility in a public building. Depending on the nature of the emergency and whether it is internal or external to

the facility, the OEO may direct occupants to:

Evacuate the **affected area**

Relocate to another floor (if in a high-rise facility)

Evacuate the facility and proceed to designated assembly areas

Relocate to the COOP site (if a member of the COOP team)

Proceed to designated **shelters** (including shelter in place, if appropriate)

Leave the facility for the day (due to facility or government closure)

Remain at their work locations

Attachments 1 and 2 provide guidance for facility evacuation and shelter in place, respectively.

2.2 Childcare Centers

If a childcare center is located in the facility, the director should be involved in developing and posting emergency response procedures.

Center staff should know whom to contact in the event of a medical emergency, how the center will be notified of a fire or other danger that may require evacuation, the location of the fire alarm boxes and fire extinguishers, the primary and secondary evacuation routes, and the locations of safe areas. Center staff should be reminded to select a meeting place that is clear of the facility and to provide this information to parents.

Each staff member should be assigned a specific group of children for whom he/she is to be responsible during an emergency. Attachment 1 provides guidance on evacuation for childcare centers.

2.3 Occupants Needing Special Accommodations or Assistance

Occupants needing special accommodations or assistance may require more detailed planning in the event of an emergency situation in the facility. Generally, those occupants are in the best position to determine their own needs. Do not assume that occupants with obvious disabilities will always need assistance during an evacuation. As such, they should be involved in planning to inform the OEO of what kind of assistance they require. Consider the questions in Table 2.

Table 2: Disabled Occupant Considerations

Evacuation	▪ Do they need help to leave the workplace? If so, are there volunteer co-workers designated to assist them? ▪ Can they reach and activate an alarm? ▪ Will they be able to evacuate independently without relying on auditory cues? (One such cue might be noise from a machine near the stairs – these cues may be absent if the electricity is off or alarms are sounding) ▪ How will they continue to use equipment that runs on electricity, such as dialysis, electrical lifts, etc.? ▪ Do they have a safe back-up power supply and how long will it last? ▪ How will they cope with debris along their planned exit route following the emergency? ▪ Do they need a specially equipped vehicle or accessible transportation?
Exits	▪ Are stairs provided with at least a 48-inch clear width between handrails (37 inches where egress is in the descending direction)? ▪ Are ramps available where elevators may not be working or cannot be used? ▪ Are areas of refuge provided on each floor in accordance with the *Life Safety Code* for the mobility impaired (e.g., areas separated by fire-rated construction with direct access to an exit, or areas enclosed with smoke-resistant construction in a building protected with sprinklers)? If so, are these areas identified in the Occupant Emergency Plan so mobility impaired individuals and those assigned to assist them are aware of these locations? ▪ Are emergency signs provided and printed in Braille for the visually impaired? ▪ Does the building have a fire alarm system with visual notification appliances (strobe lights)? Are special provisions in place for hearing impaired occupants who work in isolated locations so they are notified of an emergency?
Getting Help	▪ How will they call or summon for the help they will need to leave the building? ▪ Do they know the locations of text telephones and phones that have amplification? ▪ Will their hearing aids work if they get wet from emergency sprinklers? ▪ Have they determined how to communicate with emergency personnel if they don't have an interpreter, in the event of hearing aid failure, or if they are without a word board or other augmentative communication device?
Mobility Aids/Ramp Access	▪ What will they do if they cannot find your mobility aids? ▪ What will they do if their ramps are shaken loose or become separated from the building?
Service Animals/Pets	▪ Will they be able to care for their animal (provide food, shelter, veterinary attention, etc.) during and after an emergency? ▪ Do they have another caregiver for their animal if they are unable to meet its needs? ▪ Do they have the appropriate licenses so they will be permitted to keep the animal with them in a shelter?

All occupants may be asked to voluntarily self-identify whether they have impairments that would make assistance necessary in the event of an emergency. For those who respond affirmatively, the OEO may ask what type of assistance they would need. Even if occupants do not voluntarily self-identify as needing assistance in an emergency, those with known disabilities may be asked whether and what type of assistance they may need in an emergency.

Identify the wide range of occupants who may need special accommodations or assistance. These individuals may include occupants with the following conditions or situations:

- Visually impaired – May be extremely reluctant to leave familiar surroundings when the request for evacuation comes from a stranger. A guide dog could become confused or disoriented in a disaster. People who are blind or partially sighted may have to depend on others to lead them, as well as their dog, to safety during a disaster.
- Hearing impaired – May need to make special arrangements to receive warnings.
- Mobility impaired – May need special assistance to evacuate or get to a shelter. Examples include individuals who are pregnant, elderly, obese, temporarily disabled (e.g., on crutches or in a cast), or have intermittent needs (e.g., flare-ups of arthritis).
- Single working parent – May need help to plan for disasters and emergencies.
- Cognitive or developmentally disabled – May need additional assistance in determining and articulating their needs.
- Non-English speaking persons – May need assistance planning for and responding to emergencies. Community and cultural groups may be able to help keep people informed.
- People without vehicles – May need to make arrangements for transportation.
- People with special dietary needs – Should take special precautions to have an adequate emergency food supply.
- People with medical conditions – Should know the location and availability of more than one facility if dependent on a dialysis machine or other life-sustaining equipment or treatment. Emergency oxygen and respiratory equipment may not be readily available for occupants with respiratory difficulties.
- People with developmental disabilities – May need help responding to emergencies and getting to a shelter.
- People with dementia – Should be registered in the Alzheimer's Association Safe Return Program.

Sometimes an emergency exacerbates existing impairments or creates new ones, affecting an individual's ability to evacuate. To prepare for those situations, consider the following when evaluating the facility's capacity to protect occupants during an emergency:

- Ensure that all occupants have access to the same information in a detailed and timely manner.
- Ensure that necessary procedures, equipment, signage, and supports are in place.
- Establish areas of refuge or areas of rescue assistance as required.
- Establish a support network of occupants who are willing to assist in an emergency.

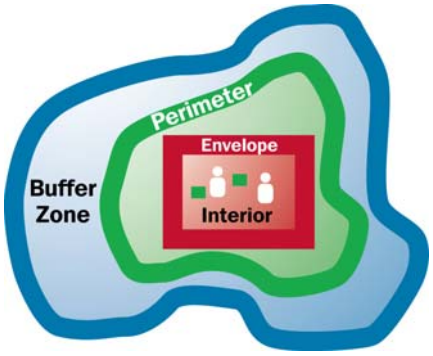
Contact local emergency services for assistance in acquiring special evacuation equipment (such as evacuation chairs). Provide instruction on the use of evacuation chairs to affected occupants.

3.0 Enhance Protection of the Facility and Its Associated Elements

Protection of facilities and elements associated with and often contained, or housed, within the facility (e.g., physical facility elements, cyber infrastructure elements, human elements or positions, and essential functions), includes a combination of procedures, equipment, and personnel that spans the preparedness spectrum. Protective programs must not only cover baseline levels of protection, but they must also be scalable to enhance security in response to facility-specific risk or changes in the Homeland Security Advisory System (HSAS), as well as actions taken to support response and recovery following an incident.

3.1 Facility Protection

Many different protective measures are available for deployment in a layered approach at a government facility and in the areas surrounding it. Some are applicable to a wide range of facilities and against a number of different threats or hazards, while others are designed to meet the unique needs of a specific facility. In addition, some may be tactical in nature, while others may address long-term strategic goals.



Protective measures are often integrated in redundant layers to best mitigate threats, vulnerabilities, and consequences identified during a risk assessment. Taken together, these protective measures provide heightened countermeasures to possible damage, destruction, or incapacitation.

3.2 Associated Facility Elements

Elements associated with government facilities are broadly categorized as physical, cyber, human, and functions. While they contribute to the overall risk profile of the entire facility, some may require a separate assessment and specialized protective programs due to unique risk factors. Categories of associated facility elements include:

- **Physical** facility elements are those items or materials contained within, or associated with, a government facility that may require specialized protection due to their unique or specialized characteristics. They can include anything that – if lost, stolen, released, damaged, compromised, or exploited – could cause an adverse effect or would be difficult to replace. Examples include:
  - Equipment: Unique devices, parts, or pieces of equipment
  - Conveyances: Aircraft, spacecraft, or ground transportation vehicles housed within a government facility
  - Records: Documents in electronic or non-electronic media
  - Artifacts: Items of historic, iconic, or other significance
  - Materials: Raw materials, supplies, or finished products such as chemical, biological, or radiological materials, explosives and ammunition, currency, and precious metals.

- **Cyber** infrastructure elements include cyber assets (hardware and software components), systems (a set of cyber assets that interact to perform a particular function), and networks (interconnected assets and systems that store, process, or communicate information), as well as the information contained in them. Cyber infrastructure elements fall within three primary categories:
  - Access control: Allowing only authorized personnel and visitors physical access to defined areas of a facility
  - Control: Used to monitor and control sensitive processes and physical functions
  - Warning and alert: Used for alerting and notification purposes to pass critical information that triggers protection and response actions.
- **Human** elements or positions include positions staffed within government facilities that represent unique knowledge, skills, authorities, or roles, the absence of which could cause undesirable consequences. Layers of protection for government positions are integrated with physical protection layers, but government positions may require special countermeasures based on the risk determination and the location of the individual holding the position. The layered approach to protection also applies to cyber systems and networks.
- **Functions** that support the government's ability to continue providing vital services, exercise civil authority, maintain the safety of the general public, and sustain the industrial/economic base[8].

The loss of associated elements can delay return to normal operations after an emergency situation. To reduce risk, consider the following actions:

- Raise computers above the flood level and move them away from large windows.
- Move heavy and fragile objects to low shelves.
- Establish procedures for protecting and accessing vital records.
- Regularly back up vital electronic files and store backup copies in a secure off-site location.
- Secure equipment that could move or fall during an earthquake.
- Determine the need for systems to detect abnormal situations, provide warning, and protect property. Examples include: fire protection systems, lightning protection systems, overflow detection devices, and emergency power generation systems.
- Consider ways to reduce the effects of emergencies and reduce the chances of emergencies from occurring, such as changing processes or materials through retrofitting or non-structural mitigation measures.
- Establish proper shutdown procedures.

3.3 Enhanced Protection

Recognizing that risk to a facility is dynamic and subject to constant changes, the protective measures implemented to reduce risk also should include the ability for further reinforcement when necessary. As such, OEPs should include facility-specific steps for increasing protection based on changes to threats that could potentially affect individual facilities. In an all-hazards environment, this process should involve a consideration of the threat categories and themes identified.

[8] Homeland Security Presidential Directive 20 defines National Essential Functions.

For increases in protection associated with terrorist threats, Homeland Security Advisory System (HSAS) is a color-coded terrorism threat level system designed to target protective measures when information specific to an individual sector or geographic region is received. It combines threat information with vulnerability assessments and provides communications to public safety officials and the public. The scale consists of five color-coded threat levels to reflect the probability of a terrorist attack and its potential gravity. Each level triggers specific actions by Federal agencies and State and local governments and affects the level of security at government facilities.[9]

Typical actions in response to particular threat levels for a government facility are included in Attachment 3.

4.0 Recovery and Reconstitution

Facility recovery operations are intended to restore essential services and resume normal operations as quickly and safely as possible. Most large-scale facility recovery actions are addressed in other plans such as Continuity of Operations (COOP), Disaster Recovery, and Business Continuity.

The OEP should not duplicate those plans; instead, it should refer readers to them. If other recovery plans are not established, an OEP may be used for that purpose until such time as a formal COOP, or similar, plan is developed and implemented.

However, recovery from emergency situations that may not involve the entire facility – such as a localized hazardous material spill or a medical emergency – should be addressed in the Recovery and Restoration section of the OEP.

To facilitate post-emergency recovery, consider the following during planning:

- Identify long-term implication of interruption to normal services. Determine if any critical operations cannot be disrupted. Assess the impact of the event on business neighbors and the community and take appropriate action.
- Make contractual arrangements with vendors for such post-emergency services as records assessment and preservation, equipment repair, earthmoving, or engineering
- Determine critical operations, systems, and components and make plans for bringing those systems back online. The process may entail:
  - Conducting a redundancy analysis to ensure adequate backup
  - Repairing or replacing equipment
  - Relocating operations to an alternate location
  - Contracting operations on a temporary basis
  - Protecting undamaged property.
- Establish procedures for:
  - Ensuring the chain of command
  - Maintaining lines of succession for key personnel

[9] In order to provide a coordinated response to escalating threat levels or actual emergencies, the Continuity of Government Readiness Conditions (COGCON) system establishes Federal executive branch continuity program readiness levels, focusing on possible threats to the National Capital Region.

- Moving to alternate headquarters (include these considerations in all exercise scenarios)
- Continuing to ensure the safety of personnel on the property
- Encouraging telework[10] arrangements to slow the spread of disease and help departments and agencies retain functionality as infrastructure issues and other challenges make the main worksite difficult to access
- Notifying employees' families about the status of personnel on the property and off-duty personnel about work status.

Because employees are your most valuable asset, and they will rely on you for support after an emergency, consider the range of services that you could make available to employees, including:

- Cash advances or salary continuation
- Flexible or reduced work hours
- Crisis counseling
- Elder day care and child care
- Telework

5.0 Administration and Logistics

Maintain complete and accurate records at all times to ensure a more efficient emergency response and recovery. Emergency funding can be critical immediately following an emergency. Consider the need for pre-approved purchase requisitions and whether special funding authorities may be necessary. Attachment 4 includes a list of contents of various emergency supplies kits.

Administrative Actions	
Prior to an Emergency	**During and After and Emergency**
▪ Establish a written emergency management plan ▪ Maintain training records ▪ Maintain all written communications ▪ Document drills and exercises and their critiques ▪ Involve community emergency response organizations in planning activities	▪ Maintain telephone logs ▪ Keep a detailed record of events ▪ Maintain a record of injuries and follow-up actions ▪ Account for personnel ▪ Coordinate notification of family members ▪ Issue press releases ▪ Maintain sampling records ▪ Manage finances ▪ Coordinate personnel services ▪ Document incident investigations and recovery operations
Logistics Actions	
Prior to an Emergency	**During and After and Emergency**
▪ Acquire equipment ▪ Designate emergency facilities ▪ Establish training facilities ▪ Establish mutual aid agreements ▪ Prepare a resource and supply inventory	▪ Provide utility maps to emergency responders ▪ Provide material safety data sheets to employees ▪ Move backup equipment in place ▪ Repair parts ▪ Arrange for medical support, food and transportation ▪ Arrange for shelter facilities

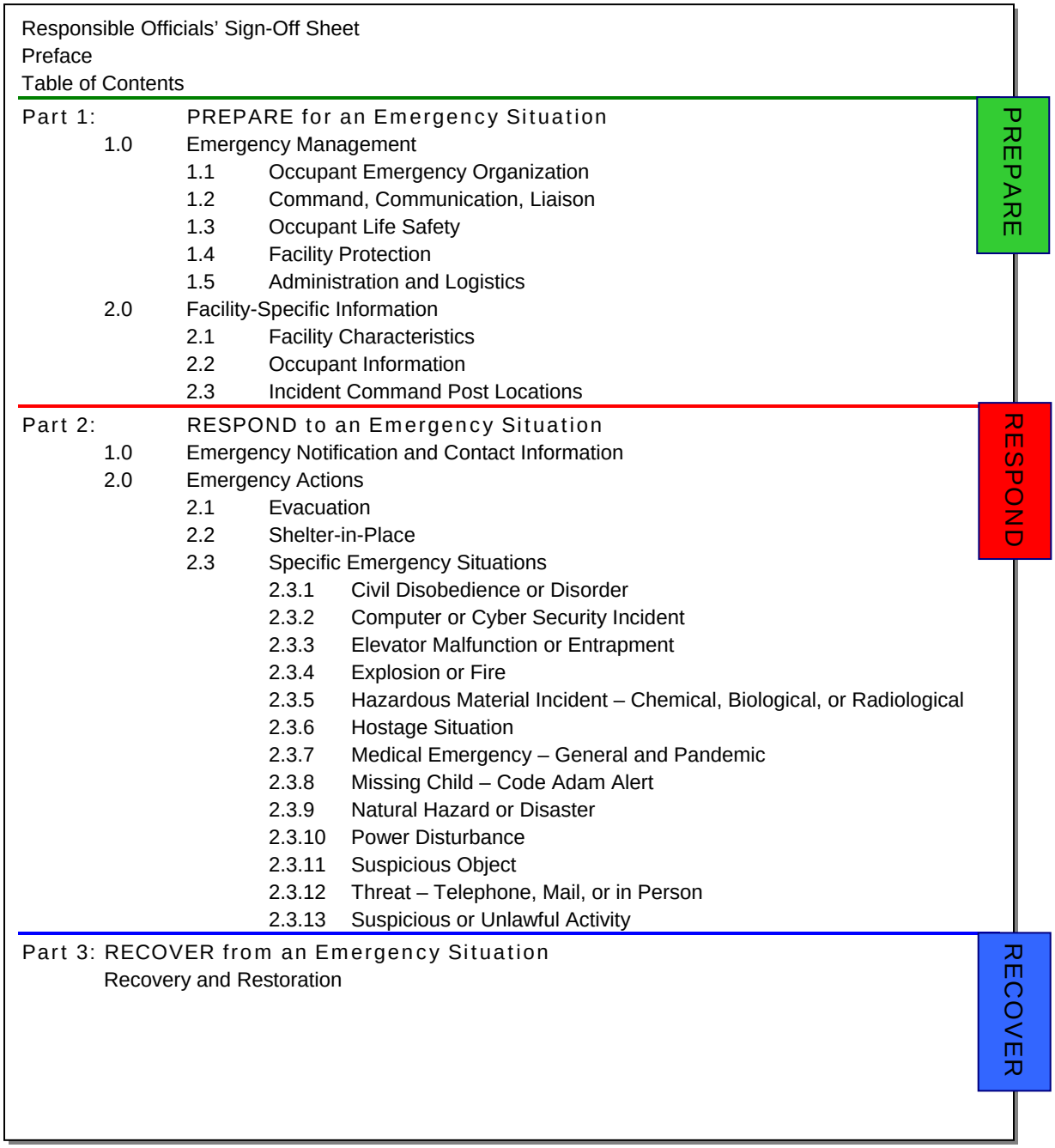
[10] The Office of Personnel Management defines telework as “work arrangements in which an employee regularly performs officially assigned duties at home or other worksites geographically convenient to the residence of the employee.”

	▪ Provide for backup power ▪ Provide for backup communications

STEP 3: Develop the OEP

☐ What is the structure of the OEP?

An effective OEP includes all anticipated emergencies but is simple to follow and implement. The *OEP Template* included in Supplement 2 was designed to eliminate confusion and provide an orderly procedure for the protection of personnel, documents, property, and facilities. The structure of an OEP is shown below. Supplement 3 provides step-by-step guidance for completing the *OEP Template*.



STEP 4: Distribute, Implement, Evaluate, and Maintain the OEP

- ☐ **What review and approval process will be used for the OEP?**
- ☐ **Who should receive the OEP?**
- ☐ **How will occupants learn and practice facility emergency procedures?**
- ☐ **When will the OEP be reviewed and updated?**

Implementation is more than simply distributing the OEP and having an evacuation drill. It means integrating the OEP into facility operations, training occupants, evaluating the plan through drills and exercises, and acting on recommendations from evaluations. Emergency planning must become a part of the facility's culture.

1.0 Finalize and Distribute the OEP

Before distributing the OEP, make sure that it is thoroughly reviewed and approved:

- Distribute the first draft to group members for review – revise as necessary
- During second review, conduct a tabletop exercise with management and personnel with key emergency management responsibilities. In a conference room setting, describe an emergency scenario and have participants discuss their responsibilities and how they would react to the situation. Based on this discussion, identify areas of confusion and overlap. Modify the plan accordingly.
- Arrange a briefing for the DO, chief executive officer, and senior management before obtaining written approval.

The complete OEP for a facility is considered to contain sensitive information. As such, it should be distributed only to members of the OEO and emergency responders who have the need to know. The OEP should not be posted on the Internet. It can, however, be posted on the intranet or other secure location where individuals who need to know have access.

The OEO is responsible for the controlled distribution and tracking of the complete bound versions of the OEP. Maintain an up-to-date listing of the authorized recipients so that amendments can be distributed appropriately between scheduled plan updates. Recipients of the complete OEP typically include:

- Members of the OEO
- Local law enforcement and emergency service agencies
- On-site security guard force as part of post orders.

The OEP is more information than occupants who are not involved in the OEO need to know. However, all occupants require information on the emergency plans for the facility. As such, an *OEP Quick Reference Guide*, or similar abbreviated version of the complete OEP, may be used for general distribution to occupants. The abbreviated guide should include facility-specific actions for occupants to take in emergency situations. Floor plans with evacuation routes and other information should also be posted. Other aids that can be produced and provided to occupants include:

- Wallet-sized emergency procedure cards
- Bomb threat or emergency contact cards
- Safety and security reminders.

2.0 Implement and Evaluate

Everyone who works in or visits the facility on a routine basis requires some form of training. Consider how to involve community responders in training, drills, and exercise activities, and conduct reviews after each training activity to identify areas for improvement and record best practices. Involve both occupants and community responders in the evaluation process.

A schedule for training, drills, and exercises should be distributed to the OEO for review and revised as needed.

2.1 Training

Consider the needs of employees, contractors, visitors, managers, and those with an emergency response role identified in the OEP. General training for all occupants should address:

- Individual roles and responsibilities
- Information on how to prepare for (or prevent), respond to, and recover from a series of emergency situations
- Notification, warning, and communications procedures
- Means for locating family members in an emergency
- Evacuation, shelter, and accountability procedures
- Location and use of common emergency equipment
- Emergency shutdown procedures
- The existence of an OEP
- Procedures for persons with disabilities
- Location and limitations of fire extinguishers.

Occupants and employees must receive training in evacuation, shelter, and other safety procedures. Conduct sessions at least annually or when:

- Employees are hired
- Evacuation wardens, shelter managers, and others with special assignments are designated
- New equipment, materials, or processes are introduced
- Procedures are updated or revised
- Exercises show that employee performance must be improved.

Contractors working within the building or on the grounds should be advised of the existence of the OEP, what to do in an emergency, assembly points, and general evacuation procedures. This information can be provided by the Contracting Officer's Technical Representative at the beginning of the contract or at the beginning of contractors' work within the building.

At the beginning of each conference or meeting, the person responsible for the meeting should inform the meeting attendees of the locations of the nearest emergency egress and the nearest assembly point.

OEO members must receive training in the specific skills necessary to perform their assigned functions. The OEC is responsible for determining the training requirements for the OEO and for bringing these training requirements to the attention of the appropriate officials.

2.2 Drills and Exercises

Assign responsibilities for developing a plan for training, drills, and exercises, including the following activities:

- *Tabletop exercises:* scenario-based discussions where members of the OEO meet in a conference room setting to discuss their responsibilities and how they would react to emergency situations to ensure that they know where to go, what to do, and have the opportunity to discuss "what if" scenarios.
- *Walk-through drills:* generally involve more people and are more thorough than tabletop exercises; in walk-through drills, members of the OEO actually perform their emergency response functions.
- *Functional drills:* specific functions such as medical response, emergency notifications, warning, and communications procedures and equipment may be performed singularly or collectively to evaluate the systems and procedures and identify problem areas.
- *Relocation drills:* occupants of multi-story buildings execute the OEP as if they are relocating to another floor due to an emergency on their floor.
- *Evacuation drills*[11]*:* occupants walk the evacuation route to a pre-designated assembly area where procedures for accounting for all occupants are conducted and validated. Conditions of drills should be varied so that occupants are prepared to know how to respond to varying conditions (e.g., use of alternate exits because primary exits are blocked). In high rise buildings, relocation drills, where occupants walk to an alternate floor serving as an area of refuge may be conducted in lieu of evacuation drills.
- *Full-scale exercises:* A real-life emergency situation is simulated as closely as possible involving the facility OEO, all occupants, and community response organizations.

After training, drills, exercises, or actual emergencies, an analysis should be conducted to identify issues that require a modification to the OEP.

3.0 Maintain the OEP

Maintaining the OEP involves reviewing and updating procedures to maximize the efficiency of response through refined planning, prevention, and protection.

Conduct an evaluation of the entire OEP at least once a year. Also evaluate the OEP after a training drill, exercise, or actual emergency. OEP evaluations should include lessons learned that can be incorporated into OEP revisions. OEP review is also relevant when there are changes to:

- Personnel or responsibilities
- Physical layout of the facility
- Facility processes

[11] Participation in annual evacuation drills is required by 102-74.360.

- Photographs and other records of facility assets
- Hazards to the facility.
- Codes and regulations

Each modification requires that OEO members and occupants be briefed on the changes. Updates to personnel contact information must be documented and distributed to any individual who has been issued a copy of the OEP.

When conducting the OEP evaluation, ask the following questions:

- Does senior management support the responsibilities outlined in the OEP?
- Are emergency planning concepts fully incorporated into the facility's accounting, personnel, and financial procedures?
- Is emergency preparedness information distributed to occupants?
- Are there regular safety reminders provided to occupants?
- Are occupants aware of their responsibilities during an emergency?
- Are all levels of the OEO involved in evaluating and updating the OEP?
- Is the OEP in alignment with the most current codes and regulations?

Attachment 5 provides checklists that can be used to evaluate OEP procedures.

ATTACHMENT 1: EVACUATION

General Information

Deciding whether, and how, to evacuate depends on the type of threat, the circumstances of the threat, and where the danger is or is suspected to be. Evacuation of an entire facility or area may not always be prudent, especially if evacuation may lead to other risks by taking the occupants out of the physically secure environment of the facility and onto the streets.

In many cases, **partial evacuation** is sufficient, such as when an emergency situation is localized on one floor or wing of a facility. If an incident expands and threatens occupants in other parts of the facility, further or **full evacuation**, or de-occupation, may be required. Evacuation of all facilities in an area based on the direction of local authorities (i.e., **area-wide evacuation**) may consist of sending employees home by normal means or providing them with transportation to an off-site location.

Occupants may be directed to go to one of several assigned locations, depending on the type of evacuation being called for. These locations may be one of the following types:

- **Safe Haven** (e.g., area of refuge) – designated office space where occupants who need assistance report to in an evacuation. The safe haven must have a window, telephone, closable door and be adjacent to a stairwell. The designated office should be the same for each floor, provided that all floor layouts are similar.
- **Assembly Area** (e.g., rally or muster point) – designated area external to the facility where occupants go after a full evacuation. An assembly area may also be a designated area within the facility for partial evacuation.
- **Shelter or Relocation Site** – alternate facility that provides evacuees protection from the elements. If evacuees are to remain in the shelter location for an extended period of time, other considerations may involve arranging for medical support, food, and transportation.

To avoid conflict or confusion, ensure adequate coordination with, and approvals from, entities responsible for proposed locations and facilities when selecting assembly areas and shelter or relocation sites.

As emergency evacuations also need to consider the safety of facility occupants after reaching a Safe Haven or Assembly Area, emergency planning does not stop here. Though easily identifiable and consistent assigned locations are good for typical emergency situations, constantly changing assigned locations in any of the above scenarios will prevent individuals from targeting a list of locations of the largest concentration of building occupants.

Special circumstances that must be considered during evacuation planning include:

- **Occupants requiring special accommodations or assistance.**
- **Childcare centers** located in a facility. The objective of evacuation is to reduce the possibility of harm to the children, facility, and visitors to the Center in the event of an emergency.
- **High-rise facilities.** Buildings having occupied floors located more than 75 feet above the lowest level of fire department vehicle access. Because of differences in design, construction, fire-resistant qualities, height, floor layout, usage, and occupancy, each building presents unique problems in emergency evacuations.
- **Bomb threat evacuation.** Evacuation as a result of a bomb threat differs from normal evacuation depending on the circumstances of the threat. When ordered to evacuate due to a bomb threat, do not use cell phones or any type of wireless two-way communications device.

Whether to evacuate when a bomb threat is received is a decision that only the DO can make based on:

- Content of threat: whether the caller specified a location or time the bomb is to explode.
- Risk of injury: whether evacuation will put occupants in greater danger of injury than remaining in place.

- **Prisoners –** If the facility is a courthouse, the U.S. Marshal will be responsible for the evacuation of all prisoners in cells and on trial.
- **Employees who do not evacuate when required** – Once a decision to evacuate the building has been made, all occupants must evacuate immediately. Any delay unnecessarily exposes personnel to danger and could cause unnecessary injuries and/or fatalities to employees and firefighters. Appropriate administrative sanctions may be imposed on employees who do not promptly leave the building when the alarm sounds or the evacuation order is given. Tenant agencies are responsible for any administrative action concerning their employees.
- **Cooperation and understanding requested of employees** – Every effort should be taken by responsible OEP officials to determine the validity of each emergency situation and to protect employees who are affected. In case of a partial evacuation of the building, employees should refrain from calling other personnel in the building who are not being evacuated. If those employees are to be evacuated, the responsible official will notify them directly.

The following sections provide information on how to prepare before an evacuation is necessary, actions to take if one occurs, and suggestions on how to safely recover afterward. Actions are based on a compilation of recommendations from the following references:

Centers for Disease Control and Prevention
http://www.bt.cdc.gov/radiation/evacuation.asp

National Fire Prevention Association
http://www.nfpa.org/index.asp

Pandemic Flu
http://www.pandemicflu.gov/

Prepare – Before Evacuation Is Required

The larger the building, the more complicated the evacuation tends to be. The evacuation procedures should provide for the fastest route(s) out of the building for all occupants. Alternate routes should also be specified in the event that the primary route is inaccessible. The primary goal is to move individuals from the danger area as safely and rapidly as possible.

Successful and efficient evacuation depends on complete preplanning, organization, and supervision. Planning should ensure that the evacuation policy and procedures include:

- Evacuation priorities; conditions under which an evacuation would be necessary

ATTACHMENT 1: EVACUATION

- Designation of personnel with the authority to order an evacuation
- Detection, emergency warning systems, and reporting procedures
- Coordination of facility evacuation with floor teams to provide for the orderly movement of persons
- Establishing that primary and secondary evacuation routes and emergency exits are:
    - Clearly marked with appropriate signage
    - Well illuminated and provided with emergency lighting where required by the *Life Safety Code* or the applicable Fire Code. Wide enough to accommodate the number of evacuating personnel
    - Clear and unobstructed at all times
    - Not threatened by high hazard operations or hazardous materials in close proximity to exits
    - Evaluated by someone not in your organization
    - Designed to ensure that traffic flows easily out and away from the building at all exit terminal points
    - Identified in fire evacuation so that occupants know alternate evacuation routes to take when circumstances in the primary evacuation route (such as smoke, heat, and gasses) warrant the use of different exits.
- System for accounting for personnel. When a facility or area is evacuated, the occupants must know where to go. Obtaining an accurate accounting of occupants after evacuation requires planning and practice. The names and last known locations of personnel not accounted for should be determined and given to the authorities. Confusion in the assembly areas can lead to unnecessary and dangerous search and rescue operations. Consider employees' transportation needs for community-wide evacuations.
- Training and awareness program for all occupants through a combination of personal instruction and proper posting of instructions, placards, and evacuation diagrams at strategic locations on every floor.
- An evacuation drill program that includes periodic practice of movement of occupants to refuge areas. The Federal Management Regulations require at least one drill per year.
- Procedures for assisting persons with disabilities and those who do not speak English.
- Designated personnel to continue or shut down critical operations while an evacuation is underway. These individuals must be capable of recognizing when to abandon the operation and evacuate themselves.

Childcare Centers

Center workers should become familiar with the location of all stairways and exits as well as the nearest building fire alarm manual pull stations, duress alarms, and their operation. In each classroom, an evacuation diagram should be posted and show:

- Primary and secondary routes
- Locations of the assembly areas
- Fire alarm manual pull stations

- Fire extinguishers
- Fire detection and suppression devices.

- All Center workers should be trained on the proper fire protection and evacuation practices.
- Evacuation supplies for the Center should be located where they can be easily accessed.
- Fire drills should be conducted regularly, preferably monthly.

Fire prevention inspections shall be conducted monthly by a trained senior staff member. A copy of the latest inspection report shall be posted in a conspicuous place in the childcare center.

Staff shall conduct emergency egress and relocation drills every month the childcare center is in session. In climates where the weather is severe, the drills shall be permitted to be deferred. Not less than four drills shall be conducted before the drills are deferred.

Site administrators and staff shall conduct daily inspections of exit facilities to ensure:

- All exit doors are unlocked and accessible to Center occupants
- Exit discharge doors are not obstructed by snow or ice (where applicable)
- All emergency lighting is are working properly
- All exit access corridors leading to exits are clear
- No decorations hang from sprinkler heads or fire alarm devices
- Fire alarm devices and sprinkler heads are unobstructed

High-Rise Facilities

The fire and life safety systems installed in high-rise facilities, including automatic fire sprinkler protection, are designed to control a fire and therefore lessen the need to evacuate all occupants. High-rise facility fire alarm systems are required to have emergency voice communication capability. Automatic pre-recorded messages are generally provided to direct occupants to another floor of the building or to evacuate. In addition, emergency responders may also broadcast specific live messages to building occupants. Typically, immediate evacuation will be from the floor where an emergency occurs, the two floors immediately above the emergency floor, and the one or two floors immediately below the emergency floor. Occupants of these floors should be directed to a refuge area and given movement priority. Thereafter, movement and evacuation priorities should be determined on the basis of particular fire and smoke conditions reported by emergency evacuation floor control teams and fire department personnel.

Respond – During an Evacuation

Occupants should be instructed that if an alarm sounds in the building, they should remain calm and follow instructions provided by authorities. For only a partial evacuation of the building (e.g., a floor), the message may include instructions for proceeding to a safe haven on a designated floor. Following are examples of additional instructions occupants should follow in case of emergency:

- If time permits and there is no immediate threat to safety (e.g., visible smoke or fire):
  - Place exposed records in cabinets or desk drawers and classified documents in a safe or other secure location.

  - Gather your wallet/purse, identification badge for re-entry, and coat if the weather is inclement. If you are visiting a lower floor than your work area when the alarm to evacuate is given, do not go back up to get your personal things. Uniformed personnel are not required to wear a cover during evacuations.

- Close all office doors but lock only those leading to a secure area (emergency personnel may have to re-enter offices that open onto common hallways).
- Walk quickly and calmly to the nearest marked exit and ask others to do the same. Know at least two ways out because some emergencies may prevent use of the stairwells normally used. Personnel with disabilities should either proceed to the stairwell to use the available evacuation chairs or proceed to the safe haven and await assistance.
- Do **NOT** use elevators unless instructed to do so by emergency personnel.
- For **partial** evacuation:
  - Proceed to the stairs.
  - Go up or down to the floor(s) with designated safe havens under the direction of the floor wardens and/or their alternates. Generally, evacuation will be from the floor on which the emergency has occurred and the two floors immediately below and above the emergency floor to a safe point below or above the critical area.
- For **complete** evacuation:
  - Proceed down the stairs to the ground floor lobby.
  - Stay to the right if emergency workers come up the stairs while you are evacuating.
  - Assist others who may need help.
  - Hold the handrail so that you don't fall.
  - If necessary, remove high-heeled shoes to effect a safe and rapid evacuation.
  - If you need to rest, move to a landing. Don't stop on the stairs.
  - If someone should fall but can be moved, relocate the individual to a landing until help arrives.
- Exit the building and move directly to your assembly area. Use caution when walking into the street because oncoming traffic may be unaware that the building is being evacuated.
- Once at the assembly area, report to your supervisor or site leader, remain quiet, and stay with your group.
- Continue if the alarm stops during the evacuation. Silencing of the fire alarm does not necessarily mean that it is safe to occupy the building.

Childcare Center

- Upon hearing the building alarm or being notified by Security Personnel or direction/instruction of the Child Care Director or designee immediately exit the facility.
- Each classroom should take an emergency bag with emergency information folder during an evacuation.
- The faculty should search their rooms in the Center, closing all doors before leaving.
- The director or other assigned personnel should search all areas within the Center and ensure that all occupants have been safely evacuated.

ATTACHMENT 1: EVACUATION

- During evacuation, refuse assistance from anyone not previously identified as a support person. This does not include Federal Protective Service Police or emergency personnel.
- At the assembly area, the faculty should immediately take a head count of each classroom group to ensure that everyone is present and accounted for. Head teachers should report the final head count to the director or designee. Names of any missing children or missing personnel must be given to the Command Center.
- Faculty should not attempt to secure or recover items of clothing or personal property after an alarm has sounded. The facility should not be reentered.

Recover – After an Evacuation

It is important to set up a means of communicating to occupants once they have been evacuated. For example, occupants need to know when it is safe to re-enter a facility or whether the facility will have to remain closed for the day. The method of recalling occupants will often depend on where they have assembled.

The “all clear” should be given after the emergency situation has ended, an assessment has been made of the damage, and a decision has been made as to the extent of re-occupancy. If complete re-occupancy is allowed, occupants should enter the facility by means of normal entrances and through existing access control procedures. However, additional clean-up and recovery of operations may be necessary before affected space can be re-occupied. In this case, specific instructions must be given through the program offices, the media, or by a general broadcast announcement.

The Childcare Center Director, in consultation with the Command Center, will determine if parents should be notified and/or asked to pick up children based on expected time out of the Center or the nature of the emergency. Parents should not be allowed to remove a child from the custody of the Center during the evacuation. Once all children have been accounted for, parents may be allowed to sign out their children.

The decision to resume operations in an area where personnel were relocated should be made by the affected program office management and the DO based on information from technical advisors and based on the organization’s COOP Plan.

ATTACHMENT 2: SHELTER-IN-PLACE

General Information

Some emergency situations may make going outdoors dangerous. Leaving the area might take too long or put occupants in harm's way. In such a case, it may be safer for occupants to stay indoors than to go outside. Shelter-in-place (SIP) is a protective action taken inside the building, with doors and windows closed, to minimize occupants' chance of injury. SIP is a voluntary action for civilians, unless mandated by law enforcement or public health officials.

The DO may decide to implement SIP if it is determined that:

- It is safer to remain inside the facility because of:
  - Severe weather (tornado, hail, etc.)
  - Civil unrest
  - Gunman or sniper
  - Bomb threat outside building
  - presence of an airborne substance that has not yet been identified
  - Accidental accidental chemical release due to industrial/vehicle accident
- Releasing a large number of employees onto the roads and public transportation will only add to the confusion and panic
- Exposure to some hazard or harm is likely, and releasing employees will spread the hazard to others, including family members.

The following sections provide information on how to prepare before SIP is required, actions to take if it is called, and suggestions on how to safely recover afterward. Actions are based on a compilation of recommendations from the following references:

Centers for Disease Control and Prevention

http://www.bt.cdc.gov/planning/shelteringfacts.asp

http://www.bt.cdc.gov/radiation/shelter.asp

American Red Cross

http://www.redcross.org/preparedness/cdc_english/sip-1.asp

Prepare – Before Shelter-in-Place Is Required

Before an emergency situation occurs that requires shelter-in-place (SIP), the following are suggested actions to prepare:

- Develop the facility's proactive SIP plan with employees and other authorities to maximize the cooperation of occupants with the SIP plan. Considerations for the plan include:
  - Assigning occupants to SIP locations
  - Assigning floor monitors to assist occupant movement
  - Designating shelter managers and support staff
  - Identifying the individual responsible for maintaining on-site shelters

  - Determining if security-screening procedures are in place to prevent hazardous materials from being brought into the facility
  - Determining when occupants can be released from shelter.

- Choose a room for the shelter. The best room to use for the shelter is a room with as few windows and doors as possible. A large room with a water supply is best. For most chemical events, this room should be as high in the structure as possible to avoid vapors (gases) that sink. This guideline is different from the shelter-in-place technique used in tornadoes and other severe weather and for nuclear or radiological events, when the shelter should be low in the home. In general, a SIP location should:
  - Be identified based on the features that make a facility vulnerable to the outside airborne contaminant releases. For example, SIP locations should not include bathrooms, kitchens, and other spaces with exhausted ducts to outside. Bathrooms are typically a bad choice because they often have an exhaust duct that leads directly outside. If the exhaust fan is turned off, then the duct can allow contaminants to enter the facility from outside. Additionally, the stack effect can draw air into the bathroom from within the facility, eventually contaminating the facility during an indoor release. If the exhaust fan is left on, then air will be drawn into the bathroom from other parts of the facility, which will eventually contaminate the bathroom.
  - Have the least air infiltration when the HVAC and other ventilation systems are shut off. Buildings constructed after 1970 tend to be more airtight than older facilities, due to increased energy conservation standards.
  - Have sufficient space for all facility occupants. In some situations, the SIP zone may consist of the entire facility or significant portions of the facility. If the safe zone is a number of designated room(s), then it is preferred that these rooms be located in the inner part of the facility (no windows to the outside). The rooms should have doors that are fairly effective at preventing airflow from the hallways; at least there should be no gap around the edges of the door, and preferably there should be a gasket to completely seal the room. Opening and closing a conventional door can pump significant amounts of air into the safe zone. Safe rooms are best located on middle floors and in interior rooms away from outside walls.
- Have a SIP kit and check it on a regular basis.
- Establish a key repository with all necessary keys and cards needed for the fire and hazardous materials team responders to gain access to your safe areas.
- Know fire or police department warning procedures that could include:
  - “All-Call” telephoning—an automated system for sending recorded messages, sometimes called “reverse 9-1-1”
  - Emergency Alert System (EAS) broadcasts on the radio or television
  - Outdoor warning sirens or horns
  - News media sources – radio, television and cable
  - NOAA Weather Radio alerts
  - Residential route alerting; messages announced to neighborhoods from vehicles equipped with public address systems.
- Include a communications plan that should suggest how to:

- Receive timely information on the threat of airborne contaminant releases outside of the facility and effectively communicate the information to facility authorities.
- Activate the organization in response to a threat.
- Identify and mark safe SIP zones (locations and accountability for).
- Inform facility occupants of the nature of an emergency and what action to take.
- Continue to provide updates on the situation throughout the duration of the incident.

- Training and drills should satisfy the following objectives:
  - Develop an employee awareness of potential airborne hazards
  - Develop an understanding of the responses and what steps to take for each of the possible protective programs
  - Coordinate actions with local emergency responders including ensuring familiarization with where safe havens are, the number of people within them, and other safety measures in place.
- Distribution of the SIP plan:
  - Place the final plan in three-ring binders and number all copies and pages.
  - Each individual receiving a copy should be required to sign for it and be responsible for posting subsequent changes.
  - Determine which sections of the plan would be appropriate to share with other government agencies (some sections may refer to classified information or include private listings of names, telephone numbers, or radio frequencies) and emergency response agencies (appropriate sections).

Respond – During a Shelter-in-Place Event

Upon notification to SIP, assess the immediate area and identify any visitors. Visitors include anyone not regularly assigned to the facility, including other agency employees, dependents, contractors, and vendors. Once identified, visitors need to be directed to the appropriate SIP location for the area. If the visitor(s) insist on leaving the building, escort them to the Security desk and allow Security to help them.

During an SIP event, occupants should pay close attention to announcements made on the facility's public address system. Once notification has been received from local authorities, the following guidelines are recommended if SIP is required:

- Inform facility occupants of SIP conditions, direct them to SIP safe haven(s), and account for people.
- Notify the Building Security Committee (BSC) members, Federal Security Authorities, property management personnel, and all other occupants of the facility about the emergency and SIP requirements.
- Specific response actions will be determined by the event.
  - Severe weather, civil unrest, gunman, or bomb: Stay inside and if directed move away from windows to the inner corridors. Be sure to close all doors connecting exterior offices to the corridor.

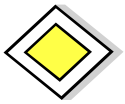
- Chemical, biological, or radiological incident: Stay inside and if next to a window move to an inner corridor or office. Be sure to close all doors connecting exterior offices to the corridor.
  - Minimize the rate of air exchange with the outside to keep indoor concentration as low as possible for as long as possible by closing all windows and doors to the outside and closing all necessary doors.
  - Shut off all HVAC fans and close all HVAC dampers, including exhaust dampers. Shut off other fans such as kitchen and bathroom exhausts. If shutting off these systems takes too much time due to the facility condition, then shutting off the whole electrical system should be evaluated during SIP proactive planning.
  - Do not use elevators – they create a piston effect and can pump air into or out of the facility.
  - Assist in placing plastic sheeting around doors, vents, and windows and shutting off fans, vents, and air conditioners while proceeding to your assigned SIP location.

- Establish communication with the outside through a TV, radio, cell phone, or other device and ensure that emergency responders know your location(s).
- Ensure there is a regular flow of information such as updated notifications, guidance, and direction throughout the emergency situation.

The children in the Child Development Center should be relocated to where parents will be able to remain with their child or moved elsewhere. Parents should be advised not to go to the Child Development Center and pick up their children because it will slow the relocation process.

Leaving the building without proper authorization should be prohibited. Appropriate administrative sanctions should be imposed on employees who evacuate without authorization. Tenant agencies should be responsible for any administrative action concerning their employees. FPS and law enforcement agencies can “detain” occupants within a police perimeter, and local health departments can quarantine and isolate occupants. Personnel who ask to leave the building before it has been determined safe to do so will be directed to the security office where they will be informed of any civil restrictions. If no restrictions are in place, personnel asking to leave will be escorted by Security to the authorized exit point.

SIP is anticipated to last only a few hours. However, while the danger may pass in a few hours, the effect on the transportation system may prevent occupants from leaving the immediate area for a longer period.



Recover – After a Shelter-in-Place Event

Once the threat has passed and the authority having jurisdiction gives an “all clear,” evacuate the facility and flush it with outdoor air. When leaving, be aware and cognizant of signs and symptoms of contamination in the event evacuees pass through a contamination pocket in the structure or outside.

Increase the indoor/outdoor air exchange rate as soon as hazardous plume has passed. Open all windows and doors and turn on all fans to ventilate the facility. Outside air enters more slowly, and once the external hazard has passed, the facility releases the contaminated air slowly as long as it remains closed. If there is a release close to the ground near a tall facility, and if the facility’s air intakes are on the roof or upper floors of the facility far from the release areas, operating the HVAC so as to pressurize the facility, with air taken-in through the HVAC system, will usually be better than shutting off the HVAC entirely. Such actions can only be taken if the

release location and the dispersion of the contamination are known and under authority of the designated official. This decision should be made in consultation with local emergency responders, if available, because the weather; contaminant chemical, and physical properties can cause variable reactions with the contaminant's behavior.

ATTACHMENT 3: ENHANCED PROTECTION BY ALERT LEVEL

Low Condition (Green): Low risk of terrorist attack. Security partners should consider the following general measures in addition to the facility-specific protective measures they develop and implement:
Refine and exercise, as appropriate, preplanned protective measures.
Ensure that personnel receive proper training on the Homeland Security Advisory System and specific preplanned department or agency protective measures.
Institutionalize a process to ensure that all facilities and regulated sectors are regularly assessed for vulnerabilities to terrorist attacks and that all reasonable measures are taken to mitigate these vulnerabilities.
Guarded Condition (Blue): General risk of terrorist attack. In addition to the protective measures taken in the previous threat condition, security partners should consider the following general measures in addition to the facility-specific protective measures they develop and implement:
Check communications with designated emergency response or command locations.
Review and update emergency response procedures.
Provide the public with any information that would strengthen its ability to act appropriately.
Elevated Condition (Yellow): Significant risk of terrorist attack. In addition to the protective measures taken in the previous threat condition, security partners should consider the following general measures in addition to the facility-specific protective measures they develop and implement:
Increase surveillance of critical locations.
Coordinate emergency plans as appropriate with nearby jurisdictions.
Assess whether the precise characteristics of the threat require the further refinement of preplanned protective measures.
Implement, as appropriate, contingency and emergency response plans.
High Condition (Orange): High risk of terrorist attack. In addition to the protective measures taken in the previous threat condition, security partners should consider the following general measures in addition to the facility-specific protective measures they develop and implement:
Coordinate necessary security efforts with federal, state, and local law enforcement agencies or any National Guard or other appropriate armed forces organizations.
Take additional precautions at public events and possibly consider alternative venues or even cancellation.
Prepare to execute contingency procedures, such as moving to an alternate site or dispersing the facility's workforce.
Restrict threatened facility access to essential personnel only.
Severe Condition (Red): Severe risk of terrorist attack. Under most circumstances, the protective measures for a Severe Condition are not intended to be sustained for substantial periods of time. In addition to the protective measures taken in the previous threat condition, security partners should consider the following general measures in addition to the facility-specific protective measures they develop and implement:
Increase or redirect personnel to address critical emergency needs.
Assign emergency response personnel and prepositioning and mobilizing specially trained teams or resources.
Monitor, redirect or constrain transportation systems.
Close public and government facilities.

ATTACHMENT 4: EMERGENCY SUPPLIES KITS

Emergency supplies kits are used for a variety of emergency situations. They can be specific to a type of emergency (e.g., first aid kit), able to be carried (e.g., "go bag"), or provide sustenance for individuals during a shelter-in-place situation for a number of days. Because you do not know where you will be when an emergency occurs, prepare supplies for home, work, and vehicles. Following sections provide examples of kits and contents for a variety of situations. This information was compiled based on the following references:

http://www.ready.gov/america/getakit/index.html

http://www.redcross.org/general/0,1082,0_91_4440,00.html

http://www.nhc.noaa.gov/HAW2/english/prepare/supply_kit.shtml

http://www.fema.gov/areyouready/assemble_disaster_supplies_kit.shtm

Maintenance of Emergency Supplies

Just as important as putting your supplies together is maintaining them so that they are safe to use when needed. Here are some tips to keep your supplies ready and in good condition:

- Change stored food and water supplies every six months. Be sure to write the date you store it on all containers.
- Re-think your needs every year and update your kit, as your facility needs change.
- Keep items in airtight plastic bags and put your entire disaster supplies kit in one or two easy-to-carry containers.
- Store your kit in a designated location(s) known to all occupants.

Personal Go-Bag

Use a small tote bag, fanny pack, backpack, or other easy to carry container with an identification tag to hold the contents of your kit. Do not use plastic bags or cardboard boxes to hold your emergency supplies because these can break open if dropped. The following items are recommended as contents:

- Flashlight and light/glow stick (2) to pin to your clothes or carry in case you have to walk in the dark.
- Battery operated radio and clock
- Batteries – if possible, buy a radio and flashlight that use the same size batteries
- Whistle
- Dust mask
- Small knife or multi-tool – while you may not know how to use all the tools, it's a good bet someone else will in an emergency
- Emergency cash in small denominations and quarters for phone calls
- Sturdy shoes, a change of clothes, and a warm hat (if a cold climate or season)
- Emergency rain poncho & Emergency blanket – also called a "space" blanket
- Local and area maps
- Permanent marker, paper, and tape
- Photos of family members and pets for re-identification purposes
- Food and supplies for pets
- A pen and small note/phone book with the phone numbers and e-mail addresses of your family, friends and neighbors. While many people carry cell phones and electronic note pads, a hard copy back up never hurts and can take a lot of abuse.
- List of allergies to any drug (especially antibiotics) or food

ATTACHMENT 4: EMERGENCY SUPPLIES KITS

- Copy of health insurance and identification cards
- Small first aid kit
- Extra prescription eye glasses, hearing aid, or other vital personal items
- Personal toiletries, including toothbrush, non-water hand cleaner, eye drops, etc.
- Extra keys to your house and vehicle
- Any special-needs items for children, seniors, or people with disabilities
- Three-day supply of medicines– While everything else on this list is based on the short term, a three-day supply of medications is recommended in case you cannot make it home and end up staying at a friend's house or hotel.
- Water – Prepackaged emergency water with 5-year shelf life or bottled water. One to two quarts should be sufficient because the anticipated event duration will be hours not days. However, since you have no idea how long your return trip home could be, this may not be enough during the summer months. Another thing to remember is not to throw away your empties on the way home. You may need to refill them. If you are considering prepackaged water in pouches or boxes, be sure to protect them. These packages can leak if not stored properly.

Vehicle Emergency Kit

In case you are stranded, keep a kit of emergency supplies in your car. Supplies for your vehicle include:

- Flashlight, extra batteries, and maps
- First aid kit and manual
- White distress flag
- Tire repair kit, booster/jumper cables, pump, and flares
- Bottled water and non-perishable foods such as granola bars.
- Seasonal supplies: winter - blanket, hat, mittens, shovel, sand, tire chains, windshield scraper, fluorescent distress light

Disaster Supplies Kit

A disaster supplies kit is a collection of basic items needed to stay safe and be more comfortable during and after a disaster. Disaster supplies kit items should be stored in a portable container(s) as close as possible to the exit door. If possible, it should be a cool, dry, dark location. When preparing for a possible emergency situation, it's best to think first about the basics of survival: fresh water, food, clean air, and warmth.

- **Water.** To prepare safest and most reliable emergency supply of water, it is recommended you purchase commercially bottled water. Keep bottled water in its original container and do not open it until you need to use it. Observe the expiration or "use by" date. Store at least one gallon of water per person per day. A normally active person needs at least one-half gallon of water daily just for drinking. However, consider the following in determining adequate quantities:
  - Individual needs vary, depending on age, physical condition, activity, diet, and climate.
  - Children, nursing mothers, and ill people need more water.
  - Very hot temperatures can double the amount of water needed.
  - A medical emergency might require additional water.
- **Food, Cooking Supplies, and Utensils.** Store at least a three-day supply of non-perishable food. Select foods that require no refrigeration, preparation, or cooking, and little or no water.

If you must heat food, pack a can of sterno or use a camp stove (with adequate ventilation). Avoid foods that will make you thirsty. Suggestions include:

- Ready-to-eat canned meats, fruits, and vegetables with high liquid content
- High-energy foods such as peanut butter, dried fruits, and nuts
- Snack or high protein bars
- Salt-free crackers and whole grain cereals
- Consider special dietary needs.
- Canned juices
- Staples (salt, sugar, pepper, spices, etc.)
- Vitamins
- Food for infants
- Comfort/stress foods
- Aluminum foil, plastic storage containers and bags (to reduce the risk of rodent and insect intrusion.)
- Manual can opener
- Kitchen knife
- Disposable cups, plates, and utensils because there may not be enough water to wash dishes and because community water sources may be contaminated.

- **First Aid Kit.** Assemble a first aid kit that includes:
  - A first aid manual
  - (20) adhesive bandages, various sizes
  - (1) 5" x 9" sterile dressing
  - (1) conforming rolled gauze bandage
  - (2) triangular bandages
  - (2) 3 x 3 sterile gauze pads
  - (2) 4 x 4 sterile gauze pads
  - (1) roll 3" cohesive bandage.
  - (2) germicidal hand wipes or waterless alcohol-based hand sanitizer
  - (6) antiseptic wipes
  - (2) pair large medical grade non-latex gloves
  - Adhesive tape, 2" width
  - Anti-bacterial ointment
  - Cold pack
  - Scissors (small, personal)
  - Tweezers
  - CPR breathing barrier, such as a face shield
  - Medicine dropper
- **Prescription Medicines** – Have 2-3 days' dose of your current prescription medicines in a childproof bottle for your shelter medical kit; label with the name and expiration date of the medicine.
- **Non-Prescription Drugs**
  - Aspirin or non-aspirin pain reliever
  - Anti-diarrhea medication
  - Antacid (for stomach upset)
  - Syrup of Ipecac (use to induce vomiting if advised by the Poison Control Center)
  - Laxative
  - Activated charcoal (use if advised by the Poison Control Center)

ATTACHMENT 4: EMERGENCY SUPPLIES KITS

- **Tools and Supplies**
  - Emergency preparedness manual
  - Cash or traveler's checks, change
  - Disposable camera
  - Fire extinguisher: small canister ABC type
  - Tube tent
  - Pliers
  - Tape
  - Compass
  - Matches in a waterproof container
  - Paper, pencil
  - Needles, thread
  - Safety pins
  - Shut-off wrench, to turn off household gas and water
  - Dust masks
  - Work gloves
  - Whistle
  - Plastic sheeting, duct tape
  - Add a pair of goggles and disposable breathing mask for each member of the family to your disaster supply kit
  - Plastic for doors, windows, and vents for the room in which you will shelter-in-place. To save critical time during an emergency, pre-measure and cut the plastic sheeting for each opening
  - Sunscreen lotion (SPF 15 or greater) and shade item (umbrella, wide brimmed hat, etc).
  - Map of the area (for locating shelters)
- **Communications**
  - Battery-operated radio and NOAA Weather Radio and batteries to receive emergency information.
  - A telephone or cell phone – although cell phone or ground phone service may be interrupted, there is still a chance that you will be able to use a phone to call outside for information and advice from emergency services. Have a phone card and plenty of change if only pay telephones are available. Keep a small personal telephone list in an address book, especially if you rely on your cell phone for telephone numbers and the battery dies, Your disaster supplies kit should also include a cell phone charger for home and car.
  - Visual signals – pocket strobe, flashlight, metal mirror, whistle (plastic only).
- **Lighting**
  - Signal flare
  - Flashlight – durable plastic with carrier or clip
  - Spare flashlight/flare batteries and light bulbs
  - Waterproof lantern – with spare lamp and batteries for home use.
- **Sanitation**
  - Toilet paper, towelettes
  - Soap, liquid detergent
  - Feminine supplies
  - Personal hygiene items including shampoo, deodorant, toothbrush, toothpaste, comb/brush

- Plastic garbage bags, ties (for personal sanitation uses)
- Plastic bucket with tight lid
- Disinfectant
- Household chlorine bleach
- Folding shovel

- **Clothing and Bedding**
  - A change of clothes and shoes – check clothing every six months and remove clothes that no longer fit or are unsuitable for seasonal weather. Remember to include underwear, socks, sturdy shoes or work boots, and winter or summer clothes as needed. Examples will vary based on where you live but can include:
    - Sturdy shoes or work boots
    - Rain gear
    - Jacket or coat
    - Long-sleeved shirt
    - Long pants
    - Blankets or sleeping bags
    - Hat, gloves/mittens, and scarf
    - Thermal underwear
    - Sunglasses
  - Bedding – store sheets, blankets, towels, and cots for use during the time that you cannot leave your shelter.
- **Special Items**
  - Childcare Centers
    - Games, books, portable music device, and other entertainment
    - Formula, bottles, powdered milk, diapers, pacifiers, comfort toys, and medications
  - For Older Adults
    - Heart and high blood pressure medication, insulin, prescription drugs
    - Denture needs
    - Contact lenses and supplies, extra eye glasses
    - Hearing aid and extra batteries
  - For Service Animals
    - Proper identification
    - Immunization records, Medications
    - Ample supply of food and water
    - A carrier or cage, Muzzle and leash

ATTACHMENT 5: REVIEWING PLANS

OEP Review Checklist

- When was the OEP last updated?
- How is the up-to-date OEP made readily available?
    - Intranet
    - On request
    - Not available
    - Other (Please specify)
- Who receives a complete copy of the OEP?
- How are occupants made aware of their responsibilities under the OEP?
    - Briefings
    - Broadcast E-mails
    - Training (If yes, indicated date of last training)
    - Other (Please specify)
- Is quick reference information on what to do in an emergency situation available to occupants? (If yes, please describe)
- Has all incident command staff been trained on the OEP as well as their specific responsibilities (e.g. stairwell monitors, incident command, etc.)?
    - Yes, all staff has been trained
    - Some staff has been trained. (List any positions that have not received training)
    - No, no staff has been trained
- Does the OEP address the following emergency situations? (Yes or No)
    - Evacuation drill/event
    - Shelter-in-Place drill/event
    - Requirements during emergency of occupants and visitors with special needs
    - General medical emergencies, fires, and rescue situations
    - Bomb threats/incidents
    - Hazardous material situations, including biological/chemical threats
    - Natural disasters
    - Other emergency situations (including Code Adam, elevated national threat level, demonstrations and civil disturbances, workplace violence and active shooter attacks, and hostage situations)
- What mechanisms are in place to notify the **Designated Official** of an emergency situation?
    - Alarms
    - Personal Observation
    - Phone/Pager
    - Other (Please specify)

ATTACHMENT 5: REVIEWING PLANS

- What mechanisms are in place to **notify and instruct occupants** of an emergency situation?
    - PA System
    - Telephone Broadcasts
    - Broadcast E-mails
    - Megaphones
    - Alarm
    - Other (Please specify)
- Is there a backup means to notification should the primary source become unavailable?
- Does the notification mechanism provide for recurring or following up notifications throughout the duration of an event as a situation changes?
- How often are regular drills held to evaluate the OEP? If tabletop exercises are also used, please indicate how often
    - Monthly
    - Quarterly
    - Annually
    - Never
    - Other (Please specify)
- When was the last emergency evacuation drill/event held?
    - Was an evaluation of the evacuation performed (e.g. after-action report)?
        - Not applicable, an evacuation drill/event has not been conducted
        - No, after-action report was not completed
        - Yes (Include date after-action report was completed – mm/dd/yyyy)
    - Were recommendations acted upon?
        - Not applicable, an evacuation drill/event has not been conducted
        - Yes, and the issues have since been resolved
        - Yes; Some issues have since been resolved, but some issues still need to be addressed
        - Yes, and the issues still need to be addressed
        - No
- When was the last Shelter-in-Place drill/event?
    - Was an evaluation of the shelter-in-place event performed (e.g. after-action report)?
        - Not applicable, an SIP drill/event has not been conducted
        - No, after-action report was not completed
        - Yes (Include date after-action report was completed – mm/dd/yyyy)
    - Were recommendations acted upon?
        - Yes, and the issues have since been resolved

- Yes; Some of the issues have since been resolved, but some still need to be addressed
- Yes, and all the issues still need to be addressed
- No, no issues were identified

OSHA Emergency Action Plans[12]

General Issues

- Does the plan consider all potential natural or man-made emergencies that could disrupt your workplace?
- Does the plan consider all potential internal sources of emergencies that could disrupt your workplace?
- Does the plan consider the impact of these internal and external emergencies on the workplace's operations and is the response tailored to the workplace?
- Does the plan contain a list of key personnel with contact information as well as contact information for local emergency responders, agencies and contractors?
- Does the plan contain the names, titles, departments, and telephone numbers of individuals to contact for additional information or an explanation of duties and responsibilities under the plan?
- Does the plan address how rescue operations will be performed?
- Does the plan address how medical assistance will be provided?
- Does the plan identify how or where personal information on employees can be obtained in an emergency?

Evacuation Policy and Procedure

- Does the plan identify the conditions under which an evacuation would be necessary?
- Does the plan identify a clear chain of command and designate a person authorized to order an evacuation or shutdown of operations?
- Does the plan address the types of actions expected of different employees for the various types of potential emergencies?
- Does the plan designate who, if anyone, will stay to shut down critical operations during an evacuation?
- Does the plan outline specific evacuation routes and exits and are these posted in the workplace where they are easily accessible to all employees?
- Does the plan address procedures for assisting people during evacuations, particularly those with disabilities or who do not speak English?
- Does the plan identify one or more assembly areas (as necessary for different types of emergencies) where employees will gather and a method for accounting for all employees?
- Does the plan address how visitors will be assisted in evacuation and accounted for?

Reporting Emergencies and Alerting Employees in an Emergency

- Does the plan identify a preferred method for reporting fires and other emergencies?

[12] http://www.osha.gov/SLTC/etools/evacuation/docs/eap_checklist.pdf

- Does the plan describe the method to be used to alert employees, including disabled workers, to evacuate or take other action?

Employee Training and Drills

- Does the plan identify how and when employees will be trained so that they understand the types of emergencies that may occur, their responsibilities and actions as outlined in the plan?
- Does the plan address how and when retraining will be conducted?
- Does the plan address if and how often drills will be conducted?

Fire Safety Plan

- Is the fire safety plan available for employee review?
- Does the plan include housekeeping procedures for storage and cleanup of flammable materials and flammable waste?
- Does the plan address handling and packaging of flammable waste. (e.g. recycling of flammable waste such as paper is encouraged)?
- Does the plan cover procedures for controlling workplace ignition sources such as smoking, welding, and burning?
- Does the plan provide for proper cleaning and maintenance of heat producing equipment such as burners, heat exchangers, boilers, ovens, stoves, and fryers and require storage of flammables away from this equipment?
- Does the plan inform workers of the potential fire hazards of their jobs and plan procedures?
- Does the plan require review with all new employees and with all employees whenever the plan is changed?

List of Acronyms

BSC	Building Security Committee
DO	Designated Official
EAP	Emergency Action Plan
FMR	Federal Management Regulations
FPS	Federal Protective Service
GSA	General Services Administration
HSAS	Homeland Security Advisory System
HVAC	Heating, Ventilation and Air Conditioning
IC	Incident Command
ICS	Incident Command System
MSDS	Material Safety Data Sheet
NIMS	National Incident Management System
NIPP	National Infrastructure Protection Plan
NRP	National Response Plan
OEC	Occupant Emergency Coordinator
OEO	Occupant Emergency Organization
OEP	Occupant Emergency Plan
OSHA	Occupational Safety and Health Administration
SIP	Shelter-In-Place
SSP	Sector-Specific Plan

OEP Guide

Supplement 1: Emergency Situations

November, 2007

U.S. Immigration and Customs Enforcement

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CIVIL DISOBEDIENCE OR DISORDER

General Information

Sometimes, particularly with controversial issues, groups of people opposed to the aims of a demonstration may themselves launch a counter-demonstration to oppose the demonstrators and present their view. Clashes between demonstrators and counter-demonstrators may turn violent.

Civil disobedience encompasses the active – but nonviolent – refusal to obey certain laws or commands of a government as a means of expressing a viewpoint (either positive or negative) regarding a public issue, especially relating to a perceived grievance or social injustice. Most planned, peaceful actions are legal. Public displays of disapproval of a group toward a person or cause can include up to several hundred people, usually occur on a street or public gathering place, and can be stationary in a rally, sit-in, or workplace occupation or moving in a march or picket line.

Civil disorder is a broad term that is used to describe one or more forms of disturbance caused by a group of people where there is no advance notice. These disturbances can include violence and are, in most cases, illegal. The most recognized type of civil disorder is rioting. Rioting is a chaotic and unlawful disturbance of the public peace by three or more persons assembled together and acting with a common intent, usually in reaction to a perceived grievance or out of dissent (e.g., poor working or living conditions, conflicts between races or religions, the outcome of a sporting event). Often, riots involve vandalism and the destruction of private and public property.

All facilities are subject to the disruption that can result from civil disobedience or disorder. Public utilities such as water, fuel, and electricity may be temporarily unavailable, and civil disorder can affect the public infrastructure for communication.

The following sections provide information on how to prepare before an act of civil disobedience or disorder occurs, actions to take during an act of civil disobedience or disorder, and suggestions on how to safely recover after such an incident has occurred.

Prepare – Before Civil Disobedience or Disorder

The following are suggested actions to take before civil disobedience or disorder occurs:

- When a known and publicly announced protest, demonstration, or similar event is planned, the location of the event, cause, reason, and potential protest routes for such an occurrence should be assessed to determine the potential threat to the facility.
- Occupants of the facility should be instructed as to the types of civil disobedience or disorder expected and how to minimize the potential for confrontation with demonstrators. Occupants should continue with their business and stay away from windows and doors to the extent possible during demonstrations.
- In the event that a heightened alert status is put into effect, occupants should be fully informed of what is anticipated and what is expected of them.

Respond – During Civil Disobedience or Disorder

For peaceful events, with ample advance warning, there should be little disruption to the facility. As such, occupants should:

CIVIL DISOBEDIENCE OR DISORDER

- Report to work unless otherwise notified
- Avoid all contact with demonstrators
- Continue work normally
- Keep lobby and corridors clear
- Stay away from windows and doors.

However, even planned events can become violent. A facility-wide lockdown could occur when the civil disturbances or disorders would directly threaten any building and when unauthorized and/or unlawful entry into the facility is imminent. Lockdown may include:

- Public address announcement made to all occupants advising of the event such as:

  > "May I have your attention please? Due to a civil disturbance outside the facility, Security and/or Property Management requests that all occupants remain inside the facility until the situation is under control. Thank you for your cooperation."

- Securing all perimeter doors, including tenant access points having both street and interior access into the facility
- Securing of all loading dock doors
- Powering off, or placing into "Riot Mode," all escalators and freight and passenger elevators
- Communications and interaction with law enforcement or designated emergency agency
- Preparation for secondary actions if needed.

Events may occur with no advance warning, and it these events that are more likely to result in civil disobedience or disorder. Any occupant noticing an inflammatory or controversial event that was unexpected should notify security.

Recover – After Civil Disobedience or Disorder

Once the act of civil disobedience or disorder has been cleared, the DO will determine if it is safe for occupants to exit the facility.

COMPUTER OR CYBER SECURITY INCIDENT

General Information

Individuals who compromise, debilitate, or destroy the confidentiality, integrity, or availability of electronic data stored, processed, or transmitted by information technology systems are sometimes called hackers. Although this term is often associated with individuals operating from outside a facility, hackers may also be insiders such as current and former employees, contractors, and vendors who have – or at one time had – positions of trust and thereby access to the facility, its systems, and information.

Whether insiders or outsiders, hackers use knowledge acquired from legitimate computer operators, malicious software, and their own know-how to gain access to critical systems. If the attack is not identified immediately, a hacker could gain complete access to the system and leave portals open for future reentry.

Indicators of an attack on information technology systems can include:

- Multiple failed attempts to gain access to the system using different combinations of passwords (password dictionaries)
- Defaced portals and Websites
- Unidentified IP addresses trying to gain network access
- System taken offline or an unexpected increase in network activity during off-peak hours
- Foreign file types being stored on large data repository (for example, video files being saved on a server typically storing spreadsheets and word documents)
- Legitimate system users receiving unsolicited phone calls from help desk technicians who request the login and passwords
- Missing files, records, or line items.

The most up-to-date information on cyber and computer security threats, vulnerabilities, and protective measures can be obtained from:

National Institute of Standards and Technology Cyber Security Resource Center (CSRC)

http://csrc.nist.gov/

Department of Homeland Security Computer Emergency Readiness Team

http://www.uscert.gov/

Prevent, Protect, and Prepare – Before a Computer or Cyber Security Incident

Many organizations learn how to respond to security incidents only after suffering attacks. By this time, incidents often become much more costly than needed. Proper incident response should be an integral part of your overall security policy and risk mitigation strategy.

Agency planning groups should address ways to safeguard computer systems. There have been cases where employees have sabotaged computer equipment, computer systems, and computer records. Therefore, whenever a threat of sabotage is suspected, procedures should be initiated to prevent the person from having access to the facility's computer system.

COMPUTER OR CYBER SECURITY INCIDENT

Some agencies, when terminating employees, bar them from the premises and eradicate their passwords to computer systems that are accessible from outside the premises. This type of access information is sometimes difficult to determine; often, it is not readily available in one central place. The agency planning group, as part of the response plan, should talk to the information/computer security officer or computer system administrators to determine the vulnerability of the computer networks and the procedures that need to be implemented to lock individuals out of these systems.

The following are suggested actions to minimize the number and severity of computer or cyber security incidents:

- Clearly establish and enforce all policies and procedures. Your policies and procedures should be thoroughly tested to ensure that they are practical and clear and provide the appropriate level of security.
- Gain management support for security policies and incident handling.
- Routinely assess vulnerabilities in your environment. Assessments should be done by a security specialist with the appropriate clearance to perform these actions
- Routinely check all computer systems and network devices to ensure that they have all of the latest patches installed.
- Establish security-training programs for both IT staff and end users.
- Post security banners that remind users of their responsibilities and restrictions, along with a warning of potential prosecution for violation.
- Develop, implement, and enforce a policy requiring strong passwords.
- Routinely monitor and analyze network traffic and system performance.
- Routinely check all logs and logging mechanisms, including operating system event logs, application specific logs and intrusion detection system logs.
- Verify your back up and restore procedures.
- Assemble a Computer Security Incident Response Team (CSIRT) before an incident occurs to positively influence how incidents are handled. The CSIRT should contain computer security professionals responsible for coordinating a response to any incident.
- Define a cyber security incident response plan should include the following response and recovery actions:
    - Make an initial assessment.
    - Communicate the incident.
    - Contain the damage and minimize the risk.
    - Identify the type and severity of the compromise.
    - Protect evidence.
    - Notify external agencies if appropriate.
    - Recover systems.
    - Compile and organize incident documentation.
    - Assess incident damage and cost.
    - Review the response and update policies.

COMPUTER OR CYBER SECURITY INCIDENT

To prevent facility ***data theft***, consider the following suggested actions:

- Conduct background security checks on employees and contractors, as appropriate.
- Limit occupants' access to only those areas and systems necessary for their business.
- Institute a clear desk policy so that sensitive information is put away at the end of the day.
- Document and explain procedures and policies for system and device use.
- Train occupants on policies, procedures, system use, and security.
- Implement secure storage for sensitive documentation.
- Institute secure disposal of confidential information.
- Implement effective access control measures for password management, user registration, and de-registration.
- Implement, review, and maintain a comprehensive audit system that provides historical data access records.
- Institute secure procedures for exchanging information.
- Encrypt sensitive and personal information stored on Websites.
- Alert security and human resources if someone has expressed interest in possible targets, including particular, identifiable targets.

To prevent ***unauthorized access*** to computer systems, networks, and associated information, consider the following suggested actions:

- Establish an information technology risk management program/IT security program within the Office of the Chief Information Officer.
- Conduct training regarding protecting password and basic IT security protocols.
- Install intrusion detection software, firewalls, and authentication software.
- Disable all portals that are not monitored or assigned to trustworthy users.
- Enable the software option to force all users to change passwords regularly. Never share passwords with anyone or write them down.
- Be aware of changes in the technology landscape and new threats that are discovered. Update virus protection software regularly, or when new virus alerts are announced.
- Never open or download files attached to an e-mail from an unknown, suspicious, or untrustworthy source, or if the subject line is questionable or unexpected.
- Exercise caution when downloading files from the Internet. Be certain that the source is a legitimate and reputable one. Verify that an anti-virus program checks the files on the download site. If uncertain, don't download the file at all or download the file to a floppy disk and test it with anti-virus software.
- Back up files on a regular basis.

COMPUTER OR CYBER SECURITY INCIDENT

Respond – During a Computer or Cyber Security Incident

It is important to act quickly whenever there is reason to believe that an employee or ex-employee may commit an act of computer sabotage. It is standard practice to collect IDs, building passes, keys, and parking passes when employees leave their jobs. Often, however, no one thinks to block access to computer systems or networks. The following are suggested steps to take when you suspect a computer or cyber security incident has occurred:

- Immediately report any detected or suspicious incidents involving the security of computers or networks, including apparent attempts at unauthorized access. Reportable incidents can include suspicious computer- or network-related activity, internal or external to the facility. Include, for example:
    - Intrusions/unauthorized access
    - Modified files or unexpected new files
    - Unexpected disk accesses
    - Detection of classified material on unclassified computers
- Do not try to remove, modify, use, or copy any programs on the affected workstation;
- Immediately quarantine the affected workstation by not allowing anyone to use it;
- Disconnect the computer from the network (pull out the network cable), but do not power down the computer;
- Notify the facility or departmental cyber security point of contact, or system administrator, if available;
- Follow directions from authorized individuals assigned to help evaluate and recover from the incident.
- Do not discuss the incident with uninvolved personnel.

In responding to a computer or cyber security incident, ***authorized individuals should***:

- Make an initial assessment.
    - Take steps to determine whether you are dealing with an actual incident or a false positive.
    - Gain a general idea of the type and severity of attack. You should gather at least enough information to begin communicating it for further research and to begin containing the damage and minimizing the risk.
    - Record your actions thoroughly. These records will later be used for documenting the incident (whether actual or false).
- Communicate the incident to other authorized individuals to quickly identify who needs to be contacted and help to ensure that appropriate control and incident coordination can be maintained, while minimizing the extent of the damage.
- Contain the damage and minimize risks by taking the following actions:
    - Protect human life and people's safety. This should, of course, always be your first priority.

COMPUTER OR CYBER SECURITY INCIDENT

- Protect classified and sensitive data. As part of your planning for incident response, you should clearly define which data is classified and which is sensitive. This will enable you to prioritize your responses in protecting the data.
- Protect other data, including proprietary, scientific, and managerial data. Other data in your environment might still be of great value. You should act to protect the most valuable data first before moving on to other, less useful, data.
- Protect hardware and software against attack. This includes protecting against loss or alteration of system files and physical damage to hardware. Damage to systems can result in costly downtime.
- Minimize disruption of computing resources (including processes). Although uptime is very important in most environments, keeping systems up during an attack might result in greater problems later on. For this reason, minimizing disruption of computing resources should generally be a relatively low priority.

Recover – After a Computer or Cyber Security Incident

The following are suggested steps to take after a computer or cyber security incident:

Determine how seriously systems have been compromised. To be able to recover effectively from an attack, you need to determine how seriously your systems have been compromised. This will determine how to further contain and minimize the risk, how to recover, how quickly and to whom you communicate the incident, and whether to seek legal redress. You should attempt to:

- Determine the nature of the attack (this might be different than the initial assessment suggests).
- Determine the attack point of origin.
- Determine the intent of the attack. Was the attack specifically directed at your organization to acquire specific information, or was it random?
- Identify the systems that have been compromised.
- Identify the files that have been accessed and determine the sensitivity of those files.

By performing these actions, you will be able to determine the appropriate responses for your environment. A good incident response plan will outline specific procedures to follow as you learn more about the attack. To help determine the severity of the compromise, you should:

- Contact other members of the response team to inform them of your findings have them verify your results, determine whether they are aware of related or other potential attack activity, and help identify whether the incident is a false positive. In some cases, what might appear to be a genuine incident on initial assessment will prove to be a false positive.
- Determine whether unauthorized hardware has been attached to the network or whether there are any signs of unauthorized access through the compromise of physical security controls.
- Examine key groups (domain administrators, administrators, and so on) for unauthorized entries.
- Search for security assessment or exploitation software. Cracking utilities are often found on compromised systems during evidence gathering.
- Look for unauthorized processes or applications currently running or set to run using the startup folders or registry entries.

COMPUTER OR CYBER SECURITY INCIDENT

- Search for gaps in, or the absence of, system logs.
- Review intrusion detection system logs for signs of intrusion, which systems might have been affected, methods of attack, time and length of attack, and the overall extent of potential damage.
- Examine other log files for unusual connections; security audit failures; unusual security audit successes; failed logon attempts; attempts to log on to default accounts; activity during nonworking hours; file, directory, and share permission changes; and elevated or changed user permissions.
- Compare systems to previously conducted file/system integrity checks. This enables you to identify additions, deletions, modifications, and permission and control modifications to the file system and registry. You can save a lot of time when responding to incidents if you identify exactly what has been compromised and what areas need to be recovered.
- Search for sensitive data, such as credit card numbers and employee or customer data that might have been moved or hidden for future retrieval or modifications. You might also have to check systems for non-business data, illegal copies of software, and e-mail or other records that might assist in an investigation. If there is a possibility of violating privacy or other laws by searching on a system for investigative purposes, you should contact your legal department before you proceed.
- Match the performance of suspected systems against their baseline performance levels. This of course presupposes that baselines have been created and properly updated.
- When determining which systems have been compromised and how, you will generally be comparing your systems against a previously recorded baseline of the same system before it was compromised. Assuming that a recent system shadow copy is sufficient for comparison might put you in a difficult situation if the previous shadow copy comes from a system that has already been attacked.

Protect evidence. In many cases, if your environment has been deliberately attacked, you may want to take legal action against the perpetrators. In order to preserve this option, you should gather evidence that can be used against them, even if a decision is ultimately made not to pursue such action. It is extremely important to back up the compromised systems as soon as possible. Back up the systems prior to performing any actions that could affect data integrity on the original media.

Notify external agencies. After the incident has been contained and data preserved for potential prosecution, you should consider whether you need to start notifying appropriate external entities. All external disclosures should be coordinated with your Legal Representative. Potential agencies include local and national law enforcement, external security agencies, and virus experts. External agencies can provide technical assistance, offer faster resolution and provide information learned from similar incidents to help you fully recover from the incident and prevent it from occurring in the future.

Recover systems. How you recover your system will generally depend on the extent of the security breach. You will need to determine whether you can restore the existing system while leaving intact as much as possible, or if it is necessary to completely rebuild the system.

Restoring data presumes, of course, that you have clean backups made before the incident occurred. File integrity software can help pinpoint the first occurrence of damage. If the software alerts you to a changed file, then you know that the backup you made before the alert is a good one and should be preserved for use when rebuilding the compromised system.

An incident could potentially corrupt data for many months prior to discovery. It is, therefore, very important that as part of your incident response process, you determine the duration of the

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incident. In some cases, the latest or even several prior backups might not be long enough to get to a clean state, so you should regularly archive data backups in a secure off-site location.

Compile and organize incident evidence. Thoroughly document all processes when dealing with any incident. This should include a description of the breach and details of each action taken (who took the action, when they took it, and the reasoning behind it). Afterward, the documentation should be chronologically organized, checked for completeness, and signed and reviewed with management and legal representatives.

Review response and update policies. Once the documentation and recovery phases are complete, you should review the process thoroughly. Determine if steps were executed successfully and which mistakes were made. In almost all cases, you will find some processes that need to be modified so you can better handle future incidents.

ELEVATOR MALFUNCTION OR ENTRAPMENT

General Information

Elevator entrapment, or passengers being trapped and unable to exit, can be caused by a power outage or equipment malfunction. A typical passenger elevator will have an alarm button or switch that passengers can use to signal that they have been trapped in the elevator. Some elevators may also have one or more of the following features that enhance the security and safety of building occupants:

- Floor access control features to prevent unauthorized entry
- Communication connection to an external 24-hour emergency service through an elevator telephone or alarm
- Automatic recall to the designated floor in a fire emergency when an alarm has been activated. The designated floor is typically the main floor, however, when a fire occurs on the main floor, elevators will recall to an alternate floor.
- Fireman's key switch on the designated recall floor that places the elevator in a special operating mode designed to aid firefighters in rescuing occupants.

Safety measures to address occupants requiring special accommodations or assistance include:

- Braille and raised characters on elevator car and hall push buttons and controls
- Elevator car buttons and controls and hall buttons located at specified heights to accommodate occupants in wheelchairs
- Audible signals to provide information regarding car direction, car location, and door status
- Sufficiently long door opening and closing times that still preserve efficient elevator operation
- Door protection provided to minimize or eliminate the consequences of impact with an elevator passenger.

The Safety Code for Existing Elevators and Escalators (ASME A17.3) requires elevators to have an audible signaling device, operable from the emergency stop switch; a means of two-way conversation between the car and a readily accessible point outside the hoistway that is available to emergency personnel. If the audible signaling device or means of two-way communication are connected to the building power supply, they shall be provided with emergency power. If a building attendant is not continuously available, the elevator shall be provided with means for communicating with or signaling to a service, which is capable of taking appropriate action. The following sections provide information on how to prevent or prepare for an elevator malfunction or entrapment, actions to take if it occurs, and suggestions on how to safely recover.

Prepare – Before Elevator Malfunction or Entrapment

Specific procedures must be in place in the event of an elevator entrapment to expedite the release of occupants. These procedures may involve response from representatives of the elevator company or a rescue team from local fire and police departments. All occupants must be informed of how to call for assistance, and occupants must be warned that elevators must not be used during an evacuation.

Respond – During Elevator Malfunction or Entrapment

When an elevator malfunctions such that occupants cannot exit the cab, occupants

ELEVATOR MALFUNCTION OR ENTRAPMENT

should:

- Remain calm
- Use the emergency communications device in the elevator to request assistance
- Refrain from attempting to self-rescue.

Recover – After Elevator Malfunction or Entrapment

Whenever an individual has to be rescued from a stalled elevator, the elevator must be left out of service until an elevator inspector has had time to conduct an investigation. The outcome of the investigation may result in changes to procedures or equipment to ensure the safety of occupants.

EXPLOSION OR FIRE

General Information

An explosion is a sudden increase in volume and release of energy in a violent manner, usually with the generation of high temperatures and the release of gases. Explosions can be caused by accidents, mechanical failures, or intentional acts through the use of explosive devices such as improvised explosive devices (IEDs), vehicle-borne explosive devices (VBIEDs), suicide bombers, and pipe bombs.

A number of techniques can be used to detect explosives, including visual and physical inspections of individuals and vehicles, use of specially trained canine units for patrol and inspection, as well as specialized devices.

Fire can occur as a result of an explosion or due to accidents and intentional acts of arson. Fire is the most likely threat to life and property that may be faced by an OEO. Fires are serious, costly, and dangerous. Examples of common causes of fire include:

- Cooking equipment
- Electrical distribution or lighting equipment
- Heating equipment
- Smoking materials
- Lightning
- Spontaneous combustion or chemical reaction
- Contained trash or rubbish fire
- Intentional acts

Automatic fire detection systems detect, report, and act on fires in buildings. Information is received regarding smoke or heat problems in a building via devices that are connected to the fire control panel, such as smoke detectors, heat detectors, and sprinkler flow switches. Fire detection systems also detect when the alarm is set off manually.

Most buildings have manual pull stations (or manual call points) that are usually protected by glass. The fire alarm control panel automatically contacts emergency services. Because every fire control panel has a unique code address, emergency responders are able to locate the source of the alarm. Alarm signal devices may emit loud noise in the form of bells, speakers, or even sirens. Similarly, alarm signal devices may feature visuals that emit certain attention-getting lights such as strobe lights.

Systems used to extinguish fires include smoke control systems, hose standpipe systems, fire pumps, fire extinguishers, sprinkler systems, and other wet chemical or Halon systems.

The following sections provide information on how to prevent and prepare for an explosion or fire, actions to take if one occurs, and suggestions on how to safely recover from an explosion or fire. Actions are based on a compilation of recommendations from the following references:

Department of Homeland Security

Federal Emergency Management Agency

http://www.fema.gov/hazard/fire/index.shtm

http://www.fema.gov/business/guide/section3a.shtm

http://www.usfa.dhs.gov/

National Fire Prevention Association

http://www.nfpa.org/index.asp

http://www.firesafety.gov/

EXPLOSION OR FIRE

Centers for Disease Control and Prevention

http://www.bt.cdc.gov/masscasualties/preparingterroristbombing.asp

Occupational Safety and Health Administration

http://www.osha.gov/SLTC/firesafety/index.html

Prepare – Before an Explosion or Fire

Fire safety becomes everyone's job in a facility. A major portion of the OEO's efforts to deal with the threat of explosions or fire must be in prevention.[1] Although this section lists general recommendations to prepare for an explosion or fire, all fire safety plans should meet current International Fire Code and NFPA Life Safety Code requirements. Procedures must be written to avoid unnecessary detail and complexity but provide the following basic information that is reinforced through training and drills:

- Locations and use of fire alarm initiating devices and notification appliances and fire extinguishers
- Procedures to follow when the fire alarm is activated
- How to initiate an alarm and whom to notify after an alarm has been turned in
- Evacuation procedures and routes
- Any special needs for physically challenged individuals
- How to report anyone acting strangely or mysteriously.

Consider the following when developing a fire plan and procedures:

- Meet with the fire department to talk about the community's fire response capabilities. Talk about your operations. Identify processes and materials that could cause or fuel a fire or contaminate the environment in a fire.
- Have the facility inspected for fire hazards. Keep abreast fire codes and regulations, as they change frequently.
- Distribute fire safety information to occupants, including how to prevent fires in the workplace, how to contain a fire, how to evacuate the facility, and where to report a fire.
- Instruct occupants to crawl on their hands and knees when escaping a hot or smoke-filled area.
- Conduct evacuation drills. Post maps of evacuation routes in prominent places. Keep evacuation routes including stairways and doorways clear of debris.
- Establish procedures for the safe handling and storage of flammable liquids and gases.
- Establish procedures to prevent the accumulation of combustible materials.
- Establish a preventive maintenance schedule to keep equipment operating safely.
- Establish a system for warning occupants of a fire.
- Identify and mark all utility shutoffs so that electrical power, gas, or water can be shut off quickly.

[1] Some workplaces are required to have a Fire Prevention Plan by 29 CFR 1910.39.

EXPLOSION OR FIRE

Instruct occupants to:

- Read the building's occupant emergency plan, paying particular attention to procedures to relocate to another floor of the building, or evacuate the building.
- Learn the location of all exits in their building.
- Know at least two separate paths to exits in the event the primary exit is blocked.
- Be familiar with the building stair identification scheme (letters, numbers, etc.) as it may be necessary to avoid certain stairs if one stair is blocked.
- Be familiar with stair locking arrangements and which floors allow re-entry into building spaces from the stair. If problems are encountered in a stair, it may be necessary to re-enter the building from a stairwell,
- Never ignore a fire alarm.
- Know where the fire alarm manual pull stations are located and be familiar with how to use them.
- Be familiar with building evacuation or relocation procedures. In low-rise buildings (generally up to five or six stories), general evacuation is the typical response. However, in high rise buildings, the response to fire may be to relocate to a safe floor one, two, or three floors below the fire.
- Know the assigned meeting place(s) outside the building, should building evacuation be necessary, so everyone can be accounted for.

Respond – During Explosion or Fire

The following are suggested steps for occupants to use in the event of an explosion or fire in the facility:

- Evacuate the immediate area. Do not attempt to fight a fire if it is beyond your knowledge, skills, and abilities.
- Notify others in the immediate area and assist anyone who needs help evacuating.
- If your clothes catch on fire, you should stop, drop, and roll until the fire is extinguished.
- Crawl low under any smoke to your exit – heavy smoke and poisonous gases collect first along the ceiling.
- After an explosion, watch for obviously weakened floors and stairways.
- Close doors behind you as you escape to delay the spread of the fire.
- Check closed doors for heat before you open them. If you are escaping through a closed door, use the back of your hand to feel the top of the door, the doorknob, and the crack between the door and doorframe before you open it. Never use the palm of your hand or fingers to test for heat – burning those areas could impair your ability to escape a fire by limiting your ability to use a ladder or crawl.
    - **Hot Door** – Do not open. Escape through a window. If you cannot escape, hang a white or light-colored sheet outside the window, alerting fire fighters to your presence.
    - **Cool Door** – Open slowly and ensure that fire and/or smoke is not blocking your escape route. If your escape route is blocked, shut the door immediately and use an alternate escape route, such as a window. If clear, leave immediately through the door and close it behind you.

EXPLOSION OR FIRE

- Activate the fire alarm manual pull station upon exiting from the affected area.
- Do not attempt to re-enter the area to secure or retrieve belongings.
- Do not allow others to re-enter the area.
- From a safe location, dial 911 to report:
  - Location information:
    - Street address
    - Name of the building
    - Location of fire in the building
  - Description of the emergency
    - Nature and extent of the fire/smoke
    - If there are occupants missing or trapped (if known)
    - The number and extent of injuries (if known)
- Follow procedures for evacuation or other instructions provided by members of the OEO or fire department and watch for falling debris.

If an explosion occurs in or immediately adjacent to the facility, the area surrounding the explosion will be evacuated and kept clear to prevent destruction of evidence and to minimize the dangers of secondary explosions caused by other explosive devices, leaking gas lines, or falling debris. If people are injured, they will be given first aid while waiting for further medical assistance. Once you are out:

- Do not stand in front of windows, glass doors, or other potentially hazardous areas.
- Move away from sidewalks or streets to be used by emergency officials or others still exiting the building.

Note: Enhanced emergency procedures may need to be developed for sections of a facility that contain sensitive equipment and information.

If you become trapped in a building during a fire:

- Close the door to the space you are in immediately, no matter what your location, to prevent smoke and fire from entering the space. If smoke is entering the room through cracks around the door, stuff something in the cracks to slow the flow.
- If you are on the ground floor and a window that opens is available, carefully climb out if you can do so safely. If the window does not open, wave something so that emergency crews see you.
- If you are in an interior space with no window, stay near the floor where the air will have less smoke. Shout at regular intervals to alert emergency crews of your location.
- If you are in a room with the door closed and the fire alarm sounds, feel the door with the back of your hand. If the door is warm, do not open it.
- If you are on an upper floor and cannot reach one of the stairwells, go to an office with a window, close the office door, go to the window, and wave something so that emergency crews see you. Do not break the window, unless you are advised to do so by emergency personnel, because breaking the window may cause smoke and fire to spread into the room.
- If the phones are working, call to report your location:

EXPLOSION OR FIRE

- Floor
- Room #
- How many are in the room
- Is anyone injured?

If you are trapped in debris:

- If possible, use a flashlight to signal your location to rescuers.
- Avoid unnecessary movement to limit dust.
- Cover your nose and mouth with anything you have on hand. (Dense-weave cotton material can act as a good filter. Try to breathe through the material.)
- Tap on a pipe or wall so that rescuers can hear where you are.
- If possible, use a whistle to signal rescuers.
- Shout only as a last resort. Shouting can cause a person to inhale dangerous amounts of dust.

If you notice smoke or fire outside of the building, remain in the building unless notified by emergency response personnel to take other actions. If visible smoke is present inside the building, move first to the first floor of the building and await further instructions. If smoke becomes thick, leave the building by means of the nearest exit and move upwind of the hazardous area.

- Stay away from damaged buildings to avoid falling glass and bricks. Move at least 10 blocks or 200 yards away from damaged buildings.
- Listen to your radio or television for news and instructions.

Recover – After an Explosion or Fire

Recovering from an explosion or fire can be a physically and mentally draining process. The following actions are suggested during the first 24 hours:

- Contact the local disaster relief service to help with immediate needs.
- Do not enter the damaged facility.
- Normally, the fire department will ensure that utilities (water, electricity, and natural gas) are either safe to use or are disconnected before they leave the site. Do not attempt to turn on utilities yourself.
- Food, beverages, and medicine exposed to heat, smoke, soot, and water should not be consumed.

HAZARDOUS MATERIAL INCIDENT

General Information

A hazardous material is any chemical, biological, or radiological substance that – when released, spilled, or spread in sufficient quantities -- poses a risk to health, safety, and property.

Chemicals are found everywhere but can be hazardous to humans or the environment if used or released improperly.

Biological agents are organisms or toxins that can kill or incapacitate people, livestock, and crops.

Radioactive materials are routinely used at hospitals, research facilities, and industrial and construction sites for such purposes as diagnosing and treating illnesses, sterilizing equipment, and inspecting welding seams.

The following sections provide information on how to prevent and prepare before a hazardous material incident occurs, actions to take if one occurs, and suggestions on how to safely recover afterward. The National Response Center Hotline is a service that receives reports of chemical, biological, and radiological releases and actual or potential domestic terrorism; provides technical assistance to emergency responders; and connects callers with appropriate Federal resources. The hotline operates 24 hours a day, 365 days a year: Call 800-424-8802.

HAZARDOUS MATERIAL INCIDENT: CHEMICAL

General Information

Chemicals are easily found in everyday surroundings, but they can be hazardous to humans or the environment if used or released improperly; for example chemical warfare agents can be released from aircraft, boats, and vehicles. Classical chemical warfare agents include a wide variety of different compounds that can affect humans in various ways. Chemical warfare agents commonly exist in either gas or liquid form. Examples include:

- **Nerve agents** – the most toxic of all chemical agents, nerve agents are highly poisonous chemicals that inhibit normal functions of the nervous system. An example is sarin gas (GB).
- **Blister agents/vesicants** – these chemicals severely blister the eyes, respiratory tract, and skin on contact. The gastrointestinal and central nervous systems are often affected by severe exposures to blister agents. An example is mustard gas.
- **Choking/lung/pulmonary agents** – these chemicals cause severe irritation or swelling of the respiratory tract (lining of the nose, throat, and lungs). Examples include ammonia, chlorine, and phosgene.

Other examples of chemicals that could have an adverse affect on people exposed to them include:

- **Biotoxins** – poisons derived from plants or animals. Naturally occusing biotoxins can also be synthesized. Examples include digitalis and ricin.
- **Blood agents** – poisons that affect the body by absorption into the bloodstream. Examples include carbon monoxide and cyanide.
- **Caustics (acids)** – chemicals that burn or corrode the skin, eyes, and mucus membranes (lining of the nose, mouth, throat, and lungs) on contact. One example is hydrofluoric acid.
- **Metals** – compounds that consist of metallic poisons. Examples include arsenic, thallium, and mercury.

A hazardous material incident can occur either by accident or through a deliberate act. For example:

- **Accidental -** during transportation of hazardous material by truck, train, ship, or boat; processing, manufacturing, or storage of hazardous material inside an industrial facility; spill or splash of hazardous material onto the skin of a laboratory employee.
- **Intentional -** Placing a battery-powered air freshener containing poisonous gas in a densely populated area, such as a cinema, or detonating an Improvised Explosive Device (IED).

Regardless of the source or cause of an incident, these materials could have a direct impact on occupants and should be addressed.

The Chemical Transportation Center (CHEMTREC), a service of the Chemical Manufacturers Association, provides 24-hour information on handling incidents in the transportation of chemicals. CHEMTREC has been declared the official "Hotline" for this type of emergency and can be reached at **1-800-424-9300.**

The following sections provide information on how to prevent and prepare for a hazardous material incident, actions to take if one occurs, and suggestions on how to safely recover after a hazardous material incident. Actions are based on a compilation of recommendations from the following references:

HAZARDOUS MATERIAL INCIDENT: CHEMICAL

Department of Homeland Security

Federal Emergency Management Agency

http://www.fema.gov/business/guide/section3b.shtm

http://www.fema.gov/hazard/hazmat/index.shtm

Centers for Disease Control and Prevention

http://www.atsdr.cdc.gov/toxfaq.html

http://www.bt.cdc.gov/chemical/overview.asp

http://www.cdc.gov/niosh/docs/2003-136/

Prepare – Before a Chemical Hazardous Material Incident

Planning is necessary to make a facility safer and enable faster and more appropriate response to a hazardous material incident. Chemical agents are generally liquids, often aerosolized if weaponized, and most have either immediate effects or effects that manifest after a short delay. Some chemical agents such as mustard gas have a unique odor and color, although these characteristics should not serve as the most reliable means for agent identification.

Many preventive actions can be taken that do not require changes to a facility. These include preventing access to building air intakes, exhausts, HVAC equipment, and building and HVAC plans. Other actions may require changes to a facility that involve more significant expenses, including separate exhaust systems for high-risk areas, upgraded filters, and establishing internal safe zones.

Many communities have Local Emergency Planning Committees (LEPCs) whose responsibilities include collecting information about hazardous material in the community and making this information available to the public upon request. The LEPCs also are tasked with developing an emergency plan to prepare for and respond to chemical emergencies in the community.

Consider the following when developing your hazardous material incident response plan:

- Identify and label all hazardous material stored, handled, produced, and disposed of by your facility. Follow government regulations that apply to your facility.[2] Obtain material safety data sheets (MSDS) for all hazardous material at your location.
- Ask the local fire department for assistance in developing appropriate response procedures.
- Train employees in proper handling and storage of hazardous material.
- Depending on your operations, organize and train an emergency response team to confine and control hazardous material spills in accordance with applicable regulations.

[2] The Hazard Communication Standard (29 CFR 1910.1200) establishes uniform requirements for evaluation of all hazardous chemicals used in U.S. workplaces and communication of this information to the appropriate personnel. This Standard was designed to ensure that (1) employers receive the information they need to inform and train employees properly and to design and put in place employee protection programs, and (2) that employees receive necessary hazard information so they can participate in the development of protective measures in their workplaces and support them once they are in place.

HAZARDOUS MATERIAL INCIDENT: CHEMICAL

- Identify other facilities in your area that use hazardous material. Determine whether an incident could affect your facility.
- Identify highways, railroads, and waterways near your facility used for the transportation of hazardous material. Determine how a transportation accident near your facility could affect your operations.
- Choose an internal room to shelter, preferably one without windows and on the highest level.
- Check to be sure your disaster supplies kit is up to date.
- Other precautions for use of hazardous material include:
  - Keep products containing hazardous material in their original containers and never remove the labels unless the container is corroding. Corroding containers should be repackaged and clearly labeled.
  - Follow the manufacturer's instructions for the proper use of the chemical.
  - Dispose of hazardous material correctly.

Respond – During a Chemical Hazardous Material Incident

A hazardous material incident might not be immediately apparent because many agents are odorless and colorless and some cause no immediately noticeable effects or symptoms. Be alert to the following signs of the possible presence of hazardous material:

- Difficulty breathing; eye irritation; lost coordination; nausea; burning sensation in the nose, throat, and lungs
- Droplets of oily film on surfaces
- Unusual dead or dying animals in the area
- Unusual liquid sprays or vapors
- Unexplained odors (smell of bitter almonds, peach kernels, newly mown hay or green grass)
- Unusual or unauthorized spraying in the area
- Low-lying clouds or fog unrelated to weather; clouds of dust; or suspended, possibly colored, particles.

Determine whether the source of the hazard is inside or outside the facility. ***If the source location cannot be quickly determined,*** consider the following suggested actions:

- If there is an odor or other signs, use protective masks, then determine if the air is clean outside the building. If so, evacuate.
- If there are symptoms, but no odor or other sensory indications, evacuate.
- Check for other possible indicators of source:
  - In a multistory building, if signs/symptoms are not apparent on adjacent floors, it is likely an internal release on one floor.
  - If there are visible signs outside the building, such as people fleeing or responding to an airborne hazard, it is likely an external release.

HAZARDOUS MATERIAL INCIDENT: CHEMICAL

Hazardous Material Incident – Inside Facility

If you suspect a hazardous material incident in your immediate area, you should:

- Immediately cover your nose and mouth with a cloth or paper mask to prevent inhaling contaminants.
- Clear the area and have people move to a safe area outside the incident area.
- Close all doors leading to the incident area to prevent others from entering.
- Do not lock doors. (Emergency personnel will need access.)
- Notify authorities from another location.
- Wash hands and face with soap and cool water as soon as possible.
- Keep occupants who were not in the immediate area of the incident away from potentially exposed occupants.
- Inform all occupants who were potentially exposed to remain together in a safe area outside the incident area and await instructions from emergency personnel to reduce the chance of further contamination. Remember that the effects of exposure can sometimes take hours to days to become visible, depending on the hazardous material.

If the source is clearly inside and contained or localized, such as a package containing a hazardous material, consider the following suggested actions:

- Shut down all air-handling units that serve the affected floor.
- Isolate the affected area by closing doors and fire doors.
- Communicate with the fire department for assistance.
- Evacuate the affected floor(s) via routes away from the affected area.

If the source is clearly inside but <u>not</u> contained or localized, such as resulting from an accident causing the release or spill of a hazardous material in the facility, consider the following suggested actions:

- Shut down all air-handling units until the type of hazard and extent of its spread can be determined.
- Evacuate the affected floor(s).
- If the hazard is a perceptible agent, initiate purging with smoke fans, if available.

In the event of direct contact with a hazardous substance through the skin:

- Go to the emergency shower or sink.
- Remove any contaminated clothing.
- Wash the affected area with lukewarm water thoroughly for 15 minutes.
- Seek medical attention or follow the facility medical response procedure.
- Notify facility management and/or security personnel.

Chemical Hazardous Material Incident – Outside Facility

If the source is clearly outside and there is no indication that the hazardous material has begun to enter the building, initiate sheltering procedures and communicate with the fire department about the likely duration of the event (how long until the release will be contained).

HAZARDOUS MATERIAL INCIDENT: CHEMICAL

Listen to local radio or television stations for detailed information and instructions. The following are suggested actions ***if you are requested to stay indoors*** because of a hazardous material incident outside the facility:

- Close and lock all exterior doors and windows. Close vents, fireplace dampers, and as many interior doors as possible.
- Turn off air conditioners and ventilation systems. In large facilities, set ventilation systems to 100 percent recirculation so that no outside air is drawn into the facility. If this is not possible, ventilation systems should be turned off.
- Go into the pre-selected shelter room with 10 square feet of floor space per person (to provide sufficient air to prevent carbon dioxide build-up for up to five hours, assuming a normal breathing rate while resting). This room should be above ground and have the fewest openings to the outside.
- Seal gaps under doorways and windows with wet towels or plastic sheeting and duct tape.
- Seal gaps around window air conditioning units and around bathroom and kitchen exhaust fans with duct tape and plastic sheeting, wax paper, or aluminum wrap.
- Use material to fill cracks and holes in the room, such as those around pipes.
- If gas or vapors could have entered the building, take shallow breaths through a cloth or a towel.
- Avoid eating or drinking any food or water that may be contaminated.

The following are suggested actions ***if caught outside*** during a hazardous material incident:

- Stay upstream, uphill, and upwind. In general, try to go at least one-half mile (usually 8-10 city blocks) from the danger area. Move away from the incident scene and help keep others away.
- Do not walk into or touch any spilled liquids, airborne mists, or condensed solid chemical deposits. Try not to inhale gases, fumes, and smoke. If possible, cover mouth with a cloth while leaving the area.
- Stay away from incident victims until the hazardous material has been identified.

Recover – After a Chemical Hazardous Material Incident

The following are guidelines for the period following a chemical hazardous material incident:

- Return home only when authorities say it is safe. Open windows and vents and turn on fans to provide ventilation.
- Act quickly if you have come in to contact with or have been exposed to hazardous chemicals. Do the following:
  - Follow decontamination instructions from local authorities. You may be advised to take a thorough shower, or you may be advised to stay away from water and follow another procedure.
  - Seek medical treatment for unusual symptoms as soon as possible.
  - Place exposed clothing and shoes in tightly sealed containers. Do not allow them to contact other material. Call local authorities to find out about proper disposal.

HAZARDOUS MATERIAL INCIDENT: CHEMICAL

- Advise everyone who comes in to contact with you that you may have been exposed to a toxic substance.

- Find out from local authorities how to clean up your land and property.
- Report any lingering vapors or other hazards to your local emergency services office.

HAZARDOUS MATERIAL INCIDENT: BIOLOGICAL

General Information

Biological agents are organisms or toxins that can kill or incapacitate people, livestock, and crops. Bioterrorism is the deliberate or threatened use of bacteria, viruses, and toxins to cause disease, death, or fear. Terrorists may use biological agents because they can be extremely difficult to detect and do not cause illness for several hours to several days.

Biological agents can be spread in a number of ways:

- **Aerosols** – biological agents and toxins can be dispersed into the air, forming a fine mist that may drift for miles. Inhaling the agent may cause disease in people or animals.
- **Animals** – insects and animals, such as fleas, mice, flies, mosquitoes, and livestock, can spread diseases.
- **Food and water contamination** – certain pathogenic organisms and toxins may persist in food and water supplies and have the ability to spread widely among the population. For example, tetanus is a noncommunicable disease caused by toxins from food poisoning or infection caused by toxins in the environment. However, most food- or water-borne microorganisms and toxins can be killed or deactivated by heat (e.g., cooking contaminated food and boiling water).
- **Person-to-person** – the spread of infectious agents is also possible through close or direct contact. Communicable diseases that pose health risks to people have always existed. Although the spread of many communicable diseases has been controlled through vaccination and other public health countermeasures, the threat of avian influenza ("bird flu") and terrorist acts worldwide raises serious concerns about the possibility of a major infectious disease outbreak. Therefore, it is crucial to understand what can and should be done to protect the public from the threat of communicable diseases.

Any infectious agent could theoretically be engineered for deliberate use as a weapon. While no one knows for sure exactly which agents terrorists will use, public health officials are most concerned with the **disease threats** listed below. The Centers for Disease Control and Prevention (CDC) lists the following as Category A Bioterrorism Agents.

- **Anthrax**
    - **Inhalational anthrax** is the most serious form of anthrax and results from breathing bacterial spores into the lungs. Once in the lungs, the spores germinate into live bacteria that release potent toxins. The disease starts with flu-like symptoms, followed by severe respiratory complications. Without treatment, death may occur within two to three days of symptoms. Exposure to airborne anthrax spores could cause symptoms as soon as two days after exposure or as late as six to eight weeks after exposure. Once symptoms appear, antibiotics may have limited effectiveness for treatment of inhalational anthrax because it is too advanced.
    - **Cutaneous anthrax**, the skin form of anthrax, is the most common form of anthrax and results from contamination of the skin with anthrax spores such as direct contact with infected livestock or livestock products (particularly on exposed areas of the hands, arms, or face). The disease begins with a local swelling that may look like an insect bite and progresses to a fluid-filled blister. The blister dries, ulcerates, and then forms a coal-black scab known as an eschar (the word anthrax comes from the Greek word for coal).

HAZARDOUS MATERIAL INCIDENT: BIOLOGICAL

Without antibiotic treatment, the local infection may spread through the body to cause systemic disease and can be fatal.

- **Gastrointestinal Anthrax** is believed to result from ingesting a vegetative form of anthrax spores or from eating undercooked, infected meat. Symptoms usually appear within two to five days of ingestion. If untreated, systemic disease may develop and signs and symptoms will resemble those of inhalational and cutaneous anthrax infection.

- **Smallpox** is a serious viral disease that starts with fever, aches, fatigue, and vomiting, and progresses to a rash with blisters over much of the body. Initially, the rash may be confused with chicken pox. Smallpox spreads directly from person to person through airborne transmission. Because it is a virus, it does not respond to antibiotics. Since the disease's eradication in 1980, routine vaccination has discontinued; however, vaccines are still available for specific uses such as for military personnel, and antiviral drugs are available for smallpox under an FDA Investigational New Drug (IND) protocol.
- **Pneumonic plague** is caused by the bacteria that was responsible for the "Black Death." The symptoms begin with severe pneumonia, including high fever, chills, and cough. Without prescription antibiotics, respiratory failure and death may occur within 12 to 24 hours after the initial symptoms appear. Pneumonic plague spreads directly from person to person through the air (e.g., cough, sneeze). A vaccine exists for prevention of *bubonic* plague (when the lymph nodes are infected instead of the lungs), but the vaccine is not considered effective against pneumonic plague.
- **Botulism** is caused by a bacterial toxin or protein through inhalation or ingestion. It is one of the most potent toxic compounds known. Affected individuals may have difficulty speaking, seeing, and swallowing. Depending on the severity of exposure, symptoms may progress to general muscle weakness and respiratory failure. Without adequate respiratory care and treatment with antitoxin, death can occur within 24 to 72 hours. *Botulism does not spread from person to person*. A bioterrorist attack would likely involve airborne or food-borne release of botulinum toxin.
- **Tularemia,** a native of Tulare County, California, is also known as Rabbit Fever. Its CDC Category A Bioterrorism Agents status can be attributed mostly to its virulence; however, *tularemia cannot spread from person to person*. In a bioterrorist attack, the agent would be aerosolized for an airborne release. Fever, headache, and a pneumonia-like illness characterize the disease. Without antibiotic treatment, the disease can progress to respiratory failure, shock, and death. Vaccines are being developed and reviewed by the Food and Drugs Administration (FDA), but they are not yet available for widespread use.
- **Viral Hemorrhagic Fevers** (VHF) are caused by a diverse group of viruses (e.g., Ebola, Marburg, Yellow Fever, Lassa, and Rift Valley). VHFs such as Ebola and Marburg are often associated with high mortality rates, ranging between 25% and 90%. Illness generally begins with flu-like symptoms such as fever, fatigue, dizziness, headache, and muscle aches. Severe infection may lead to death due to complications from massive bleeding and shock. Bodily fluids and airborne transmission are the primary routes of disease spread. A vaccine is available for the prevention of Yellow Fever; however, vaccines are not yet available for other VHFs. Supportive care such as fluid resuscitation and mechanical ventilation is required for all VHFs, while the antiviral drug Ribavirin may be effective against certain VHFs.

The following sections provide information on how to prevent and prepare for a biological incident, actions to take if one occurs, and suggestions on how to safely recover afterward. Actions are based on a compilation of recommendations from the following references:

HAZARDOUS MATERIAL INCIDENT: BIOLOGICAL

Department of Homeland Security

Federal Emergency Management Agency

http://www.fema.gov/hazard/terrorism/bio/index.shtm

American Red Cross

http://www.redcross.org/preparedness/cdc_english/quarantine-1.asp

Prepare – Before a Biological Incident

Before a biological incident, consider the following suggested actions:

- Check with your doctor to ensure that all required or suggested immunizations are up to date. Children and older adults are particularly vulnerable to biological agents.
- Consider installing a High Efficiency Particulate Air (HEPA) filter in your furnace return duct. These filters remove particles in the 0.3 to 10 micron range and will filter out most biological agents that may enter your house. If you do not have a central heating or cooling system, a stand-alone portable HEPA filter can be used.

Building owners and managers should determine the type and level of filtration in their structures and the level of protection the filtration system provides against biological agents.

Respond – During a Biological Incident

In the event of a biological attack, public health officials may not immediately be able to provide information on what you should do. It will take time to determine what the illness is, how it should be treated, and who is in danger. Watch television, listen to radio, or check the Internet for official news and information including signs and symptoms of the disease, areas in danger, if medications or vaccinations are being distributed, and where you should seek medical attention if you become ill.

The first evidence of an attack may be when you notice symptoms of the disease caused by exposure to an agent. Be suspicious of any symptoms you notice, but do not assume that any illness is a result of the attack. Use common sense and practice good hygiene.

If you become aware of an unusual and suspicious substance nearby:

- Move away quickly.
- Wash your hands with soap and water.
- Contact authorities.
- Listen to the media for official instructions.
- Seek medical attention if you become sick.

If you are exposed to a biological agent:

- Remove and bag your clothes and personal items. Follow official instructions for disposal of contaminated items.
- Wash yourself with soap and water and put on clean clothes.
- Seek medical assistance. You may be advised to stay away from others, or you may even be quarantined.

HAZARDOUS MATERIAL INCIDENT: BIOLOGICAL

Using High-Efficiency Particulate Air (HEPA) Filters

- HEPA filters are useful in biological attacks. If you have a central heating and cooling system with a HEPA filter, leave it on if it is running or turn the fan on if it is not running. Moving the air through the filter will help remove the agents from the air. If you have a portable HEPA filter, take it with you to the internal room where you are seeking shelter and turn it on.
- If you are in an apartment or office building that has a modern, central heating and cooling system, the system's filtration should provide a relatively safe level of protection from outside biological contaminants.
- HEPA filters will not filter chemical agents.

Recover – After a Biological Incident

In some situations, such as the case of the anthrax letters sent in 2001, people may be alerted to potential exposure. If this is the case, pay close attention to all official warnings and instructions on how to proceed. The delivery of medical services for a biological event may be handled differently in response to increased demand. The basic public health procedures and medical protocols for handling exposure to biological agents are the same as for any infectious disease. It is important for you to pay attention to official instructions via radio, television, and emergency alert systems.

If you believe you have been exposed to an infectious biological agent or if you develop symptoms that you believe might be associated with such an exposure, immediately contact a physician. Your physician may choose to contact the local health department to determine the best course of action based on the circumstances of the exposure.

In addition to early detection, rapid diagnosis, and treatment with antibiotics or antivirals, quarantine and isolation may be used to contain the spread of illness. *Isolation* applies to persons who are known to be ill with a contagious disease. *Quarantine* applies to those who have been exposed to a contagious disease but who may or may not become ill.

HAZARDOUS MATERIAL INCIDENT: RADIOLOGICAL

General Information

Radioactive materials emit a form of energy that travels in waves or particles. This energy is called radiation. Radioactive materials are routinely used in hospitals, research facilities, and industrial and construction sites for such purposes as diagnosing and treating illnesses, sterilizing equipment, and inspecting welding seams.

Radioactive contamination and radiation exposure could occur if radioactive materials are released into the environment as the result of:

- An accidental or intentional release from a **medical or industrial device**
- A **nuclear power plant accident** or attack on a fixed nuclear facility
- **Suitcase bombs, which** are small nuclear bombs that would produce a nuclear blast that is very destructive, but not as great as a nuclear weapon developed for strategic military purposes.
- **Radiological Dispersal Devices (RDD),** also known as "dirty bombs," consisting of radioactive material combined with conventional explosives. They are designed to use explosive force to disperse the radioactive material over a large area, such as multiple city-blocks.
- A **nuclear bomb, which** creates an explosion that is significantly more powerful than that of a dirty bomb. The cloud of radiation from a nuclear bomb could spread tens to hundreds of square miles, whereas a dirty bomb's radiation could be dispersed within a few blocks or miles of the explosion. When a nuclear device is detonated, a large fireball is created. Everything inside of this fireball vaporizes, including soil and water, and is carried upwards. This creates the mushroom cloud that we associate with a nuclear blast, detonation, or explosion.

As radioactive material spreads, it becomes less concentrated and less harmful. Prompt detection of the type of radioactive material used will greatly assist local authorities in advising the community on protective measures, such as sheltering in place, or immediate evacuation from the affected areas. Radiation can be readily detected with equipment already carried by many emergency responders.

Such a release could expose people and contaminate their surroundings and personal property. A person exposed to radiation is not necessarily contaminated with radioactive material. A person who has been exposed to radiation has had radioactive waves or particles penetrate the body, like having an x-ray. For a person to be contaminated, radioactive material must be on or inside of his or her body, as described below:

- **External contamination** occurs when radioactive material, in the form of dust, powder, or liquid, comes into contact with a person's skin, hair, or clothing. In other words, the contact is external to a person's body.
- **Internal contamination** occurs when people ingest or inhale radioactive materials, or when the body absorbs radioactive materials through an open wound on the skin.

Radiation can affect the body in a number of ways, and the adverse health effects of exposure may not be apparent for many years. These adverse health effects can range from mild effects, such as skin reddening, to serious effects such as cancer and death, depending on the amount of radiation absorbed by the body (the dose), the type of radiation, the route of exposure, and the length of exposure. Exposure to very large doses of radiation may cause death within a few

HAZARDOUS MATERIAL INCIDENT: RADIOLOGICAL

days or months. Exposure to lower doses of radiation may lead to an increased risk of developing cancer or other adverse health effects later in life.

The following sections provide information on how to prevent and prepare before a radiological incident occurs, actions to take if one occurs, and suggestions on how to safely recover afterward. Actions are based on a compilation of recommendations from the following references:

Occupational Safety and Health Administration

http://www.osha.gov/SLTC/emergencypreparedness/rdd_tech.html

Nuclear Regulatory Commission

http://www.nrc.gov/reading-rm/doc-collections/fact-sheets/dirty-bombs.html

Nuclear Regulatory Commission Operations Center: 301-816-5100 (collect calls accepted)

Centers for Disease Control and Prevention

http://www.bt.cdc.gov/radiation/#public

Department of Homeland Security

Federal Emergency Management Agency

http://www.fema.gov/hazard/nuclear/index.shtm

Environmental Protection Agency

http://www.epa.gov/radiation/rert/pags.htm

http://www.epa.gov/radiation/rert/rert.htm

Prepare – Before a Radiological Incident

Since radiation cannot be seen, smelled, felt, or tasted, people at the site of an incident will not know whether radioactive materials were involved. You can take the following steps to minimize your exposure:

- The more distance between you and the source of the radiation, the better. Distancing yourself from the radiation source could involve evacuation or remaining indoors to minimize exposure. If there is a chance that clothing has become contaminated, removing the outer layer of clothes and placing them in an out-of-the-way area can reduce exposure.
- The more heavy, dense material between you and the source of the radiation, the better
- Most radioactivity loses its strength fairly quickly.

Your community should have a plan in place in case of a radiation emergency. Check with community leaders to learn more about the plan and possible evacuation routes.

Obtain public emergency information materials from the power company that operates your local nuclear power plant or your local emergency services office. If you live within 10 miles of the power plant, you should receive these materials yearly from the power company or your state or local government. In addition, familiarize yourself with these terms in the event of a nuclear power plant emergency:

- **Notification of Unusual Event** – A small problem has occurred at the plant. No radiation leak is expected. No action on your part will be necessary.

HAZARDOUS MATERIAL INCIDENT: RADIOLOGICAL

- **Alert –** A small problem has occurred, and small amounts of radiation could leak inside the plant. This will not affect you and no action is required.
- **Site Area Emergency –** Area sirens may be sounded. Listen to your radio or television for safety information.
- **General Emergency –** Radiation could leak outside the plant and off the plant site. The sirens will sound. Tune to your local radio or television station for reports. Be prepared to follow instructions promptly.

Respond – During a Radiological Incident

After a release of radioactive materials, local authorities will monitor the levels of radiation and determine what protective actions to take. The most appropriate action will depend on the situation. Tune in to local emergency response network or news station for information and instructions during any emergency. If a radiation emergency involves the release of large amounts of radioactive materials, you may be advised to either shelter in place or evacuate.

If you are advised to shelter in place, you should do the following:

- Close and lock all doors and windows.
- Turn off fans, air conditioners, and forced-air heating units that bring in fresh air from the outside. Only use units to recirculate air that is already in the building.
- Move to an inner room or basement.
- Cover your mouth and nose with a face mask or other material (such as a scarf or handkerchief) until the fallout cloud has passed.
- Shut off ventilation systems and seal doors or windows until the fallout cloud has passed. However, after the fallout cloud has passed, unseal the doors and windows to allow some air circulation.
- Stay inside until authorities say it is safe to come out.
- Listen to the local radio or television for information and advice. Authorities may direct you to stay in your shelter or evacuate to a safer place away from the area.
- If you must go out, cover your mouth and nose with a damp towel.
- Use stored food and drinking water. Do not eat local fresh food or drink water from open water supplies.
- Clean and cover any open wounds on your body.
- Keep your radio tuned to the emergency response network or local news to find out what else you need to do.

If you are advised to evacuate, follow the directions that your local officials provide. Leave the area as quickly and orderly as possible.

- Listen to the radio or television for information about evacuation routes, temporary shelters, and procedures to follow.
- Before you leave, close and lock windows and doors and turn off air conditioning, vents, fans, and furnace. Close fireplace dampers.

HAZARDOUS MATERIAL INCIDENT: RADIOLOGICAL

- Take disaster supplies with you (such as a flashlight and extra batteries, battery-operated radio, first aid kit and manual, emergency food and water, nonelectric can opener, essential medicines, cash and credit cards, and sturdy shoes).
- Remember that your neighbors may require special assistance, especially infants, elderly people, and people with disabilities.
- Keep car windows and vents closed; use re-circulating air.

If you are **inside and close to the incident:**

- If the walls and windows of the building are not broken, stay in the building and do not leave.
- To keep radioactive dust or powder from getting inside, shut all windows, outside doors, and fireplace dampers. Turn off fans and heating and air-conditioning systems that bring in air from the outside. It is not necessary to put duct tape or plastic around doors or windows.
- If the walls and windows of the building are broken, go to an interior room and do not leave. If the building has been heavily damaged, quickly go into a building where the walls and windows have not been broken. If you must go outside, be sure to cover your nose and mouth with a cloth. Once you are inside, take off your outer layer of clothing and seal it in a plastic bag if available. Store the bag where others will not touch it.
- Shower or wash with soap and water, removing any remaining dust. Be sure to wash your hair.
- Tune to local radio or television news for more instructions.
- Turn off the air conditioner, ventilation fans, furnace, and other air intakes.
- Go to a basement or other underground area, if possible.
- Do not use the telephone unless absolutely necessary.
- Food and water supplies most likely will remain safe. However, any unpackaged food or water that was out in the open and close to the incident may have radioactive dust on it. Therefore, do not consume water or food that was out in the open.
- The food inside of cans and other sealed containers will be safe to eat. Wash the outside of the container before opening it.
- Authorities will monitor food and water quality for safety and keep the public informed.
- Low levels of radiation exposure (like those expected from a dirty bomb situation) do not cause any symptoms. Higher levels of radiation exposure may produce symptoms, such as nausea, vomiting, diarrhea, and swelling and redness of the skin. If you develop any of these symptoms, you should contact your doctor, hospital, or other sites recommended by authorities.

Recover – After a Radiological Incident

Depending on the nature and extent of the radiological incident, prior to allowing access to potentially contaminated areas, authorities will evaluate the environmental conditions in the affected areas by conducting radiation measurements and beginning recovery operations including any necessary decontamination of facilities.

HOSTAGE SITUATION

General Information

The use of hostages to gain negotiating advantage has increased. Many government facilities are particularly suceptible to this threat because of the high level of public access.

Hostage taking involves three groups of participants:

- **Hostage taker(s)** include individuals that may be emotionally disturbed, motivated by political or religious reasons, criminals, prison inmates, or some combination of these. They are more or less goal oriented, may make substantive demands – usually including escape – need police to facilitate demands, are motivated by having the demands met as opposed to harming the hostages, and realize that keeping some hostages alive prevents a tactical response.
- **Hostages** usually have no value for the hostage taker except as a tool to influence or gain the attention of the third person.
- **Third persons or entities** interact with the hostage taker and are usually properly trained and equipped law enforcement agencies.

A traditional hostage situation is when one or more hostage taker(s) holds and threatens harm to one or more persons, or hostage(s), unless a third party fulfills the hostage taker's demands. Example hostage situations include the taking of hostages during or following a crime for protection, and the seizure of a ship or airliner for safe passage. A hostage taker may also hold the hostage based on internal emotions and impulses with no substantive demands made.

Prepare – Before a Hostage Situation

All facilities should have written plans to deal with hostage situations that are coordinated with Federal and local law enforcement agencies. Plans must emphasize the use of properly trained law enforcement agencies. The plan should include, at a minimum, the following information:

- Telephone numbers for law enforcement agencies that will provide support in a hostage situation
- Designation of officials responsible for assisting law enforcement agencies with negotiations (name, position title, and telephone number of designated official).

Law enforcement agencies and local police departments should be contacted to determine the resources available for handling hostage situations. Assistance with specific planning needs and training for the employees designated in the plan should also be pursued.

Coordination and participation is essential for successful hostage repatriation and recovery.

- Create and exercise contingency plans for hijacking and hostage taking.
- Report information about hostage taking to senior managers immediately.
- Only high-level managers should make public or media statements.

Take steps to avoid hostage situations by implementing the following recommendations:

- Identify where employees and stakeholders risk becoming hostages.
- Provide training on how to avoid hostage situations.
- Provide training on appropriate actions in the event of being taken hostage.

HOSTAGE SITUATION

Respond – During a Hostage Situation

The following guidelines are provided as general background on the control of hostage situations and will be used until the appopriate law enforcement agency takes control of the incident:

- Isolate the area involved by evacuating employees, the public, and any other visitors to the site.
- Cordon off the area to prevent entry by unauthorized persons.
- Until enforcement personnel arrive and if approved by enforcement personnel, communications with hostage captors should be maintained by the designated official, if appropriate, and should be conducted in such a way as to avoid provoking the captor(s) or escalating the incident.

If you **observe a hostage situation**, the following are suggested actions:

- Leave the immediate area without causing suspicion.
- Proceed to a safe area and notify the authorities.
- Inform the authorities of the location of the hostage situation, who was taken as hostage(s), the number of captors, and whether or not the captors are armed.
- Provide your name, location, and telephone number.
- Remain in the area, stay calm, and avoid discussing the situation with anyone else, if possible, until the proper authorities arrive.
- Whenever possible, leave negotiations with the captor(s) to trained negotiators.
- Anyone that has established communication and rapport with the captor(s) must stand by and brief the trained negotiators upon their arrival. Continue to stand by in the event that additional assistance is required with the negotiators.

If **you are taken hostage**, the following are suggested actions:

- Remain calm, be polite, and cooperate with your captors.
- Do not attempt escape unless there is an extremely good chance of survival. It is safer to be submissive and obey your captors.
- Speak normally. Do not complain, avoid being belligerent, and comply with all orders and instructions.
- Do not draw attention to yourself with sudden body movements, statements, comments, or hostile looks.
- Observe the captors and try to memorize their physical traits, voice patterns, clothing, or other details that can help provide a description later.
- Avoid getting into political or ideological discussions with the captors.
- Try to establish a relationship with your captors and get to know them. Captors are less likely to harm you if they respect you.
- If forced to present terrorist demands to authorities, either in writing or on tape, state clearly that the demands are from your captors. Avoid making a plea on your own behalf.
- Try to stay low to the ground or behind cover from windows or doors, if possible.

HOSTAGE SITUATION

- During a rescue operation:
  - Do not run. Drop to the floor and remain still. It that is not possible, cross your arms, bow your head, and stand still. Make no sudden moves that a tense rescuer may interpret as hostile or threatening.
  - Wait for instructions and obey all instructions you are given.
  - Do not be upset, resist, or argue if a rescuer isn't sure whether you are a terrorist or a hostage.
  - Even if you are handcuffed and searched, do not resist. Just wait for the confusion to clear. You will be taken to a safe area, where proper identification and status will be determined.

Trained staff should communicate with reporters and media personnel to minimize risk, confusion, and damage:

- Contact trained staff to communicate with reporters and media personnel.
- Confirm a hostage-taking event without details.
- Confirm primary concern for hostage safety, unless the site is threatened.
- Confirm cooperation with law enforcement and security experts.

Recover – After a Hostage Situation

After a hostage situation, the facility emergency response processes and procedures should be examined to determine if modifications are warranted. More importantly, the emotional toll that a hostage situation brings can sometimes be devastating. Everyone who sees or experiences it is affected in some way. It is normal to feel anxious about your own safety and that of your family and close friends. Profound sadness, grief, and anger are normal reactions to an abnormal event. Everyone has different needs and different ways of coping such as:

- Talk with someone about your feelings – anger, sorrow, and other emotions – even though it may be difficult.
- Do not hold yourself responsible for the event or be frustrated because you feel you cannot help directly in the rescue work.
- Take steps to promote your own physical and emotional healing by healthy eating, rest, exercise, relaxation, and meditation.
- Maintain a normal family and daily routine, limiting demanding responsibilities on yourself and your family.
- Use existing support groups of family, friends, and religious institutions.

MEDICAL EMERGENCY: GENERAL

General Information

Medical emergencies may require basic first aid or more advanced lifesaving skills. First aid refers to medical attention that is usually administered immediately after the injury occurs and at the location where it occurred. It often consists of a one-time, short-term treatment and requires little technology or training to administer. [3] Advanced life saving may include rescue breathing, cardiopulmonary resuscitation (CPR), or the Heimlich maneuver.

Medical emergencies are divided into two categories based on the number of injuries. Limited medical emergencies involve one person who is in need of medical assistance; multiple medical emergencies involve more than one person who require medical assistance as a result of the same accident or exposure.

Life-threatening medical emergencies can include:

- Chest pain
- Stroke
- Breathing problems
- Anaphylactic reaction
- Hypoglycemia in diabetics taking insulin
- Seizures
- Pregnancy complications
- Abdominal injury
- Reduced level of consciousness
- Impaled object

Non-life-threatening medical emergencies include:

- Wounds – abrasions, cuts, lacerations, punctures, avulsions, amputations and crush injuries, eye injuries
- Burns – thermal, electrical, or chemical
- Temperature extremes resulting in frostbite and hypothermia from exposure to cold and heat cramps, heat exhaustion and heat stroke from exposure to heat.
- Musculoskeletal injuries including fractures; sprains, strains, contusions and cramps; head, neck, back and spinal injuries; appropriate handling of amputated body parts.

The following sections provide information on how to prevent and prepare before a medical emergency occurs, actions to take if one occurs, and suggestions on how to safely recover afterward. Actions are based on a compilation of recommendations from the following references:

Occupational Safety and Health Administration

http://www.osha.gov/SLTC/medicalfirstaid/index.html#hottopics

American Red Cross

http://www.redcross.org/services/hss/courses/workplace.html

Prepare – Before a Medical Emergency

Preplanning will enhance the safety and survivability of those individuals who may be

[3] The OSHA First Aid standard (29 CFR 1910.151) requires trained first-aid providers at all workplaces of any size if there is no "infirmary, clinic, or hospital in near proximity to the workplace which is used for the treatment of all injured employees." If an employee is expected to render first aid as part of his or her job duties, the employee is covered by the requirements of the Occupational Exposure to Bloodborne Pathogens standard (29 CFR 1910.1030).

MEDICAL EMERGENCY: GENERAL

injured and/or trapped in a building or area. The larger the complex, the greater the possibility exists that an emergency will result in a situation that will require an organized rescue operation. In large facilities, planning must include provisions for getting medical assistance for events that result in large-scale injuries.

Employers should make an effort to obtain estimates of EMS response times for all permanent and temporary locations and for all times of the day and night at which they have workers on duty, and they should use that information when planning their first-aid program. When developing a workplace first-aid program, consultation with the local fire and rescue service or emergency medical professionals may be helpful for response time information and other program issues. Because it can be a workplace event, SCA should be considered by employers when planning a first-aid program. It is advisable to put the First-Aid Program policies and procedures in writing. Policies and procedures should be communicated to all employees, including those workers who may not read or speak English. Language barriers should be addressed both in instructing employees on first-aid policies and procedures and when designating individuals who will receive first-aid training and become the on-site first-aid providers.

Medical assistance will not be required in all emergencies. However, the availability of medical assistance must be known in the event the emergency does result in injuries. To reduce response time as much as possible, identify available sources of medical assistance, which may include:

- FPS Officers (all are trained in first aid)
- Onsite facility health units or clinics
- Police and fire department personnel
- Rescue squads and hospitals
- Local physicians
- Occupants certified in first aid.

A facility's first aid supplies should reflect the kinds of injuries that could occur and be stored in an area where they are readily available for emergency access. An automated external defibrillator (AED)[4] should be considered when selecting first-aid supplies and equipment. For large operations, employers should determine how many first-aid kits are needed and whether or not it is appropriate to augment the kits with additional first-aid equipment and supplies. Employers should periodically reassess the demand for these supplies and adjust their inventories.

A first aid training program can be offered for occupants that includes instruction in or discussion of the following:

- Prevention as a strategy in reducing fatalities, illnesses, and injuries
- Interacting with the local emergency medical system
- Maintaining a current list of emergency telephone numbers (police, fire, ambulance, poison control) accessible by all employees

[4] As part of the President's Federal Employee Initiative for the 21st Century and to ensure that injured employees receive the best possible care, Automated External Defibrillators (AED) may be installed in the facility to reduce the damaging effects of sudden cardiac arrest.

MEDICAL EMERGENCY: GENERAL

- Understanding the legal aspects of providing first-aid care, including Good Samaritan legislation, consent, abandonment, negligence, assault and battery, and State laws and regulations
- Understanding the effects of stress, fear of infection, and panic; how they interfere with performance; and what to do to overcome these barriers to action
- Learning the importance of universal precautions and body substance isolation to provide protection from bloodborne pathogens and other potentially infectious materials.
- Learning about personal protective equipment (PPE) – gloves, eye protection, masks, and respiratory barrier devices.

Respond – During a Medical Emergency

In the event of a medical emergency, professional medical assistance (rescue squad, fire department, etc.) must be called immediately. After actions are taken to prevent further injuries, the first priority becomes aiding the injured.

The person observing a medical emergency should:

- Assess the scene for safety, number of injured, and nature of the event
- Dial 911 and provide:
  - Nature of the emergency
  - Location of the facility including street address, nearest cross street, and name of building
  - Location of the injured person(s) in the facility including floor and room number
- Prioritize care when there are several injured by assessing each for responsiveness, breathing, circulation, and medical alert tags and performing a logical head-to-toe check for injuries
- Stay with the injured person(s) and do whatever possible until medical assistance arrives
- Calm the person, keep them warm, and reassure them that they will be all right.

Recover – After a Medical Emergency

After a medical emergency, the following actions should be taken:

- **Complete all appropriate injury/incident reporting.** Examples of reports include those for incidents, accidents, medical treatment, workers compensation, and injury/illness logs. Notifications may be required to the Occupational Safety and Health Administration within eight hours if anyone dies or if three or more persons receive medical attention other than first aid.
- **Analyze the cause of the medical emergency.** If it was due to an accident, examine enhancements to accident prevention awareness and whether attributes of the facility could be modified to reduce risk of further injury. If it was a medical condition that was unrelated to the environment, determine if enhancements to the wellness program would be beneficial.
- **Examine the effectiveness of response**. Determine whether or not improvements can be made in procedures, training, available equipment, etc., to streamline the provision of aid to occupants.

MEDICAL EMERGENCY: PANDEMIC INFLUENZA

General Information

An influenza (flu) pandemic is a worldwide flu outbreak that occurs when a new type of influenza virus appears and people have no immunity against the virus. The human population is highly susceptible to the novel virus because they have not been exposed to it before or have not been exposed to it in a long time. To adequately prepare for a possible pandemic influenza outbreak, the first step is to understand the different terms widely used to describe the flu:

Seasonal (or common) flu – is a respiratory illness that can be transmitted person to person. Most people have some immunity, and a vaccine is available. Seasonal flu occurs on a yearly basis.

Pandemic flu – is virulent human flu that causes a global outbreak, or pandemic, of serious illness. Because there is little natural immunity, the disease can spread easily from person to person. A pandemic may come and go in waves, each of which can last for six to eight weeks. Currently, there is no pandemic flu.

Avian (or bird) flu (AI) – is caused by influenza viruses that occur naturally among wild birds. Low pathogenic AI is common in birds and causes few problems. H5N1 is highly pathogenic, deadly to domestic fowl, and can be transmitted from birds to humans. There is no human immunity and no vaccine is available. H5N1 is of particular concern because it is one of the few avian influenza viruses to have crossed the species barrier to infect humans, and it is the most deadly of those that have crossed the barrier**.** So far, the spread of H5N1 virus from person to person has been limited and has not continued beyond one person. Nonetheless, because all influenza viruses have the ability to change, scientists are concerned that the H5N1 virus could one day be able to infect humans and spread easily from one person to another.

The following table provides additional comparisons between seasonal influenza and pandemic influenza:

Seasonal Influenza	Pandemic Influenza
Caused by influenza viruses that are similar to those already circulating among people.	Caused by a new influenza virus that people have not been exposed to before. Likely to be more severe, affect more people, and cause more deaths than seasonal influenza because people will not have immunity to the new virus.
Symptoms include fever, headache, tiredness, dry cough, sore throat, runny nose, and muscle pain. Deaths can be caused by complications such as pneumonia.	Symptoms similar to the common flu but may be more severe with more serious complications.
Healthy adults usually not at risk for serious complications (the very young, the elderly, and those with certain underlying health conditions at increased risk for serious complications).	Healthy adults may be at increased risk for serious complications.
Every year in the United States, on average: ▪ 5% to 20% of the population gets the flu	The effects of a severe pandemic could be much more damaging than those of a regular flu season. It could lead to high levels of

MEDICAL EMERGENCY: PANDEMIC INFLUENZA

▪ More than 200,000 people are hospitalized from flu complications ▪ About 36,000 people die from flu	illness, death, social disruption, and economic loss. Everyday life could be disrupted because so many people in so many places become seriously ill at the same time. Impacts could range from school and business closings to the interruption of basic services such as public transportation and food delivery.

Issues associated with a pandemic can have far-reaching effects:

- **Development and distribution of vaccines to protect people from contracting the virus.** Because viruses change over time, a specific pandemic influenza vaccine cannot be produced until a pandemic influenza virus emerges and is identified. Once a pandemic influenza virus has been identified, it will likely take four to six months to develop, test, and begin producing a vaccine. As such, due to the rapid spread of an influenza pandemic and the time required to develop, test, produce, and distribute an effective vaccine, the disease will likely arrive in the United States before a "significant" number of people can be vaccinated. For this reason, any pandemic influenza preparation and response plan must include a mechanism for allocating the vaccine among the population. Note that after an individual has been infected by a virus, a vaccine generally cannot help to combat it.
- **Allocation of sparse healthcare resources.** There will be problems caused by shortages of medical supplies (e.g., vaccines and antiviral drugs), equipment (e.g., mechanical ventilators), hospital beds, and healthcare workers (HCW). Having a detailed system for allocating resources potentially can reduce such difficulties. This system ideally should be in place well before an influenza pandemic actually occurs. Also of particular concern is the real likelihood that healthcare systems, particularly hospitals, will be overwhelmed.
- **Societal disruption.** Institutions, such as schools and workplaces, may close because a large proportion of students or employees are ill. A large array of essential services may be limited because workers are off work due to pandemic influenza. Travel between cities and countries may be sharply reduced.

The following sections provide information on how to prevent and prepare before a pandemic influenza occurs, actions to take if one occurs, and suggestions on how to safely recover afterward. Actions are based on a compilation of recommendations from the following references:

Multi-Agency Website

www.pandemicflu.gov

Centers for Disease Control and Prevention

Hotline 1-800-CDC-INFO (1-800-232-4636) available in English and Spanish, 24 hours a day, 7 days a week. TTY: 1-888-232-6348.

Prepare – Before a Pandemic

When a pandemic starts, everyone around the world could be at risk. The United States has been working closely with other countries and the World Health

MEDICAL EMERGENCY: PANDEMIC INFLUENZA

Organization (WHO) to strengthen systems to detect outbreaks of influenza that might cause a pandemic.

A pandemic would touch every aspect of society, so every part of society must begin to prepare. All have roles in the event of a pandemic. Federal, State, tribal, and local governments are developing, improving, and testing their plans for an influenza pandemic. Businesses, schools, universities, and other faith-based and community organizations are also preparing plans.

When planning and preparing for the next influenza pandemic, the following should be considered:

- Essential services including those provided by hospitals and other healthcare facilities, banks, restaurants, government offices, telephone and cellular phone companies, and post offices may be disrupted.
- Stores may close or have limited supplies of food and water. To prepare for this possibility you should store at least one to two weeks supply of non-perishable food and fresh water for emergencies.
- Transportation services may be disrupted and you may not be able to rely on public transportation.
- Public gatherings, such as volunteer meetings and worship services, may be canceled. Prepare contact lists including conference calls, telephone chains, and email distribution lists, to access or distribute necessary information.
- Consider that the ability to travel, even by car if there are fuel shortages, may be limited.
- In the event that local ATMs and banks are shut down, keep a small amount of cash or traveler's checks in small denominations for easy use.
- Being able to work may be difficult or impossible. Determine availability of leave to care for yourself or a family member and whether telecommuting can be implemented. Plan for possible loss of income if you are unable to work or your place of work temporarily closes.
- Schools, and potentially public and private preschool, childcare, trade schools, and colleges and universities may be closed to limit the spread of flu in the community and to help prevent children from becoming sick. Other school-related activities and services could also be disrupted or canceled. School closings would likely happen very early in a pandemic and could occur on short notice.
- Medical care for people with chronic conditions such as heart disease, high blood pressure, diabetes, asthma, or depression could be disrupted. Continue taking medication as prescribed by your doctor and make sure you have necessary medical supplies
- Ensuring that healthcare workers are adequately protected through vaccination if a vaccine is available; or making sure that antiviral drugs are available to ensure the health and safety of healthcare workers so that they can care for potential surges in influenza patients during a pandemic event.

These steps may help prevent the spread of respiratory illnesses such as the influenza virus:

- Cover your nose and mouth with a tissue when you cough or sneeze, and throw the tissue away immediately after you use it.
- Wash your hands often with soap and water, especially after you cough or sneeze. If you are not near water, use an alcohol-based (60-95%) hand cleaner.
- Avoid close contact with people who are sick. When you are sick, keep your distance from others to protect them from getting sick as well.

MEDICAL EMERGENCY: PANDEMIC INFLUENZA

- If you get the flu, stay home from work, school, and social gatherings. In this way, you will help prevent others from catching your illness.
- Try not to touch your eyes, nose, or mouth. Germs often spread this way.

Respond – During a Pandemic

In the event of a pandemic influenza outbreak, the goal of response measures is to ensure timely recovery of the ill and prevent any further spread of the disease. At the individual level, you should:

- Stay home if you are ill unless medical attention is required, practice hand hygiene/cough etiquette, and model behavior for your children.
- Consider voluntary home quarantine if anyone is ill in the household.
- Identify trusted sources for information; stay informed about availability/use of antiviral medications/vaccines.
- Use Personal Protective Equipment (PPE) if necessary and practice individual protection strategies.
- Practice social distance by avoiding crowded social environments and limit non-essential travels.
- In the workplace, ensure that sufficient infection control supplies are available.
- Modify face-to-face contact; implement flexible worksite (telework) policies and flexible work hours (staggered shifts) if appropriate.

Recover – After a Pandemic

Recovery efforts after a pandemic influenza outbreak are similar to some of the response measures; in addition to ensuring the timely recovery of the ill and limiting further spread of the disease, other goals during the recovery phase should include resuming normal activities and preparing for possible subsequent outbreak waves. Actions to consider may include:

- Continue to practice voluntary home quarantine, social distancing, hand hygiene, and cough etiquette.
- Continue to stay informed about pandemic influenza related activities as implemented by CDC or State and local health departments.
- Ensure that adequate resources/supplies are available to respond to the next pandemic wave.

MISSING CHILD: CODE ADAM ALERT

General Information

If a child is missing inside a facility, the Code Adam Alert Program provides a structured approach to response. Code Adam was created and named in memory of 6-year-old Adam Walsh. In 1981, Adam was abducted from a Florida shopping mall and later found murdered. This incident brought national attention to the horror of child abduction. Since the beginning of the Code Adam program in 1994, it has been a powerful search tool for lost and possibly abducted children in tens of thousands of establishments across the nation, and it is one of the country's largest child-safety programs.

On April 20, 2003, the "Code Adam Act of 2003" became law. It requires that the designated authority for a public facility establish procedures for a child missing in that facility. The following sections provide information on how to prepare before a child is reported missing, actions to take during a Code Adam Alert, and suggestions on how to recover from an alert. Actions are based on recommendations from the National Center for Missing and Exploited Children:

http://www.missingkids.com/missingkids/servlet/ServiceServlet?LanguageCountry=en_US&PageId=588

Prepare – Before a Child Is Reported Missing

Each facility should have the following in place prior to a missing child incident:

- A Code Adam decal posted at a facility's entrance alerting the public to the location's participation in the program.
- Procedures developed and included in the OEP and security guard post orders.
- Contact location or main staging area designated where the parent, guardian, or responsible party for the missing child would meet.
- Checklist prepared and distributed to gather a detailed description of the child.

Respond – During a Code Adam Alert

Take the following actions when a child is missing inside a facility:

Step 1 – Obtain a detailed description of the child.

- At a minimum, the description should include name, race, gender, age, eye color, hair color, approximate height, weight, any identifying marks, description of clothing to include shoe color and style, time the child was last seen, and last known location. Note: A child's clothes may be changed, but an abductor does not usually remove or change shoes.
- Direct or take parent/guardian/responsible party to a predetermined contact location/main staging area. This will allow for easy access to the person in case further information is needed.

Step 2 – Report the information to entrance control posts immediately by issuing a Code Adam Alert for the building/location.

- Pass description information to entrance control posts.
- If available, use a Public Address (PA) system to broadcast an announcement that a Code Adam Alert is in full effect so that tenants are alerted to look for the missing child.

MISSING CHILD: CODE ADAM ALERT

- Establish a central command location to which all designated personnel can report and coordinate their efforts with all responding personnel. This would include notifying an FPS Megacenter by dialing 1-877-437-7411, that a Code Adam Alert has been initiated.

Step 3 – Conduct a thorough search of the building.

- All available designated personnel should assist in search efforts.
- If a CCTV system is in place, monitor it closely for the missing child.
- If the CCTV system has capabilities of viewing without interrupting ongoing recording, review the video to identify the last time the child was seen.
- All access control points should continue to control/monitor building access, as well as monitor all people leaving the building.
- Use any personnel identified in the building's OEP to assist with the search.
- Building tenants/employees should use caution if it is decided to question a person with a child.
- Search all potential hiding places, offices, common areas, and exterior areas of the property.
- Positively identify all children located in the building.

Step 4 – Document the Incident.

- Notify all personnel to maintain documentation regarding the incident.
- An on-site coordinator (Designated Official or Incident Command) should collect, track, and document areas that have been searched and cleared.

Step 5 – Terminate the Alert.

- Terminate the Code Adam Alert when a parent or guardian positively identifies the child and the child's safety/well-being has been established.
- If the child is found unharmed, appears to have been lost, and no criminal activity has occurred, reunite the child with his or her parent or guardian.
- The Designated Official or Incident Command will conclude the incident by announcing that the Code Adam Alert is canceled by any available means of dissemination.
- Contact local law enforcement authorities when:
    - A Code Adam Alert renders negative results (child not found).
    - Detailed information to sufficiently initiate a Code Amber Alert is obtained.

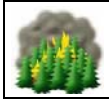
Recover – After a Code Adam Alert

After a Code Adam alert, there should be an evaluation of the efficiency of the response to identify and address any possible improvements to procedures.

NATURAL HAZARD OR DISASTER

General Information

The following sections discuss a number of natural hazards and potential disasters facing the Nation:

	**Earthquakes** have a high potential for causing catastrophic casualties, property damage, and economic disruption.
	**Landslides** affect every State, causing $3.5 billion dollars annually in damages and between 25 and 50 deaths
	**Severe Weather**
	**Floods** contribute to over 75 percent of declared Federal disasters.
	**Hurricanes** can affect more than half of the U.S. population that lives within 50 miles of a coast.
	**Severe Thunderstorms** produce tornadoes, winds of at least 58 mph (50 knots), and/or hail at least ¾" in diameter.
	**Tornadoes** appear as rotating, funnel-shaped clouds that extend from a thunderstorm to the ground with whirling winds that can reach 300 miles per hour and damage paths in excess of one mile wide and 50 miles long.
	**Tsunamis** can threaten the West Coast, Hawaii, Alaska, and island territories in the Caribbean and the Pacific
	**Winter Storms** can last for several days and be accompanied by high winds, freezing rain or sleet, heavy snowfall, and cold temperatures.
	**Volcanoes** in the United States (e.g., 169 active) are capable of producing a wide range of hazards that threaten people and infrastructure on the ground as well as aircraft in flight.
	**Wildfires** burn millions of acres in 40 States.

EARTHQUAKE

General Information

An earthquake can strike suddenly, violently, and without warning, at any time of the day or night, and in many parts of the country. If an earthquake occurs in a populated area, it may cause many deaths and injuries and extensive property damage. Although there are no guarantees of safety during an earthquake, advance planning can save lives and significantly reduce injuries and property damage.

The following sections provide information on how to prepare before an earthquake; actions to take during an earthquake, and suggestions on how to safely recover afterward. Actions are based on a compilation of recommendations from the following references:

United States Geological Survey

http://earthquake.usgs.gov/learning/index.php

http://quake.wr.usgs.gov/

Department of Homeland Security

Federal Emergency Management Agency

http://www.fema.gov/hazard/earthquake/index.shtm

http://www.fema.gov/areyouready/earthquakes.shtm

http://www.fema.gov/plan/prevent/howto/index.shtm#content

Ready.gov

http://www.ready.gov/america/beinformed/earthquakes.html

American Red Cross

http://www.redcross.org/services/disaster/0,1082,0_583_,00.html

Prepare – Before an Earthquake

The most important time for earthquake planning is during facility site selection and determination of construction standards. Planning from the ground up is, however, rarely an option available to the facility. As a result, emergency planners must provide effective reaction to a threat with rapid onset and an intensity that cannot be mitigated once underway.

Earthquake emergency plans may need to be prepared for facilities located in certain seismic risk zones as defined by the U.S. Geological Survey. For other facilities, a review of historical data and advice from local authorities will be helpful in making a determination of the need for earthquake emergency plans. Local authorities can also be contacted to obtain training and guidelines for earthquake emergency response.

The following are suggested actions to take to prepare before an earthquake occurs:

- Repair defective electrical wiring, leaky gas lines, and inflexible utility connections.
- Bolt down and secure large appliances to wall studs. Consider having an automatic gas shut-off valve installed that is triggered by strong vibrations.
- Place large or heavy objects on lower shelves. Fasten shelves, mirrors, and large picture frames to walls. Brace high and top-heavy objects.
- Store breakables on low shelves or in cabinets that fasten shut.

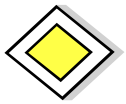
EARTHQUAKE

- Anchor overhead lighting fixtures.
- Be sure the facility is firmly anchored to its foundation.
- Install flexible pipefittings to avoid gas or water leaks. Flexible fittings are more resistant to breakage.
- Locate safe spots in each room under a sturdy table or against an inside wall. Reinforce this information by moving to these places during each drill.
- Hold earthquake drills: Drop, cover, and hold on!

Respond – During an Earthquake

During an earthquake, occupants should be alert to possible hazardous conditions. Suggested actions to take during an earthquake include:

- Remain calm.
- Move away from loose objects, windows, high shelving, and outside doors.
- Take cover underneath a desk, table, or other heavy piece of furniture.
- If there is no furniture around, brace yourself under an inside doorway.
- Be prepared for after shocks.



Recover – After an Earthquake

The amount of damage that can occur as a result of an earthquake depends on the severity of the earthquake and the stability of the structures involved. An earthquake can cause a slight movement of the ground and/or building or result in a major catastrophe.

Suggested actions to take after an earthquake has subsided include:

- Wait for emergency announcements/instructions.
- Check yourself for injuries before helping others who are disabled, injured, or trapped. Do not move seriously injured people unless they are in immediate danger of further injury.
- Do not leave the protected area unless other immediate hazards (such as fire) emerge.
- Look for and extinguish small fires.
- Clean up spilled medicines, bleaches, gasoline, or other flammable liquids immediately.
- Open closet and cabinet doors cautiously because contents may have shifted during the earthquake and could fall out.
- Use the telephone only to report life-threatening emergencies.
- Listen to a portable, battery-operated radio (or television) for updated emergency information and instructions.
- Expect aftershocks. Each time you feel one, drop, cover, and hold on!
- Inspect the facility for damage. If the facility has experienced damage, it may be necessary to evacuate before aftershocks happen.
- Leave the gas on at the main valve, unless you smell gas or think that gas is leaking. It may be weeks or months before professionals can turn gas back on using the correct procedures.

EARTHQUAKE

- If you are away from the facility, return only when authorities say it is safe. Watch out for fallen power lines or broken gas lines, and stay out of damaged areas.
- Be aware of possible tsunamis if you live in coastal areas.

LANDSLIDE OR DEBRIS FLOW

General Information

In a **landslide**, masses of rock, earth, or debris move down a slope. These masses may be small or large, slow or rapid. Landslides occur in mountainous regions and in other areas due to roadway and building excavations and fills, river bluff failures, collapse of mine waste piles, and slope failure associates with quarries and open pit mines.

Landslides commonly occur in connection with other major natural disasters such as earthquakes, volcanoes, wildfires, and floods. They are activated by the following primary events: storms, earthquakes, volcanic eruptions, fires, alternate freezing or thawing, and steepening of slopes by erosion or human modification. **Debris flows and mudflows** are types of landslides where rivers of rock, earth, and other debris saturated with water. They develop when water rapidly accumulates in the ground, during heavy rainfall or rapid snowmelt, changing the earth into a flowing river of mud or "slurry."

Landslides constitute a major geologic hazard because they are widespread, occur in all 50 states and U.S. territories, and cause $1-2 billion in damages and more than 25 fatalities on average each year. As a result of expansion of urban and recreational developments into hillside areas, landslides threaten more and more people each year.

The following sections provide information on how to prepare before a landslide or debris flow, actions to take during a landslide or debris flow, and suggestions on how to safely recover afterward. Actions are based on a compilation of recommendations from the following references:

United States Geological Survey

http://landslides.usgs.gov/

http://www.usgs.gov/hazards/landslides/

Prepare – Before a Landslide or Debris Flow

The following are suggested actions to take to prepare before a landslide or debris flow occurs:

- Determine the risk of landslides in the vicinity of the facility. Contact local officials, state geological surveys or departments of natural resources, and university departments of geology. Ask for information on landslides in your area and specific information on areas vulnerable to landslides, request a professional referral for a very detailed site analysis of your property, and review corrective measures you can take, if necessary.
  - Areas that are generally prone to landslide hazards include:
    - On existing old landslides.
    - On or at the base of slopes.
    - In or at the base of minor drainage hollows.
    - At the base or top of an old fill slope or steep cut slope.
    - On developed hillsides where leach field septic systems are used.
  - Areas that are typically considered safe from landslides include:
    - On hard, non-jointed bedrock that has not moved in the past.
    - On relatively flat-lying areas away from sudden changes in slope angle.

LANDSLIDE OR DEBRIS FLOW

  - At the top or along the nose of ridges, set back from the tops of slopes.

- Be able to identify landslide warning signs, which include:
  - Springs, seeps, or saturated ground in areas that have not typically been wet before.
  - The appearance of slowly developing, widening cracks or unusual bulges on the ground or on paved areas such as streets, driveways, or sidewalks,
  - New cracks appearing in plaster, tile, brick, or foundations.
  - Outside walls, walks, or stairs begin pulling away from the facility. Soil moving away from the foundation.
  - Sticking doors and windows, and visible open spaces indicating jambs and frames out of plumb.
  - Broken water lines and other underground utilities.
  - Leaning utility poles, trees, retaining walls, or fences.
  - A faint rumbling sound that increases in volume; the sounds of trees cracking or boulders knocking together.

Respond – During a Landslide or Debris Flow

During a landslide or debris flow, occupants should be alert to possible hazardous conditions. Suggested actions to take during a landslide or debris flow include:

- Stay alert. Listen to a portable battery-powered radio or television for warnings of intense rainfall. Intense, short bursts of rain may be particularly dangerous, especially after longer periods of heavy rainfall and damp weather.
- Consider evacuating the facility if it is safe to do so. Staying out of the path of a landslide or debris flow saves lives.
- Listen for any unusual sounds that might indicate moving debris, such as trees cracking or boulders knocking together. A trickle of flowing or falling mud or debris may precede larger landslides. Moving debris can flow quickly and sometimes without warning.
- If the facility is located near a stream or channel, be alert for any sudden increase or decrease in water flow and for a change from clear to muddy water. Such changes may indicate landslide activity upstream, so be prepared to move quickly.

Recover – After a Landslide or Debris Flow

Suggested actions to take after a landslide or debris flow has subsided include:

- Wait for emergency announcements/instructions.
- Check yourself for injuries before helping others who are disabled, injured, or trapped. Do not move seriously injured people unless they are in immediate danger of further injury.
- Watch for flooding, which may occur after a landslide or debris flow.
- Stay away from the slide area. There may be danger of additional slides.
- Look for and report broken utility lines and damaged roadways and railways to appropriate authorities.

LANDSLIDE OR DEBRIS FLOW

- Check the building foundation and surrounding land for damage.
- Replant damaged ground as soon as possible since erosion caused by loss of ground cover can lead to flash flooding and additional landslides in the near future.

SEVERE WEATHER

General Information

Severe weather conditions can affect all facilities through minor disruption of operations or life threatening events capable of destroying entire facilities. Procedures must be developed based on the type(s) of severe weather most likely to cause the threatening conditions or disruption of operations in the region where the facility is located. Local weather services can be contacted to obtain information about the conditions most likely to occur in the region where the facility is located. Types of severe weather discussed in this section include:


Flood


Tornado


Hurricane


Tsunami


Severe Thunderstorm


Winter Storm

The following sections provide information on how to prepare before a severe weather, actions to take during severe weather, and suggestions on how to safely recover afterward. Actions are based on a compilation of recommendations from the following references:

National Oceanic and Atmospheric Administration

(NOAA) Storm Prediction Center

http://www.spc.noaa.gov/products/outlook/

http://www.stormready.noaa.gov/awareness.htm

TIP
Severe weather procedures should have provisions for advising occupants of a facility closing in the event that adverse conditions develop before working hours. In large facilities, the use of local radio stations should be considered as a means of notification.

Prepare – Before Severe Weather Occurs

Warnings for severe weather are broadcast by radio, television, and local government agencies. Floor monitors could be activated to monitor for conditions that may become serious or life threatening and then follow procedures for that particular condition. The following are suggested actions to take to prepare before severe weather occurs:

- Move computers away from the windows if there is a chance of window damage.
- Close windows and blinds.
- Unplug nonessential equipment.
- Move unsecured signs, equipment, furniture, etc., inside and/or secure loose items.
- Close all fire doors.

SEVERE WEATHER

Respond – During Severe Weather

During severe weather, occupants should be alert to possible hazardous conditions. Suggested actions to take during severe weather include:

- Watch for downed power lines.
- Be aware of wind-driven debris and falling tree limbs.
- Stay away from windows.
- Avoid leaving the facility.
- Minimize the use of telephones.

TIP
Partial or complete evacuation may be necessary depending on extent of damage to the facility.

Recover – After Severe Weather Subsides

Suggested actions to take after severe weather has subsided include:

- Wait for emergency announcements/instructions.
- Do not attempt to move or fix anything until a full damage assessment is completed
- Check interior of facility for broken windows and water damage.
- Check yourself for injuries before helping others who are disabled, injured or trapped. Do not move seriously injured people unless they are in immediate danger of further injury.

SEVERE WEATHER: FLOOD

General Information

Flooding can occur in any of the 50 states or U.S. territories at any time of the year with impacts that vary locally. A flood occurs when prolonged rainfall over several days, intense rainfall over a short period of time, or an ice or debris jam causes a river or stream to overflow and flood the surrounding area. Melting snow can combine with rain in the winter and early spring; severe thunderstorms can bring heavy rain in the spring and summer; or tropical cyclones can bring intense rainfall to the coastal and inland states in the summer and fall.

As its name suggests, a flash flood can catch people unprepared. These floods occur within six hours of a rain event, or after a dam or levee failure, or following a sudden release of water held by an ice or debris jam. You will not always have a warning that these deadly, sudden floods are coming. So, if the facility is located in areas prone to flash floods, advance planning to protect occupants and property is prudent.

Once a river reaches flood stage, flood severity categories are used to categorize the threat to property and the public. These categories include:

- **Minor Flooding –** minimal or no property damage, but possibly some public threat or inconvenience
- **Moderate Flooding –** some inundation of structures and roads near streams. Some evacuations of people and/or transfer of property to higher elevations are necessary.
- **Major Flooding –** extensive inundation of structures and roads. Significant evacuations of people and/or transfer of property to higher elevations.

The following sections provide information on how to prepare before a flood, actions to take during a flood, and suggestions on how to safely recover from a flood afterward. Actions are based on a compilation of recommendations from the following references:

Centers for Disease Control

http://www.bt.cdc.gov/disasters/floods/

Department of Homeland Security

Federal Emergency Management Agency

http://www.fema.gov/areyouready/flood.shtm

http://www.fema.gov/plan/prevent/howto/index.shtm#content

Ready.gov

http://www.ready.gov/america/beinformed/floods.html

American Red Cross

http://www.redcross.org/services/prepare/0,1082,0_240_,00.html

National Oceanic and Atmospheric Administration

http://www.weather.gov/floodsafety/

SEVERE WEATHER: FLOOD

Prepare – Before a Flood Occurs

Before beginning to prepare for a possible flood event, determine the area's flood risk. If the facility is not located in an area that is at high risk for flooding, preparations can be adjusted accordingly. The following are suggested actions to take to prepare before a flood occurs:

- Reduce potential damage by moving materials, equipment, and other assets from areas of the facility that may be flooded. As part of continuity of operations planning, facilities may also have alternate locations where information is backed up and operations can resume if evacuation from the primary facility is necessary.
- Assemble facility emergency supplies and equipment. In addition to what the facility provides, individual occupants should assemble a person kit that may include:
  - First aid kit and essential medications.
  - Canned food and can opener.
  - At least three gallons of water per person.
  - Protective clothing, rainwear, and bedding or sleeping bags.
  - Battery-powered radio, flashlight, and extra batteries.
- If it has been raining hard for several hours, or steadily raining for several days, be alert to the possibility of a flood.
- Listen to local radio or TV stations for flood information.
- Determine risk to the facility from a dam failure.

Respond – During a Flood Watch or Warning

Floods can take several hours to days to develop, but flash floods can take only a few minutes to a few hours.

- A ***flood watch*** is issued when a flood is *possible* in the specified area. A ***flood warning*** is issued when flooding is already occurring or will occur soon in the specified area. Listen to local radio and TV stations for information and advice. If told to evacuate, do so as soon as possible.
- A ***flash flood watch*** is issued when flash flooding is *possible* in the specified area. Be alert to signs of flash flooding and be ready to evacuate on a moment's notice.
- A ***flash flood warning*** is issued when flooding is already occurring or will occur soon in the specified area. If you think it has already started, evacuate immediately. You may have only seconds to escape. Act quickly!

Recover – After a Flood Occurs

Suggested actions to take after a flood has occurred include:

- Identify and throw away food that may have come in contact with flood or storm water.
- Seek prompt medical attention if you suspect carbon monoxide poisoning and are feeling dizzy, light-headed, or nauseated.

SEVERE WEATHER: FLOOD

- Stay away from damaged buildings or structures until they have been examined and certified as safe by a building inspector or other government authority. Leave immediately if you hear shifting or unusual noises that signal that the structure is about to fall.
- If electrical circuits and equipment have gotten wet or are in or near water, turn off the power at the main breaker or fuse on the service panel. Do not turn the power back on until electrical equipment has been inspected by a qualified electrician.
- Clean up and dry out the building quickly (within 24 to 48 hours) to prevent mold growth.
- Be alert to physical and emotional exhaustion or strain. Set priorities for cleanup tasks, and pace the work. Try not to work alone. Don't get exhausted.
- When it's hot, stay in air-conditioned buildings; take breaks in shaded areas or in cool rooms; drink water and nonalcoholic fluids often; wear lightweight, light-colored, loose-fitting clothing; and do outdoor activities during cooler hours.
- Clean out all open wounds and cuts with soap and clean water. Apply an antibiotic ointment. Contact a doctor to find out whether more treatment is needed (such as a tetanus shot). If a wound gets red, swells, or drains, seek immediate medical attention.
- Use soap and water to wash your hands. If water isn't available, use alcohol-based products made for washing hands.

SEVERE WEATHER: HURRICANE

General Information

A hurricane is a severe tropical storm that forms in warm tropical oceans with moisture and winds rotating in a counterclockwise direction around a calm "eye." A tropical storm becomes a hurricane when winds reach 74 miles per hour. On average, six Atlantic hurricanes occur each year; over a three-year period, approximately five hurricanes strike the United States coastline from Texas to Maine. The Atlantic hurricane season begins June 1 and ends November 30. If the right conditions last long enough, a hurricane can produce a number of hazards including:

- **Storm surge** is a large dome of water often 50 to 100 miles wide that sweeps across the coastline near where a hurricane makes landfall. The stronger the hurricane and the shallower the offshore water, the higher the surge will be. Along the immediate coast, storm surge is the greatest threat to life and property.
- **Storm tide** is the combination of the storm surge and the astronomical tide. If the storm surge arrives at high tide, the water height will be even greater. This mound of water, topped by battering waves, moves ashore along an area of the coastline as much as 100 miles wide. The combination of the storm surge, battering waves, and high winds can cause great property damage.
- **Hurricane-force winds**, 74 mph or more, can destroy buildings. Debris, such as signs, roofing material, siding, and small items left outside, become flying missiles in hurricanes. Winds can stay above hurricane strength well inland.
- **Tornadoes** most often occur in thunderstorms embedded in rain bands well away from the center of the hurricane; however, they can also occur near the eye wall.
- **Inland/Freshwater Flooding**. Flash flooding, a rapid rise in water levels, can occur quickly due to intense rainfall. Longer-term flooding on rivers and streams can persist for several days after the storm. Slower-moving storms produce more rainfall. Inland flooding can be a major threat to people hundreds of miles from the coast.

Hurricane Awareness Week

The National Weather Service (NWS) sponsors a Hurricane Awareness Week before each hurricane season. For dates and activities, listen to NOAA Weather Radio and check NWS Web sites and local media.

The following sections provide information on how to prepare before a hurricane, actions to take during a hurricane, and suggestions on how to safely recover from a hurricane after it has occurred. Actions are based on a compilation of recommendations from the following references:

National Oceanographic and Atmospheric Administration: National Hurricane Center

http://www.nhc.noaa.gov/

Department of Homeland Security

Federal Emergency Management Agency

http://www.fema.gov/hazard/hurricane/index.shtm

http://www.fema.gov/plan/prevent/howto/index.shtm#content

Ready.gov

http://www.ready.gov/america/beinformed/hurricanes.html

American Red Cross

http://www.redcross.org/general/0,1082,0_587_,00.html

SEVERE WEATHER: HURRICANE

Prepare – Before Hurricane Season

Long before hurricane season begins, actions can be taken to reduce risk if a hurricane does threaten a facility. Mitigation actions should be based on the likelihood of a hurricane occurring in the area of the facility and potential hazards that result. The following are suggested actions to take before hurricane season:

- Learn safe routes inland.
- Find out where official shelters are located.
- Review working condition of emergency equipment, such as flashlights and battery-powered radios.
- Ensure that you have enough nonperishable food and water supplies on hand.
- Know your community safety plan.
- Make plans to secure the facility. Permanent storm shutters offer the best protection for windows. A second option is to board up windows with 5/8" marine plywood, cut to fit and ready to install. Tape does not prevent windows from breaking. Install straps or additional clips to securely fasten the roof to the frame structure.
- Make trees more wind resistant by removing diseased and damaged limbs, as well as strategically removing branches so that wind can blow through the tree limbs.

Respond – During a Hurricane Watch or Warning

A hurricane ***watch*** is issued when hurricane conditions are *possible* in the specified area, usually within 36 hours. The following are suggested actions to take if a hurricane ***watch*** is issued:

- Listen to local radio or TV stations for up-to-date storm information.
- Prepare to bring inside any lawn furniture, outdoor decorations or ornaments, trashcans, hanging plants, and anything else that can be picked up by the wind.
- Prepare to secure the facility.
- Check batteries and stock up on canned food, first aid supplies, drinking water, and medications.

A hurricane ***warning*** is issued when hurricane conditions are *expected* in the specified area, usually within 24 hours. The following are suggested actions to take if a hurricane ***warning*** is issued:

- Listen to the advice of local officials, and leave if they tell you to do so.
- Complete preparation activities.
- If you are not advised to evacuate:
    - Stay indoors, away from windows
    - Close all interior doors – secure and brace external doors.
    - Keep curtains and blinds closed. Do not be fooled if there is a lull; it could be the eye of the storm, in which case winds will pick up again.
    - Take refuge in a small interior room, closet, or hallway on the lowest level.

SEVERE WEATHER: HURRICANE

- Lie on the floor under a table or another sturdy object.

- Be aware that the calm "eye" is deceptive; the storm is not over. The worst part of the storm will happen once the eye passes over and the winds blow from the opposite direction. Trees, shrubs, buildings, and other objects damaged by the first winds can be broken or destroyed by the second winds.
- Be alert for tornadoes. Tornadoes can happen during a hurricane and after it passes over. Remain indoors, in the center of the facility in a room without windows.
- Be prepared to evacuate if the facility designated official or local authorities direct you to do so. Be sure to follow their instructions.

Recover – After a Hurricane

Conditions within and surrounding a facility after a hurricane strikes depend on many factors including the strength of the hurricane, location of the facility in its path, construction of the facility, etc. As such, extreme caution should be exercised. The following are suggested actions to take after a hurricane:

- Wait for emergency announcements/instructions.
- Do not attempt to move or fix anything until a full damage assessment is completed.
- Check interior of facility for broken windows and water damage.
- If you have been evacuated, return only when local officials tell you it is safe to do so.
- Stay away from standing water. It may be electrically charged from underground or downed power lines.
- Have professionals check gas, water, and electrical lines and appliances for damage.
- Use the telephone only for emergency calls.
- Check yourself for injuries before helping others who are disabled, injured or trapped. Do not move seriously injured people unless they are in immediate danger of further injury.

SEVERE WEATHER: SEVERE THUNDERSTORM

General Information

The typical thunderstorm is 15 miles in diameter and lasts an average of 30 minutes. Despite their small size, all thunderstorms are dangerous. Of the estimated 100,000 thunderstorms that occur each year in the United States, about 10 percent are classified as severe.

The National Weather Service considers a thunderstorm severe if it produces a tornado, winds of at least 58 mph (50 knots), and/or hail at least ¾" in diameter. A thunderstorm wind equal to or greater than 40 mph (35 knots) and/or hail of at least ½" is defined as approaching severe.

A number of hazards can accompany a severe thunderstorm:

- **Lightning's** risk to individuals and property is increased because of its unpredictability. It often strikes outside of heavy rain and may occur as far as 10 miles away from any rainfall. Most lightning deaths and injuries occur when people are caught outdoors in the summer months during the afternoon and evening. "Heat lightning" is a term used to describe lightning from a thunderstorm too far away for thunder to be heard.
- **Flash floods and floods** are the #1 cause of deaths associated with thunderstorms, more than 140 fatalities each year. Most flash flood fatalities occur at night and most victims are people who become trapped in automobiles. Six inches of fast-moving water can knock you off your feet; a depth of two feet will cause most vehicles to float.
- **Hail**. Strong rising currents of air within a storm, called updrafts, carry water droplets to a height where freezing occurs. Ice particles grow in size, becoming too heavy to be supported by the updraft, and fall to the ground. Hail can be smaller than a pea or as large as a softball, and it can be very destructive to plants and crops. Hail causes more than $1 billion in damage to property and crops each year. Large stones fall at speeds faster than 100 mph.
- **Downbursts and straight-line winds** are responsible for most thunderstorm wind damage. Winds can exceed 100 mph. One type of straight-line wind, the downburst, is a small area of rapidly descending air beneath a thunderstorm. A downburst can cause damage equivalent to a strong tornado and can be extremely dangerous to aviation. A "dry microburst" is a downburst that occurs with little or no rain. These destructive winds are most common in the western United States.
- **Tornadoes** appear as rotating, funnel-shaped clouds that extend from a thunderstorm to the ground with whirling winds that can reach 300 miles per hour.

The following sections provide information on how to prepare before a severe thunderstorm, actions to take during a severe thunderstorm, and suggestions on how to safely recover from a severe thunderstorm after it has occurred. Actions are based on a compilation of recommendations from the following references:

National Oceanographic and Atmospheric Administration: National Weather Service

www.nws.noaa.gov/om/brochures.shtml

Department of Homeland Security

Federal Emergency Management Agency

www.fema.gov/library/prepandprev.shtm

http://www.fema.gov/plan/prevent/howto/index.shtm#content

SEVERE WEATHER: SEVERE THUNDERSTORM

Ready.gov

http://www.ready.gov/america/beinformed/thunderstorms.html

American Red Cross

www.redcross.org/services/disaster/keepsafe/

Prepare – Before a Severe Thunderstorm

Familiarize yourself with the terms that are used to identify a thunderstorm hazard, including understanding the difference between a severe thunderstorm watch and a severe thunderstorm warning. The following are suggested actions to take before a severe thunderstorm:

- Take time to learn about the severe thunderstorm risk in your area – including whether and how often they are accompanied by tornadoes.
- Pay attention to warnings. Listen to local radio or television newscasts for emergency broadcasts and learn the community's warning system.
- Know the warning signs of a thunderstorm, such as dark, towering, or threatening clouds.
- Remove dead or rotting trees and branches that can fall during a severe thunderstorm and cause injury and damage.
- Identify a safe place to take shelter.
- Have frequent drills.

Respond – During a Severe Thunderstorm Watch or Warning

A ***severe thunderstorm watch*** is issued when and where severe thunderstorms are likely to occur. The following are suggested actions to take if a ***severe thunderstorm watch*** is issued:

- Listen to commercial radio or television newscasts for the latest information.
- Secure outdoor objects that could blow away or cause damage.
- Shutter windows and secure outside doors. If shutters are not available, close window blinds, shades, or curtains.
- Postpone outdoor activities if severe thunderstorms are imminent.
- Do not use electrical items such as computers or television sets because power surges from lightning can cause serious damage.

A ***severe thunderstorm warning*** is issued when severe weather has been reported by spotters or indicated by radar. Warnings indicate imminent danger to life and property to those in the path of the storm. The following are suggested actions to take if a ***severe thunderstorm warning*** is issued:

30/30 Lightning Safety Rule
Go indoors if, after seeing lightning, you cannot count to 30 before hearing thunder. Stay indoors for 30 minutes after hearing the last clap of thunder.

- Keep an eye on the sky. Look for darkening skies, flashes of light, or increasing wind. Listen for the sound of thunder. If you can hear thunder, you are close enough to be struck by lightning.

SEVERE WEATHER: SEVERE THUNDERSTORM

- Go quickly inside a home, building, or hard top automobile, if possible.
- In a hailstorm, take cover immediately.
- A corded telephone should only be used in an emergency, but cordless phones and cell phones are safe to use.
- Avoid taking a bath or shower, and avoid running water for any other purpose.
- Draw blinds and shades over windows. If windows break due to objects blown by the wind, the shades will prevent glass from shattering into the facility.
- Turn off air conditioners. Power surges from lightning can cause serious damage.
- If you feel your skin tingle or your hair stand on end, squat low to the ground on the balls of your feet. Place your hands over your ears and your head between your knees. Make yourself the smallest target possible and minimize your contact with the ground. Do not lie down.
- A person who has been struck by lightning does not carry an electrical charge that can shock other people. If the victim is burned, provide first aid and contact emergency medical assistance immediately. Look for burns where lightning entered and exited the body. If the strike causes the victim's heart and breathing to stop, give cardiopulmonary resuscitation (CPR) until medical professionals arrive and take over.

Recover – After a Severe Thunderstorm

The following are suggested actions to take after a severe thunderstorm:

- Wait for emergency announcements/instructions.
- Use the telephone only for emergency calls.
- Check yourself for injuries before helping others who are disabled, injured or trapped. Do not move seriously injured people unless they are in immediate danger of further injury.
- Do not attempt to move or fix anything until a full damage assessment is completed.
- Check interior of facility for broken windows and water damage.
- If you have been evacuated, return only when local officials tell you it is safe to do so.
- Stay away from storm-damaged areas.
- Stay away from standing water. It may be electrically charged from underground or downed power lines.

SEVERE WEATHER: TORNADO

General Information

Tornadoes are nature's most violent storms. Spawned from powerful thunderstorms, tornadoes appear as rotating, funnel-shaped clouds that extend from a thunderstorm to the ground with whirling winds that can reach 300 miles per hour. Damage paths can be in excess of one mile wide and 50 miles long. In an average year, 800 tornadoes are reported nationwide during the spring and summer months, resulting in 80 deaths and over 1,500 injuries.

Every state is at some risk from this hazard. In the southern states, peak tornado occurrence is in March through May, while peak months in the northern states are during the summer. In the western United States, tornadoes occur with cold late fall or late winter storms, during a time when you least expect tornado development.

Tornado Fast Facts

- Tornadoes are most likely to occur between 3 p.m. and 9 p.m. but can occur any time.
- The average tornado moves southwest to Northeast, but tornadoes have been known to move in any direction.
- The average forward speed is 30 mph, but may vary from stationary to 70 mph.
- Two or more may occur at the same time.
- They may strike quickly, with little or no warning.
- Before a tornado hits, the wind may die down and the air may become very still.
- Some tornadoes are clearly visible, while others are obscured.
- Waterspouts are weak tornadoes that form over warm water and occasionally move inland.

The following sections provide information on how to prepare before a tornado, actions to take during a tornado, and suggestions on how to safely recover from a tornado after it has occurred. Actions are based on a compilation of recommendations from the following references:

National Oceanographic and Atmospheric Administration

http://www.noaa.gov/tornadoes.html

Department of Homeland Security

Federal Emergency Management Agency

http://www.fema.gov/hazard/tornado/index.shtm

http://www.fema.gov/plan/prevent/saferoom/index.shtm

http://www.fema.gov/plan/prevent/howto/index.shtm#content

Ready.gov

http://www.ready.gov/america/beinformed/tornadoes.html

American Red Cross

http://www.redcross.org/general/0,1082,0_248_4431,00.html

Prepare – Before Tornado Season

Occasionally, tornadoes develop so rapidly that advance warning is not possible. Remain alert for signs of an approaching tornado. The following are suggested actions to take before a tornado:

- Be alert to changing weather conditions.
- Have frequent drills.

SEVERE WEATHER: TORNADO

- Have a NOAA Weather Radio with a warning alarm tone and battery back-up to receive warnings.
- Listen to radio and television for information.
- If planning a trip outdoors, listen to the latest forecasts and take necessary action if threatening weather is possible.
- Consider establishing a safe room or wind shelter to provide a space where occupants can seek refuge that provides a high level of protection. Since wind hazards vary based on location, the decision to build a wind shelter is largely based on the magnitude of the wind hazard in a given area and on the level of risk considered acceptable.

Respond – During a Tornado Watch or Warning

When conditions are favorable for severe weather to develop, a severe thunderstorm or tornado watch is issued. Tornadoes occasionally develop in areas in which a severe thunderstorm watch or warning is in effect.

A ***tornado watch*** is issued when tornadoes are possible in the area. The following are suggested actions to take if a ***tornado watch*** is issued:

- Listen to NOAA Weather Radio or to commercial radio or television newscasts for the latest information.
- Look for approaching storms
- If you see approaching storms or any of the danger signs, be prepared to take shelter immediately.
- Flying debris from tornadoes causes most deaths and injuries.

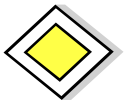
Tornado Danger signs:
- Dark, often greenish sky
- Large hail
- A large, dark, low-lying cloud (particularly if rotating)
- Loud roar, similar to a freight train

A ***tornado warning*** is issued when a tornado has been sighted or indicated by weather radar. The following are suggested actions to take if a ***tornado warning*** is issued:

- Seek shelter immediately!
- If you are in the facility, go to a pre-designated shelter area such as a safe room, basement, storm cellar, or the lowest building level.
- If there is no basement, go to the center of an interior room on the lowest level (closet, interior hallway) away from corners, windows, doors, and outside walls.
- Put as many walls as possible between you and the outside.
- Get under a sturdy table and use your arms to protect your head and neck.
- Do not open windows.
- If in an exterior office, leave it and close the door. If trapped in the exterior office, seek protection under a desk.
- Sit and protect yourself by putting your head as close to your knees as possible or kneel protecting your head.
- DO NOT use elevators or go to the first floor lobby or outside of the facility.

SEVERE WEATHER: TORNADO

- If you are outside with no shelter, lie flat in a nearby ditch or depression and cover your head with your hands. Be aware of the potential for flooding. Do not get under an overpass or bridge. You are safer in a low, flat location.
- If you have a radio or television, tune it to a local station for information.



Recover – After a Tornado

Recovering from a disaster is usually a gradual process. Safety is a primary issue, as are mental and physical well-being. If assistance is available, knowing how to access it makes the process faster and less stressful. Conditions within and surrounding a facility after a tornado strikes depend on many factors including the size of the tornado, location of the facility in its path, construction of the facility, etc. As such, extreme caution should be exercised. Injury may result from the direct impact of a tornado, or it may occur afterward when people walk among debris and enter damaged buildings. Nearly a third of the injuries result from stepping on nails. Other common causes of injury include falling objects and heavy, rolling objects. Because tornadoes often damage power lines, gas lines, or electrical systems, there is a risk of fire, electrocution, or an explosion. Protecting yourself and your family requires promptly treating any injuries suffered during the storm and using extreme care to avoid further hazards.

The following are suggested actions to take after a tornado:

- Continue listening to a NOAA Weather Radio, Coast Guard emergency frequency station, or other reliable source for emergency information.
- Wait for emergency announcements/instructions.
- Do not leave the protected area unless other immediate hazards (such as fire) emerge.
- Check yourself for injuries before helping others who are disabled, injured or trapped. Do not move seriously injured people unless they are in immediate danger of further injury.
- Use the telephone only for emergency calls.
- Use battery-powered lanterns or flashlights when examining buildings.
- Examine walls, floors, doors, staircases, and windows to make sure that the building is not in danger of collapsing. Watch for loose plaster, drywall, and ceilings that could fall.
- Look for fire hazards. There may be broken or leaking gas lines, flooded electrical circuits, or submerged furnaces or electrical appliances.
- Check for gas leaks. If you smell gas or hear a blowing or hissing noise, open a window and quickly leave the building. Turn off the gas using the outside main valve if you can, and call the gas company from a neighbor's home.
- Look for electrical system damage. If you see sparks or broken or frayed wires, or if you smell burning insulation, turn off the electricity at the main fuse box or circuit breaker.
- Check for sewage and water line damage. If you suspect sewage lines are damaged, avoid using the toilets and call a plumber. If water pipes are damaged, contact the water company and avoid using water from the tap.
- Be aware of hazards from exposed nails and broken glass.
- Symptoms of anxiety may not appear for weeks or even months after a tornado; they can affect people of any age. If anxiety disrupts daily activities for any member of your family, seek professional assistance through a school counselor, community religious organization, your physician, or a licensed professional.

SEVERE WEATHER: TSUNAMI

General Information

Tsunamis are ocean waves most often generated by earthquake-induced movement of the ocean floor. Landslides, volcanic eruptions, and even meteorites can also generate a tsunami. If a major earthquake is felt, a tsunami could reach the beach in a few minutes, even before a warning is issued. All tsunamis are potentially dangerous, even though they may not damage every coastline they strike. Damaging tsunamis are very rare. Coastlines are vulnerable, but tsunamis are infrequent. Understand the hazard and learn how to protect yourself.

Areas at greatest risk are less than 25 feet above sea level and within one mile of the shoreline. Depending on a number of factors, some low-lying areas could experience severe inland inundation of water and debris of more than 1,000 feet. Most deaths caused by a tsunami are because of drowning. Associated risks include flooding, contamination of drinking water, fires from ruptured tanks or gas lines, and the loss of vital community infrastructure (police, fire, and medical facilities).

The following sections provide information on how to prepare before a tornado, actions to take during a tornado, and suggestions on how to safely recover from a tornado after it has occurred. Actions are based on a compilation of recommendations from the following references:

National Oceanographic and Atmospheric Administration

http://www.tsunami.noaa.gov/

http://www.tsunamiready.noaa.gov/

http://wcatwc.arh.noaa.gov/

Department of Homeland Security

Federal Emergency Management Agency

http://www.fema.gov/hazard/tsunami/index.shtm

http://www.fema.gov/plan/prevent/howto/index.shtm#content

Ready.gov

http://www.ready.gov/america/beinformed/tsunamis.html

Centers for Disease Control

http://www.bt.cdc.gov/disasters/tsunamis/

American Red Cross

http://www.redcross.org/services/disaster/0,1082,0_592_,00.html

Prepare – Before a Tsunami

Preparing for a tsunami is important for areas that are at risk. Contact the local emergency management office to determine if the facility or other frequently visited locations are in tsunami hazard areas. The following are suggested actions to take before a tsunami:

- Know the height of the street above sea level and the distance of the street from the coast or other high-risk waters. Evacuation orders may be based on these numbers. It is important to know designated escape routes before a warning is issued.

SEVERE WEATHER: TSUNAMI

- Individuals in areas determined to be at risk from tsunamis should plan an evacuation route from the facility toward an area 100 feet above sea level or up to two miles inland, away from the coastline. Every foot inland or upwards may make a difference.
- Local emergency management officials can help advise you as to the best route to safety and likely shelter locations.
- Practice your evacuation route. Familiarity may save your life. Be able to follow your escape route at night and during inclement weather. Practicing your plan makes the appropriate response more of a reaction, requiring less thinking during an actual emergency situation.
- Use a NOAA Weather Radio with a tone-alert feature to stay informed of local watches and warnings. The tone alert feature will warn of potential danger even if the radio is not being used.
- Assemble a Disaster Supplies Kit.
- Follow flood preparedness precautions. Tsunamis are large amounts of water that crash onto the coastline, creating floods.
- Have an engineer check the facility and advise about ways to make it more resistant to tsunami water. There may be ways to divert waves away from the property.

Respond – During a Tsunami Watch or Warning

When a ***tsunami watch*** is issued, a tsunami was or may have been generated, but is at least two hours travel time to the area in watch status. The following are suggested actions to take if a ***tsunami watch*** is issued:

- Listen to a NOAA Weather Radio, Coast Guard emergency frequency station, or other reliable source for updated emergency information. Because the energy of a tsunami is transferred through open water, it is not detectable. Seismic action may be the only advance warning before the tsunami approaches the coastline.
- Check your Disaster Supplies Kit. Some supplies may need to be replaced or restocked.
- If you have special evacuation needs (small children, elderly people, or persons with disabilities) consider early evacuation.
- If time permits, secure unanchored objects around the facility. Tsunami waves can sweep away loose objects. Securing these items or moving them inside will reduce potential loss or damage.
- Be ready to evacuate. Being prepared will help you to move more quickly if a tsunami warning is issued.

When a ***tsunami warning*** is issued, a tsunami was or may have been generated, which could cause damage; therefore, people in the warned area are strongly advised to evacuate. The following are suggested actions to take if a ***tsunami warning*** is issued:

- Listen to a NOAA Weather Radio, Coast Guard emergency frequency station, or other reliable source for updated emergency information. Authorities will issue a warning only if they believe there is a real threat from tsunami.
- Follow instructions issued by local authorities. Recommended evacuation routes may be different from the one you use, or you may be advised to climb higher.
- If you are in a tsunami risk area, do the following:

SEVERE WEATHER: TSUNAMI

- o If you hear an official tsunami warning or detect signs of a tsunami, evacuate at once. A tsunami warning is issued when authorities are certain that a tsunami threat exists, and there may be little time to get out.
- o Take your Disaster Supplies Kit. Having supplies will make you more comfortable during the evacuation.
- o Get to higher ground as far inland as possible. Officials cannot reliably predict either the height or local effects of tsunamis. Watching a tsunami from the beach or cliffs could put you in grave danger. If you can see the wave, you are too close to escape it.

Recover – After a Tsunami

Conditions within and surrounding a facility after a tsunami strikes depend on many factors including the strength of the earthquake that generated the tsunami, location of the facility in its path, construction of the facility, etc. As such, extreme caution should be exercised.

Immediate health concerns following a tsunami include:

- After the rescue of survivors, the primary public health concerns are clean drinking water, food, shelter, and medical care for injuries. Floodwaters can pose health risks such as contaminated water and food supplies.
- Loss of shelter leaves people vulnerable to insect exposure, heat, and other environmental hazards.
- The majority of deaths associated with tsunamis are related to drowning, but traumatic injuries are also a primary concern. Injuries such as broken limbs and head injuries are caused by the physical impact of people being washed into debris such as houses, trees, and other stationary items. As the water recedes, the strong suction of debris being pulled into large populated areas can further cause injuries and undermine buildings and services.
- Medical care is critical in areas where little medical care exists.

Secondary effects of a tsunami include:

- Natural disasters do not necessarily cause an increase in infectious disease outbreaks, but contaminated water and food supplies as well as the lack of shelter and medical care may have a secondary effect of worsening illnesses that already exist in the affected region.
- Decaying bodies create very little risk of major disease outbreaks.
- The people most at risk are those who handle the bodies or prepare them for burial.

The effects of a disaster may last months and even years. As a result, the need for financial and material assistance is greatest in the months after a disaster. Recovery needs include:

- Surveying and monitoring for infectious and water- or insect-transmitted diseases
- Diverting medical supplies from non-affected areas to meet the needs of the affected regions
- Restoring normal primary health services, water systems, housing, and employment
- Assisting the community to recover mentally and socially when the crisis has subsided.

The following are suggested actions to take after a tsunami:

- Continue listening to a NOAA Weather Radio, Coast Guard emergency frequency station, or other reliable source for emergency information. The tsunami may have damaged roads, bridges, or other places that may be unsafe.

SEVERE WEATHER: TSUNAMI

- Check yourself for injuries before helping others who are disabled, injured, or trapped. Do not move seriously injured people unless they are in immediate danger of further injury.
- After a disaster, roads may become impassable or blocked. Be prepared to evacuate by foot if necessary. Footpaths normally lead uphill and inland, while many roads parallel coastlines. Follow posted tsunami evacuation routes.
- Use the telephone only for emergency calls.
- Return to the facility only after local officials tell you it is safe. A tsunami is a series of waves that may continue for hours. Do not assume that after one wave the danger is over. The next wave may be larger than the first one.
- Stay out of the building if waters remain around it. Tsunami waters, like floodwaters, can undermine foundations, causing buildings to sink, floors to crack, or walls to collapse.
- Use battery-powered lanterns or flashlights when examining buildings. Battery-powered lighting is the safest and easiest, preventing fire hazard for the user, occupants, and building.
- Examine walls, floors, doors, staircases, and windows to make sure that the building is not in danger of collapsing.
- Inspect foundations for cracks or other damage. Cracks and damage to a foundation can render a building uninhabitable.
- Look for fire hazards. There may be broken or leaking gas lines, flooded electrical circuits, or submerged furnaces or electrical appliances.
- Check for gas leaks. If you smell gas or hear a blowing or hissing noise, open a window and quickly leave the building. Turn off the gas using the outside main valve if you can, and call the gas company from a neighbor's home.
- Look for electrical system damage. If you see sparks or broken or frayed wires, or if you smell burning insulation, turn off the electricity at the main fuse box or circuit breaker. If you have to step in water to get to the fuse box or circuit breaker, call an electrician first for advice. Electrical equipment should be checked and dried before being returned to service.
- Check for sewage and water line damage. If you suspect sewage lines are damaged, avoid using the toilets and call a plumber. If water pipes are damaged, contact the water company and avoid using water from the tap. You can obtain safe water from undamaged water heaters or by melting ice cubes.
- Use tap water if local health officials advise that it is safe.
- Watch out for animals, especially poisonous snakes that may have come into buildings with the water. Use a stick to poke through debris. Tsunami floodwaters flush snakes and animals out of their homes.
- Watch for loose plaster, drywall, and ceilings that could fall.
- Open the windows and doors to help dry the building.
- Shovel mud while it is still moist to give walls and floors an opportunity to dry.
- Check food supplies. Any food that has come in contact with floodwaters may be contaminated and should be thrown out.

SEVERE WEATHER: WINTER STORM

General Information

A major winter storm can last for several days and be accompanied by high winds, freezing rain or sleet, heavy snowfall, and cold temperatures. While the danger from winter weather varies across the country, nearly all Americans, regardless of where they live, are likely to face some type of severe winter weather at some point in their lives. Types of severe winter weather include the following:

- **Strong winds** can create blizzard conditions with blinding wind-driven snow, severe drifting, and dangerous wind chill.
- **Extreme cold** is defined as any time winter temperatures drop significantly below normal; normal winter temperatures vary in different parts of the country.
- **Ice** in heavy accumulations can bring down trees, electrical wires, telephone poles and lines, and communication towers. Ice is produced by the following winter weather conditions:
  - **Sleet**, or raindrops that freeze into ice pellets before reaching the ground, does not stick to objects but can accumulate like snow.
  - **Freezing rain** falls onto a surface that is at a temperature below freezing which causes it to freeze to surfaces, such as trees, cars, and roads, forming a coating or glaze of ice.
- **Heavy snow** can immobilize a region and paralyze a city, stranding commuters, stopping the flow of supplies, and disrupting emergency and medical services. Accumulations of snow can collapse buildings and knock down trees and power lines. Several types of snowfall include the following:
  - **Squalls** are brief, intense snow showers accompanied by strong, gusty winds with possible significant snow accumulation.
  - **Blowing snow** is wind-driven snow that reduces visibility and causes significant drifting.
  - A **blizzard**, or a combination of winds over 35 mph with snow and blowing snow, can reduce visibility to near zero.
  - **Avalanche** is a mass of tumbling snow typically triggered by a rapid accumulation of snow; 90 percent of avalanches occur within 24 hours of snowfall.
- **Winter flooding** caused by winter storms can include the following:
  - **Coastal floods,** caused by the winds generated from intense winter storms, can cause widespread tidal flooding and severe beach erosion along coastal areas.
  - **Ice jams** are large chunks of ice that break away from frozen rivers and lakes due to a rise in the water level or a thaw. The chunks of ice become jammed at manmade and natural obstructions and can act as a dam, resulting in severe flooding.
  - **Snowmelt** is a sudden thaw of a heavy snow pack that often leads to flooding.

Serious health problems can result from prolonged exposure to the cold. The most common cold-related problems are **hypothermia,** or abnormally low body temperature, which occurs because prolonged exposure to cold temperatures causes your body to lose heat faster than it can be produced, and **frostbite,** or an injury to the body that is caused by freezing.

The following sections provide information on how to prepare before a winter storm, actions to take during a winter storm, and suggestions on how to safely recover afterward. Actions are based on a compilation of recommendations from the following references:

SEVERE WEATHER: WINTER STORM

National Oceanographic and Atmospheric Administration

http://www.nws.noaa.gov/om/brochures/wntrstm.htm

http://www.weather.gov/os/winter/index.shtml

Centers for Disease Control

http://www.bt.cdc.gov/disasters/winter/

Department of Homeland Security

Federal Emergency Management Agency

http://www.fema.gov/hazard/winter/index.shtm

Ready.gov

http://www.ready.gov/america/beinformed/winter.html

American Red Cross

http://www.redcross.org/general/0,1082,0_252_4435,00.html

Prepare – Before a Winter Storm

Taking preventive action is your best defense against having to deal with extreme cold-weather conditions. By preparing in advance for winter emergencies, and by observing safety precautions during times of extremely cold weather, you can reduce the risk of weather-related health problems. Although periods of extreme cold cannot always be predicted far in advance, weather forecasts can sometimes provide you with several days' notice. Listen to weather forecasts regularly, and check your emergency supplies whenever a period of extreme cold is predicted.

One of the primary concerns is winter weather's ability to knock out heat, power, and communications services, sometimes for days at a time. During a severe winter storm, it could be hours, or even days, before emergency personnel are able to reach you. Therefore, it is important to prepare for the possibility of being without power, heat, or running water. The following are suggested actions to take before a winter storm:

- Make sure the facility is well insulated to keep the warm air inside.
- Have extra blankets on hand to keep you warm if winter weather knocks out your heat.
- Monitor commercial radio, television, and the Internet to stay informed of winter weather watches and warnings.
- Assemble an emergency kit.
- Refill heating fuel because fuel carriers may not be able to deliver for days after a winter storm.

Respond – During a Winter Storm

When the weather is extremely cold, especially accompanied by high winds, try to stay indoors. Make any trips outside as brief as possible.

SEVERE WEATHER: WINTER STORM

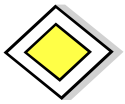
A ***winter storm watch*** is issued when severe weather such as heavy snow or ice is possible in the area within the next day or two. The following are suggested actions to take if a ***winter storm watch*** is issued:

- Listen to NOAA Weather Radio, local radio and TV stations, or cable TV for further updates.
- Be alert to changing weather conditions.
- Avoid unnecessary travel.

A ***winter storm warning*** is issued when severe winter conditions have begun or will begin very soon in the area. The following are suggested actions to take if a *winter storm warning* is issued:

- Stay indoors during the storm.
- If you must go outside:
  - Wear loose, lightweight, warm clothes in layers. Trapped air insulates. Remove layers to avoid perspiration and subsequent chill. Outer garments should be tightly woven, water repellent, and hooded. Wear a hat. Half your body heat loss can be from the head. Cover your mouth to protect your lungs from extreme cold. Mittens, snug at the wrist, are better than gloves. Wool, silk, or polypropylene inner layers of clothing will hold more body heat than cotton.
  - Understand the hazards of wind chill, which combines the cooling effect of wind and cold temperatures on exposed skin. As the wind increases, heat is carried away from a person's body at an accelerated rated, driving down the body temperature.
  - Walk carefully on snowy or icy sidewalks.
- Extreme cold can cause water pipes to freeze and sometimes rupture. When very cold temperatures are expected, leave all water taps slightly open so that they drip continuously.
- Eating well-balanced meals will help you stay warmer. Do not drink alcoholic or caffeinated beverages – they cause your body to lose heat more rapidly. Instead, drink warm, sweet beverages or broth to help maintain your body temperature.
- Conserve heat by keeping as much warm air inside as possible. Avoid unnecessary opening of doors or windows. Close off unneeded rooms, stuff towels or rags in cracks under doors, and close draperies or cover windows with blankets at night.
- Monitor body temperature for infants and elderly. Provide warm clothing for infants and try to maintain a warm indoor temperature. If the temperature cannot be maintained, make temporary arrangements to stay elsewhere. In an emergency, you can keep an infant warm using your own body heat. Older adults often make less body heat because of a slower metabolism and less physical activity.

A ***blizzard warning*** means strong winds, blinding wind-driven snow, and dangerous wind chill are expected. Seek shelter immediately.



Recover – After a Winter Storm

People can become trapped without utilities or other assistance. The aftermath of a winter storm can have an impact on a community or region for days, weeks, or even months. Extremely cold temperatures, heavy snow, and coastal flooding can cause hazardous conditions and hidden problems. The following are suggested actions to take following a winter storm:

- Continue listening to local radio or television stations for updated information and instructions. Access may be limited to some parts of the community, or roads may be blocked. Follow

SEVERE WEATHER: WINTER STORM

forecasts and be prepared when venturing outside. Major winter storms are often followed by even colder conditions.

- Help those who may require special assistance, including infants, elderly people, and people with disabilities.
- Avoid driving and other travel until conditions have improved. Snow or emergency vehicles may block roads.
- Avoid exertion. Cold weather puts an extra strain on the heart. If you have heart disease or high blood pressure, follow your doctor's advice about shoveling snow or performing other hard work in the cold.
- Avoid ice. Walking on ice is extremely dangerous. Keep your steps and walkways as free of ice as possible by using rock salt or another chemical de-icing compound. Sand may also be used on walkways to reduce the risk of slipping.

VOLCANIC ERUPTION

General Information

A volcano is a mountain that opens downward to a reservoir of molten rock below the surface of the earth. When pressure from gases within the molten rock becomes too great, an eruption occurs. Many kinds of volcanic activity can endanger the lives of people and property both close to and far away from a volcano. Most of the activity involves the explosive ejection or flowage of rock fragments and molten rock in various combinations of hot or cold, wet or dry, and fast or slow. Some hazards are more severe than others depending on the size and extent of the event taking place and whether or not people or property are in the way. And, although most volcano hazards are triggered directly by an eruption, some occur when a volcano is quiet. Volcanic eruptions can be accompanied by other natural hazards, including earthquakes, flash floods, rock falls, as well as the following hazards:

- **Volcanic gases** are released into the atmosphere during eruptions or escape continuously from the soil, volcanic vents, fumaroles, and hydrothermal systems. The volcanic gases that pose the greatest potential hazard to people, animals, agriculture, and property are sulfur dioxide, carbon dioxide, and hydrogen fluoride.
- **Volcanic ash** usually covers a much larger area and disrupts the lives of far more people than the other more lethal types of volcanic hazards. A variety of terms are used to describe the range of rock fragments erupted into the air by volcanoes.
- **Lahar** is a hot or cold mixture of water and rock fragments flowing down the slopes of a volcano and/or river valleys. When moving, a lahar looks like a mass of wet concrete.
- **Debris flow** is a dense flow that consists of more than 80 percent sediment. A **mudflow** is a type of debris flow composed of at least 50 percent sand, silt, and clay-size particles.
- **Landslides** are large masses of rock and soil that fall, slide, or flow very rapidly under the force of gravity, in a wet or dry state, or both.
- **Lava flows** are streams of molten rock that pour or ooze from an erupting vent. Lava is erupted during either non-explosive activity or explosive lava fountains. Lava flows destroy everything in their path, but most move slowly enough that people can move out of the way.

Unlike other natural hazards, volcanic hazards are strongly localized, the most destructive effects of eruptions being limited to areas within a few tens of kilometers of each volcano. To help keep communities safe, it is essential to monitor hazardous volcanoes so that the public knows when unrest begins and what hazards can be expected. A volcano may begin to show signs of unrest several months to a few years before an eruption. In these cases, however, a warning that specifies when a volcano might erupt months to years ahead of time is extremely rare.

The United States is one of the most volcanically rich countries in the world, with 169 active and dormant volcanoes. Active volcanoes in the U.S. are found mainly in Hawaii, Alaska, and the Pacific Northwest. Active volcanoes of the Cascade Mountain Range in California, Oregon, and Washington have created problems recently. The danger area around a volcano covers approximately a 20-mile radius. Some danger may exist 100 miles or more from a volcano, leaving Montana and Wyoming at risk.

The following sections provide information on how to prepare before a volcanic eruption, actions to take during a volcanic eruption, and suggestions on how to safely recover afterward. Actions are based on a compilation of recommendations from the following references:

United Stated Geological Survey

http://www.usgs.gov/hazards/volcanoes/

VOLCANIC ERUPTION

http://vulcan.wr.usgs.gov/

Department of Homeland Security

Federal Emergency Management Agency

http://www.fema.gov/hazard/volcano/index.shtm

American Red Cross

http://www.redcross.org/services/disaster/0,1082,0_593_,00.html

Prepare – Before a Volcanic Eruption

The time between the onset of an eruption or significant precursory phenomena and the actual eruption may range from a few hours to several days, weeks, or months. However, the time required to put emergency protective measures into effect depends on the size of the area at risk, the density of population, the degree of mobility of the population, the transport and communication facilities available, and the general technological level of development. It will generally be measured in hours or days.

As such, it is recommended to prepare for two types of action:

- Phased response to a gradually developing volcanic crisis, during which warning of potentially dangerous volcanic events can be expected at least 24 hours before they occur.
- Immediate response to a situation calling for the fastest possible evacuation of people by whatever means are immediately available.

The following are suggested actions to take before a volcanic eruption:

- Add a pair of goggles and disposable breathing mask for each member of the family to your disaster supply kit.
- Stay away from active volcano sites.
- If you live near a known volcano, active or dormant, be ready to evacuate at a moment's notice.
- Learn about your community warning systems and emergency plans.
- Be prepared for the hazards that can accompany volcanoes, including mudflows and flash floods, landslides and rockfalls, earthquakes, ashfall and acid rain, and tsunamis.
- Make evacuation plans. If you live in a known volcanic hazard area, plan a route out and have a backup route in mind.
- Have disaster supplies on hand.

The following are suggested actions to take before an ash fall:

- Conduct a vulnerability analysis of equipment and facilities to determine which would be the most affected by ash fall and which are adequately and inadequately protected.
- Identify appropriate methods of protecting vulnerable equipment and facilities from ash.
- Develop a priority list of facilities that must be kept operative versus those that can be shut down during and after ash falls.
- Identify effective and efficient ash-removal methods for equipment and facilities.

VOLCANIC ERUPTION

- Develop communication plans and procedures for notifying employees of potential ash fall warnings, reducing or shutting down operations, and accelerating maintenance of buildings and machinery during cleanup operations.
- Stockpile spare parts for critical equipment, including oil and air filters and cleaning and disposal equipment.
- Do not start cleanup operations until the ash fall is over (except when buildings are threatened by overloading of roofs).
- Personal protection gear and logistical support will be needed for employees during ashy conditions, especially those involved in cleanup operations. Recommended gear includes filter masks, respirators, eye protection, hats or helmets, food and water, auxiliary lighting, and even portable toilets to minimize traffic into buildings.
- Establish a control and communications center to coordinate cleanup activities and disseminate ash and eruption cloud notices and information to employees.
- Provide educational materials about ash to employees regarding physical properties of volcanic ash, potential health effects, and personal-protective equipment.
- Prioritize and sequence areas for cleanup (top to bottom) and coordinate with public organizations and communities.
- Identify short-term and long-term equipment availability and needs; consider resources that might be available elsewhere.
- No single cleaning technique will be the best in all situations; a range of measures often provides the best results. Constant monitoring of ash effects and mitigation procedures is encouraged to achieve the most effective balance between operational requirements and damage limitation.

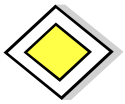
Respond – During a Volcanic Eruption

The following are suggested actions to take during a volcanic eruption:

- Follow the evacuation order issued by authorities and evacuate immediately from the volcano area to avoid flying debris, hot gases, lateral blast, and lava flow.
- Be aware of mudflows. The danger from a mudflow increases near stream channels and with prolonged heavy rains. Mudflows can move faster than you can walk or run. Look upstream before crossing a bridge, and do not cross the bridge if a mudflow is approaching.
- Avoid areas downwind and river valleys downstream of the volcano.
- Protect yourself from falling ash through the following measures:
  - Wear a long-sleeved shirt and long pants.
  - Use goggles and wear eyeglasses instead of contact lenses.
  - Use a dust mask or hold a damp cloth over your face to help breathing.
  - Listen to a battery-powered radio or television for the latest emergency information.
  - If you have a respiratory ailment, avoid contact with any amount of ash.
  - Stay away from areas downwind from the volcano to avoid volcanic ash.
  - Stay indoors until the ash has settled unless there is a danger of the roof collapsing.

VOLCANIC ERUPTION

- Close doors, windows, and all ventilation in the house (chimney vents, furnaces, air conditioners, fans, and other vents).
- Avoid running car or truck engines. Driving can stir up volcanic ash that can clog engines, damage moving parts, and stall vehicles.
- To significantly reduce damage to the interior of a building, take several key steps before an ash fall begins. For example, shut down a building's mechanical systems and air conditioners, protect air intakes, and close other openings (doors and windows).



Recover – After a Volcanic Eruption

Damage to buildings and building systems from volcanic ash can range from complete or partial roof collapse to less catastrophic damage of exterior materials and interior rooms, including appliances and computers, floor coverings, and electrical and mechanical systems. These effects depend on several factors, including the thickness of ash, whether it is wet or dry, the roof and building design, air-handling systems, and how much ash gets inside a building.

After an ash fall, removing ash from the roofs of buildings is usually a top priority in order to prevent roof collapse. In addition, reactivate the ventilating and air-handling systems and coordinate clean-up efforts. Rapid cleanup and restoring normal operation of public buildings can significantly improve public morale and confidence after an ash fall.

The following are specific suggested actions to take after a volcanic eruption

- If possible, stay away from volcanic ash fall areas.
- When outside:
  - Cover your mouth and nose. Volcanic ash can irritate your respiratory system.
  - Wear goggles to protect your eyes.
  - Keep skin covered to avoid irritation from contact with ash.
- Clear roofs of ash fall. Ash fall is very heavy and can cause buildings to collapse. Exercise great caution when working on a roof.
- If you have a respiratory ailment, avoid contact with any amount of ash. Stay indoors until local health officials advise it is safe to go outside.
- In general, surfaces should be vacuumed to remove as much ash as possible from carpets, furniture, office equipment, appliances, and other items. Portable vacuum systems equipped with high-efficiency particulate filtering systems are recommended whenever possible.

WILDFIRE

General Information

Wildfires, a natural hazard in most regions of the U.S., pose a threat to life and property, particularly where native ecosystems meet developed areas. Suppression of natural fires may lead to more severe fires due to the buildup of vegetation, which creates more fuel. Secondary effects of wildfires – such as erosion, landslides, introduction of invasive species, and changes in water quality – are often more disastrous than the fire itself.

The less obvious but equally devastating effects of wildfires occur after the fire is extinguished. These aftereffects include erosion, landslides, debris flows, and altered water quality. The risk of floods and debris flows increases due to the exposure of bare ground and the loss of vegetation. Sediment, burned debris, and chemicals affect water quality as well.

The following sections provide information on how to prepare before a wildfire, actions to take during a wildfire, and suggestions on how to safely recover afterward. Actions are based on a compilation of recommendations from the following references:

United Stated Geological Survey

http://www.usgs.gov/hazards/wildfires/

http://www.usgs.gov/themes/Wildfire/fire.html/

http://firescience.cr.usgs.gov/html/sitemap.html

Department of Homeland Security

Federal Emergency Management Agency

http://www.fema.gov/hazard/wildfire/index.shtm

Geospatial Multi-Agency Coordination

http://www.geomac.gov/

Landscape Fire and Resource Management Planning Tools Project

http://landfire.gov/

Prepare, Prevent, and Protect – Before a Wildfire

The threat of wildfires for people living near forested areas or using recreational facilities in wilderness areas is real. Dry conditions at various times of the year and in various parts of the United States greatly increase the potential for wildfires.

Advance planning and knowing how to protect buildings in these areas can lessen the devastation of a wildfire. There are several safety precautions that you can take to reduce the risk of fire losses. To reduce the risk, consider the following:

- Assess the fire resistance of the facility. Contact your local fire department, forestry office, emergency management office, or building department for information about local fire laws, building codes, and protection measures.
- Learn about the history of wildfire in the area.
- Be aware of recent weather. A long period without rain increases the risk of wildfire.
- Determine your community's ability to respond to wildfire.

WILDFIRE

- Create a 30-foot safety zone around the facility. Keep the volume of vegetation in this zone to a minimum.
- Create a second zone at least 100 feet around the facility. Reduce or replace as much of the most flammable vegetation as possible.
- Clear all combustibles within 30 feet of any structure.

Evacuation may be the only way to protect your family in a wildfire. Know where to go and what to bring with you. You should plan several escape routes in case roads are blocked by a wildfire.

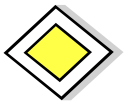
Learn and teach safe fire practices:

- Build fires away from nearby trees or bushes.
- Always have a way to extinguish the fire quickly and completely.
- Install smoke detectors on every level of your home and near sleeping areas.
- Never leave a fire – even a cigarette – burning unattended.
- Avoid open burning completely, but especially during dry season.

Respond – During a Wildfire

If you see a wildfire, call 9-1-1. Don't assume that someone else has already called. Describe the location of the fire, speak slowly and clearly, and answer any questions asked by the dispatcher.

Stay calm. As the fire front approaches, go inside the facility. You can survive inside. The fire will pass before the facility burns down.



Recover – After a Wildfire

Check the roof immediately. Put out any roof fires, sparks, or embers. For several hours after the fire, maintain a "fire watch." Re-check for smoke and sparks throughout the facility.

POWER DISTURBANCE

General Information

There are many different sources of power disturbances, some of which you can prevent and solve yourself and some of which you cannot. Examples of common causes of power disturbances include the following:

- **Lightning** is a frequent cause of localized power outages during the summer months. Fuses and devices called lightning arrestors are installed throughout a utility's distribution system. These devices are designed to protect power lines from serious damage; still, it takes time for field crews to locate affected pieces of equipment and make the needed repairs.
- **High winds,** mainly from thunderstorms, but sometimes from tornadoes and hurricanes, are often the cause of both local and widespread outages. Damage generally occurs when trees or tree limbs fall onto our power lines.
- **Ice storms** can create a heavy buildup of ice on power lines and trees. In rare cases, the buildup can be so great that wooden utility poles and metal lattice transmission towers collapse under the enormous weight.
- **Heavy rains** can cause flooding that damages both aboveground and underground electrical equipment. Flooding may also make travel difficult for repair crews.
- **Falling trees and tree limbs**, resulting from any of the above severe weather conditions, is the single leading cause of power outages during storms.
- **Vehicle and construction accidents** are not an unusual cause of power outages. Motor vehicle accidents can result in broken poles, causing power lines to fall and short-circuit. Also, construction crews occasionally contact overhead electric lines with tall cranes, high-boy lifts, backhoes and dump trucks, creating life-threatening conditions for those involved as well as power outages in adjacent areas.
- **Small animals**, typically squirrels, raccoons, and birds, can short-circuit certain pieces of pole-mounted equipment, such as transformers and fuses.
- **Equipment failure** can take place on the electric system. This failure can be created by exposure to the elements and high electric loads over time.
- **Electromagnetic pulses (EMP)** are shockwaves capable of knocking out electronic devices by overloading their components with electrical energy.
- **Other causes** include faulty or loose electrical wiring, poorly grounded electrical appliances, faulty circuit breakers or improperly sized fuses, and large appliance motors cycling on and off.

Depending on the type of disturbance and the equipment involved, the effect of power disturbances may range from instant breakdown to more gradual deterioration over time. Electronic devices don't even need to be in use to be vulnerable to damage. Many have built-in timers, internal clocks, remote controls, or other systems that are always running, even when the item itself is turned off. Types of power disturbances that may affect a facility include:

- **Spikes and Surges**. Spikes are brief bursts of excess voltage. Surges are also bursts of additional voltage but last a bit longer. Spikes and surges can destroy any of the following electronics instantly or over time: computers, stereo systems, microwave ovens, security systems, digital thermostats, and refrigerators.

POWER DISTURBANCE

- **Sags, dips, and outages.** Sags and dips are brief periods of low voltage. Outages (or blackouts) are periods when there is no electric power. Outages can last from less than a second to minutes or even longer. While sags and dips can be caused when an electrical device draws power as it is turned on, outages are usually caused by severe weather, accidental damage to power company equipment, or electrical short circuits created inside the home. Sags, dips, and outages can cause data loss or physical damage to computers and other devices that use memory.

The following sections provide information on how to prepare for a power disturbance, actions to take during a power disturbance, and suggestions on how to safely recover afterward. Actions are based on a compilation of recommendations from the following references:

Department of Energy

http://www.oe.energy.gov/

http://www.oe.netl.doe.gov/emergency_sit_rpt.aspx

Prepare, Prevent, and Protect – Before a Power Disturbance

The best way to avoid losses due to power disturbances is to be prepared. Following are actions that can be taken to prepare:

- Inspect interior and exterior electrical wiring using a licensed electrician or general contractor.
- Look for potential hazards, such as tree limbs over power lines.
- Plug-in surge protectors shield individual pieces of electronics from spikes, surges, and electrical noise that originate inside the home or office and offer a measure of protection from outside disturbances.
- Uninterruptible power supply (UPS) units are mainly for use with computers and related equipment; these units operate "online" to filter out all types of power problems and provide disturbance-free electricity during normal operating conditions. In case of a power outage, the UPS special battery back-up systems supply 15 to 20 minutes of reserve power, allowing you time to save your data and shut down your equipment safely.
- During a temporary outage, first responders may be hampered in their performance of duties if important equipment assets do not function as expected. As such, examine the following pertaining to alternate power supply:
  - Are all emergency power generators operational?
  - Do emergency power generators have a sufficient fuel supply?
  - What are the procedures to ensure continual refueling?
  - Are the manual or automatic transfer switches functional?
  - Are back-up systems operational with fully charged batteries?
  - Are spare batteries available at the location of the back-up system?
  - What are the alternatives if power generators or batteries don't work?
  - What are the sources of fuel and water when pumps fail to operate?
- If you have medication that requires refrigeration, check with your pharmacist for guidance on proper storage during an extended outage.

POWER DISTURBANCE

- Check flashlights and battery-powered portable radios to ensure that they are working, and check to ensure that you have extra batteries. A radio is an important source of weather and emergency information during a storm.
- Review the process for manually operating an electric garage door.
- All buildings should be equipped with an emergency lighting system that will provide a limited amount of lighting in case of an outage. With such a system, emergency lighting on floors and in stairwells as well as lighting on all fire alarms and public address systems will remain operational.
- Maintain an emergency kit.
- Keep computer files and operating systems backed up regularly.
- If you have a telephone instrument or system at home or at work that requires electricity to work (such as a cordless phone or answering machine), plan for alternate communication, including having a standard telephone handset, cellular telephone, radio, or pager.
- If your water supply could be affected (i.e., with a well-water pump system), fill your bathtub and spare containers with water. Water in the bathtub should be used for sanitation purposes only, not as drinking water. Pouring a pail of water from the tub directly into the bowl can flush a toilet.
- For disabled occupants who have power-dependent equipment, consider recommended alternatives for the following situations:
    - Limited mobility using a motorized wheelchair or scooter – have an extra battery. A car battery also can be used with a wheelchair but will not last as long as a wheelchair's deep-cycle battery. If available, store a lightweight manual wheelchair for backup.
    - Blind or visually disabled – store a talking or Braille clock or large-print timepiece with extra batteries.
    - Deaf or hearing disabled – consider getting a small portable battery-operated television set. Emergency broadcasts may give information in American Sign Language (ASL) or open captioning.

Respond – During a Power Disturbance

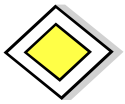
Power disturbances do not usually require evacuation unless other conditions arise (e.g., fire, smoke). Relocation and/or employee release may be warranted if outages will be prolonged, but remain where you are until a public address announcement is made with further instructions or until power is restored.

Dimming or flickering lights could indicate that your electric power is about to be interrupted. Flickering or dimming lights are caused by physical interference, such as tree limbs falling on power lines. When lights dim or flicker, do the following:

- Remain calm.
- Unplug or turn off all appliances that will come on when the power returns – they may overload our circuits. Leave a lamp switched on so you will know when the power is restored. Then you can turn your appliances back on, one at a time, over a 20-minute period.
- If your power goes out, leave these appliances disconnected until electric service is restored.
- Check to see if neighboring facilities are without power, too. If they have power and you do not, the problem could be localized within the facility.

POWER DISTURBANCE

- Do not use open flames such as matches or lighters for emergency lighting. Open the blinds, curtains, and interior doors so that the interior of the building receives as much natural light as possible. During the winter, this natural light also allows the sun to warm rooms during the day. Note: Occupants may be instructed to close shades or curtains to keep rooms cooler during warm weather and warmer during cold weather.
- Listen to local radio and television for updated information.
- Use the phone for emergencies only.
- Be extra cautious if you go outside. Downed or hanging electrical wires can be hidden by debris and could be live. Never attempt to touch or move downed lines. Do not touch anything that power lines are touching, such as tree branches or fences. Always assume that a downed line is a live line.
- Do not open the refrigerator or freezer door. Food can stay cold in a full refrigerator for up to 24 hours and in a well-packed freezer for 48 hours (24 hours if it is half-packed).
- Power outages that occur during summer can place occupants at risk of heat stress due to rising temperatures inside the facility. In the winter, outages can place occupants at risk of hypothermia or frostbite.
- When you call to report an electric problem, be prepared to give your name, telephone number, and address. Be as specific as possible about your location by giving cross streets or mentioning visible landmarks.



Recover – After a Power Disturbance

The cause of a power disturbance is not always obvious or immediately visible. Before repairs can be made, repair crews must first inspect the lines and equipment to find the specific problem and then ensure that the area is safe before repairs can begin. When power is restored after a power outage, actions must be taken to ensure safe return to normal operation. These actions depend on part by the length of the outage:

- **Food Safety**. If the power is out for less than two hours, then the food in your refrigerator and freezer will be safe to consume. While the power is out, keep the refrigerator and freezer doors closed as much as possible to keep food cold for longer. If the power is out for longer than two hours, follow the guidelines below:
  - For the freezer section: A freezer that is half full will hold food safely for up to 24 hours. A full freezer will hold food safely for 48 hours. Do not open the freezer door if you can avoid it.
  - For the refrigerated section: Pack milk, other dairy products, meat, fish, eggs, gravy, and spoilable leftovers into a cooler surrounded by ice. Inexpensive Styrofoam coolers are fine for this purpose.
  - Use a digital quick-response thermometer to check the temperature of your food right before you cook or eat it. Throw away any food that has a temperature of more than 40 degrees Fahrenheit.
- **Water safety**. When power goes out, water purification systems may not be functioning fully. Safe water for drinking, cooking, and personal hygiene includes bottled, boiled, or treated water. Here are some general rules concerning water for drinking, cooking, and personal hygiene:

POWER DISTURBANCE

- Do not use contaminated water to wash dishes, brush your teeth, wash and prepare food, wash your hands, make ice, or make baby formula. If possible, use baby formula that does not need to have water added. You can use an alcohol-based hand sanitizer to wash your hands.
- If you use bottled water, be sure that it came from a safe source. If you do not know that the water came from a safe source, you should boil or treat it before you use it. Use only bottled, boiled, or treated water until your supply is tested and found safe.
- Boiling water, when practical, is the preferred way to kill harmful bacteria and parasites. Bringing water to a rolling boil for one minute will kill most organisms.

SUSPICIOUS OBJECT

General Information

Suspicious objects includes any package, envelope, device, or unattended baggage that seems out of place or is not readily identified. Occupants, because of their familiarity with the space where they work, can most easily spot something that does not belong there.

The primary hazard associated with a suspicious object is the threat of explosion or contamination. As a result, suspicious objects should be treated with extreme caution.

The United States Postal Service uses three categories to characterize **suspicious packages or envelopes**:

- Category 1 includes packages or envelopes delivered to an employee that have no suspicious markings but make the recipient feel uncomfortable.
- Category 2 packages or envelopes have one or more suspicious aspects:
  - Restrictive markings, such as “Confidential,” “Personal,” or “Fragile”
  - The package or envelope is unexpected or from an unfamiliar person, organization, or point-of-origin
  - Excessive postage (multiple postage stamps) or no metered strip, indicating that the item was not mailed at a post office
  - Sloppy or unprofessional packaging
  - No return address or a return address not consistent with the state where postmarked
  - Incorrect title of addressee or title but no name of addressee
  - Oily stains, discoloration, or strange odor
  - Evidence of electrical wire or tin foil
  - Excessive wrapping materials such as masking/strapping tape or string
  - Exceptional weight for its size; lopsided or oddly shaped
  - Any USPS package over ¾ inch wide that does not have a red “x-ray” stamp on it
  - Any mail or package from an alternative mail carrier that does not have a red “x-ray” stamp on it.
- Category 3 may include an envelope or package that has been opened and contains one or more suspicious aspects including:
  - A powdery substance
  - A threatening letter
  - Electric wire or tin foil
  - Any audible noise.

Other suspicious objects may include unattended backpacks, briefcases, or luggage, especially in public, high-traffic areas such as airports, subway stations, or restaurants.

The following sections provide information on how to prepare before a suspicious object is found, actions to take when one is found, and suggestions on how to safely recover afterward. Actions are based on a compilation of recommendations from the following references:

SUSPICIOUS OBJECT

Federal Bureau of Investigation

http://www.fbi.gov/page2/september06/package092006.htm

United States Postal Service

http://www.usps.com/news/2001/press/pr01_1010tips.htm

Centers for Disease Control and Prevention

http://www.bt.cdc.gov/agent/anthrax/mail/suspiciouspackages.asp

Department of Homeland Security

Federal Emergency Management Agency

http://www.fema.gov/areyouready/explosions.shtm

Prepare – Before a Suspicious Object Is Found

Occupants need to understand that everyone plays a role in keeping the workplace safe from suspicious objects. Train occupants on the following:

- What a suspicious object could look like
- Actions to take if a suspicious object is found
- Protocol for receipt of suspicious packages or envelopes through the mail.

Prepare announcements, such as the example shown below, to be used if necessary:

> May I have your attention please? May I have your attention please? May I have your attention please?
>
> We have identified a suspicious package on the ___ floor.
>
> Occupants of the ___, ___, and ___ floor(s) (1 above and 1 below) are required to evacuate until the emergency is over. (REPEAT)
>
> Please walk to the nearest exit and report to your floor's designated evacuation area.
>
> Only the affected floors need to evacuate.
>
> Do not use the elevators, please proceed to stairways. (REPEAT)
>
> *When the "All Clear" is given:*
>
> May I have your attention please? May I have your attention please? May I have your attention please?
>
> The emergency on the ____ floor is now over.
>
> Occupants of the ___, ___, and ___ floors may return to their work areas.

Respond – During a Suspicious Object Incident

The following are suggested actions to take if a suspicious object is identified:

If a **suspicious device or unattended item** is found in the facility:

- Do not touch it or move it!
- Immediately call the police, dial 9-1-1, or contact emergency responders.
- Evacuate the area if instructed to do so, and await further instructions from emergency responders. The Incident Commander should notify all search crews once an object has been

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found. If no evacuation has been undertaken to this point, the decision to evacuate the area should be made by the Incident Commander.

- No one should be permitted to re-enter the building until the Incident Commander gives clearance. Facility managers and staff must cooperate with the Incident Commander and assist in the effort to maintain order and public safety.
- If a device has been deemed harmless or destroyed, or if a reported device has not been found after a thorough search and a reasonable time has passed, the decision to allow evacuated persons back into the building will be left to the official in charge of the facility, after consultation with the Incident Commander. Allow at least 15 minutes after the time of probable detonation (in the case of a bomb threat) to re-enter or as determined by the Incident Commander.

If you receive an **envelope or package** that makes you uncomfortable, has one or more suspicious markings, or has been opened and contains suspicious objects, take the following actions:

- Remain calm.
- Leave the item exactly where it is. Do not move, shake, stir, taste, or smell the item.
- If a substance is spilling out of the object, cover spilled contents immediately with anything available (e.g., clothing, paper, trash can, etc.).
- Leave the office and close the door if the item is in a private office.
- If the item is in a large office area, have people move to a secure area outside the office and close off the potentially contaminated area.
    - If possible contamination of occupants has occurred, move to a neighboring quarantine area.
    - If conditions permit, wash off any particles and any liquid you came in contact with and wash your hands with soap and water to prevent spreading any powder to your face.
    - Wait for emergency personnel to arrive and follow their instructions. They are trained to provide decontamination and any medical attention necessary.
- Do not lock doors. Emergency personnel will need access.
- Stop others from entering the space.
- Wash your hands and face with cool water.
- Call authorities and follow their instructions.

All Category 1 items will be returned to the mailroom. In a secure environment, a mail handler wearing protective equipment will open the suspicious item. If, upon opening the item, nothing is suspicious, the item will be returned to you. If the item is determined to be suspicious, further testing will be conducted; the tests may take several weeks to complete. If deemed safe, the item will be inserted into the mail handling system and returned to you. If the item is not safe, it will not be returned.

Category 2 items are opened offsite by a contractor following the same protocol as Category 1 mail, and Category 3 items are handled by first responder agencies.

Recover – After a Suspicious Object Incident

After a suspicious object incident has passed, facilitate the recovery process by

SUSPICIOUS OBJECT

taking the following actions:

- Discuss the circumstances of the incident with staff members. Encourage employees to share information about ways to avoid and respond to similar situations in the future.
- Offer stress debriefing sessions and posttraumatic counseling services to help workers recover from a disturbing incident.
- Investigate all incidents and threats, monitor incident trends by type or circumstance, and institute corrective actions.
- Discuss changes in the program during regular employee meetings.

Federal Management Regulation FMS 102-74.15 requires that occupant agencies in GSA space promptly report all crimes and suspicious circumstances occurring on federally controlled property.

THREATS: BOMB AND WORKPLACE VIOLENCE

General Information

Threats are expressions of intent to do harm. They may be specific or non-specific, indirect or direct, verbal or non-verbal. Violence is any act of physical, verbal, or psychological threat or abuse, assault, or trauma on an individual that results in physical and/or psychological damage.

Facility occupants may receive a variety of threats. Whether over the phone, by mail, or in person, all threats should be taken seriously until an assessment of the threat is completed to determine risk. Types of threats discussed include the following:

- **Bomb threats** are normally received by telephone, although they might be received via mail or by hand-delivered message.
- **Workplace violence** is violence, or the threat of violence, against workers. It can occur at or outside the workplace and can range from threats and verbal abuse to physical assaults and homicide, one of the leading causes of job-related deaths.

BOMB THREATS

General Information

Bombing and the threat of being bombed are harsh realities in today's world. Bombs can be constructed to look like almost anything and can be placed or delivered in any number of ways. The only common denominator that exists among bombs is that they are designed or intended to explode. Most bombs are homemade and are limited in their design only by the imagination of, and resources available to, the bomber.

Bomb threats are delivered in a variety of ways. The majority of threats are called in to the target. Occasionally these calls are through a third party. Sometimes a threat is communicated in writing or by a recording. Bomb threats are normally received by telephone, although they might be received via mail or by hand-delivered message. Although most bomb threats do not result in an explosion or discovery of an explosive device, it is very important that threats are thoroughly evaluated and that effective procedures exist for reacting to threats.

The following sections provide information on how to prepare before a threat is received, actions to take when one is received, and suggestions on how to safely recover afterward.

Prepare – Before a Bomb Threat Is Received

Analysis of bomb threat data indicates that most threats are made to create a sense of fear in the employees and disrupt the facility. This objective can be denied, to a great extent, by effective planning and organization. The following are suggested actions:

- Provide occupants with instructions and a checklist positioned by the telephone so that they may act quickly, but remain calm and obtain appropriate information. A sample bomb threat checklist is also included following this procedure.
- The position of Bomb Search Coordinator may be included in the organization of the OEP for an individual with a good general knowledge of the physical layout of the entire facility as well as the type of work that is done in each area. This knowledge will help responders determine the areas most susceptible to the introduction of an explosive device and will facilitate quick, effective searches.
- Establish a protocol to determine whether or not an announcement of a bomb threat should be made. Because a public announcement could conceivably result in panic among the employees or detonation of a device, security officials may wish to consider making an announcement in a code known only to selected personnel or use floor teams to evacuate the facility. A warning message should be prepared beforehand for each of the protective actions that are practical for the building. This advance planning will ensure that the actions can be taken as rapidly as possible and that the instructions will be clearly understood.
- Establish a process for the designated official to use to evaluate the validity of the threat and decide whether to search and/or evacuate an area based on following factors:
    - Available resources to react to the threat, including qualified search teams and bomb dogs
    - Operational impact and the practicality of conducting an evacuation within the threat time frame. If a search is conducted, personnel must follow a pattern of assigned areas and report results to the incident command post immediately.

If possible, have police and/or fire department representatives inspect the building for areas where explosives are likely to be concealed. The bomb disposal unit of the local police would,

BOMB THREATS

in most instances, provide the quickest response for defusing or otherwise disposing of a bomb.

Respond – During a Bomb Threat

The following are suggested actions to take when a bomb threat is received:

If you receive a threat by telephone:

- Without alerting the caller, attempt to get the attention of your supervisor or another person in your area, and point to this memo's subject line or write "bomb" on paper and show it to him/her. Your supervisor or co-worker should call security.
- Attempt to keep the caller on the line as long as possible to permit tracing and to gather information. Do not hang up the phone until all attempts to trace have been initiated.
- If your phone has a display, copy the number and/or letters on the window display.
- The person who receives the call should listen closely to the caller and complete the Bomb Threat Checklist during the call. Actions to take include the following:
    a. Record in writing the exact words of the caller. Attempt to ascertain the location of the bomb, type of device, what it looks like, and expected time of detonation.
    b. Attempt to determine the sex, approximate age, the attitude of the caller, and specific reasons or motives for his or her actions in placing the bomb.
    c. Note any background voices or noises that may provide a clue to the caller's location.
    d. Note any accent or peculiarity of speech, which may help to identify the caller.
    e. If the time permits, ask the caller questions such as "Who is calling, please?" or "What is your name?"
- The person receiving the call must complete the bomb threat report form and bring the completed form to Security as soon as possible after the call.
- Turn off two-way radios and cell phones. These devices may be hazardous. Radios/cell phones in the vicinity should remain "off" until the matter is resolved.

If a threat is received by handwritten note or through the mail:

- Call authorities.
- Handle note as minimally as possible.

If a threat is received by email:

- Call authorities.
- Do not delete the message.

The DO will evaluate the threat and determine if evacuation of the facility is prudent. Occupants may be asked to search their work areas to identify any suspicious packages. In either case, occupants must follow direction provided by emergency response personnel.

Recover – After a Bomb Threat

Many individuals are affected by a threat, including the victim, witnesses, bystanders, as well as friends, relatives, and co-workers of those involved in or witnessing the

BOMB THREATS

event. The following are suggested actions to take after a threat has occurred:

- Discuss the circumstances of the incident with staff members. Encourage employees to share information about ways to avoid similar situations in the future.
- Inform victims of their legal right to prosecute perpetrators.
- Offer stress debriefing sessions and posttraumatic counseling services to help workers recover from a violent incident.
- Investigate all violent incidents and threats, monitor trends in violent incidents by type or circumstance, and institute corrective actions.
- Discuss changes in the program during regular employee meetings.

Federal Management Regulation FMS 102-74.15 requires that occupant agencies in GSA space promptly report all crimes and suspicious circumstances occurring on federally controlled property.

BOMB THREATS

Sample Bomb Threat Checklist

Following is information to be recorded by a bomb threat message recipient during or immediately after the threat is communicated.

- Date
- Time
- Time Caller Hung Up
- Phone Number Where Call Was Received

Questions to Ask Caller:

- Where is the bomb located? (Building, Floor, Room, etc.)
- When will it go off?
- What does it look like?
- What kind of bomb is it?
- What will make it explode?
- Did you place the bomb? (Yes, No)
- Why?
- What is your name?
- Where are you?

Record Exact Words of Threat: _____

_____

Record Information About Caller:

- Where is the caller located? (Background and level of noise)
- Estimated age
- Is the voice familiar? If so, who does it sound like?

Other Points:

Caller's Voice

- ❑ Accent
- ❑ Angry
- ❑ Calm
- ❑ Clearing throat
- ❑ Coughing
- ❑ Cracking voice
- ❑ Crying
- ❑ Deep
- ❑ Deep breathing
- ❑ Disguised
- ❑ Distinct
- ❑ Excited
- ❑ Female
- ❑ Laughter
- ❑ Lisp
- ❑ Loud
- ❑ Male
- ❑ Nasal
- ❑ Normal
- ❑ Ragged
- ❑ Rapid
- ❑ Raspy
- ❑ Slow
- ❑ Slurred
- ❑ Soft
- ❑ Stutter

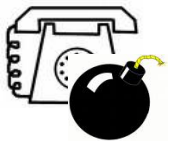
Background Sounds:

- ❑ Animal Noises
- ❑ House Noises
- ❑ Kitchen Noises
- ❑ Street Noises
- ❑ Booth
- ❑ PA System
- ❑ Conversation
- ❑ Music
- ❑ Motor
- ❑ Clear
- ❑ Static
- ❑ Office machinery
- ❑ Factory machinery
- ❑ Local
- ❑ Long distance

Threat Language:

- ❑ Incoherent Message read
- ❑ Taped
- ❑ Irrational
- ❑ Profane
- ❑ Well-spoken

WORKPLACE VIOLENCE



General Information

Workplace violence is violence, or the threat of violence, against workers. It can occur at or outside the workplace and can range from threats and verbal abuse to physical assaults and homicide, one of the leading causes of job-related deaths. Incidents involving disruptive and threatening behavior are increasing; early intervention can help prevent more serious acts of violence.

Types of behavior that can lead to workplace violence include the following:

- **Disruptive behavior** disturbs, interferes with, or prevents normal work functions or activities. Examples include yelling, using profanity, waving arms or fists, verbally abusing others, and refusing reasonable requests for identification.
- **Threatening behavior** includes physical actions short of actual contact/injury, general oral or written threats to people or property, as well as implicit threats.
- **Violent behavior** includes any physical assault, with or without weapons; behavior that a reasonable person would interpret as being potentially violent (e.g., throwing things, pounding on a desk or door, or destroying property), or specific threats to inflict physical harm (e.g., a threat to shoot a named individual).

The following sections provide information on how to prepare before a threat is received, actions to take when one is received, and suggestions on how to safely recover afterward. Actions are based on a compilation of recommendations from the following references:

Federal Bureau of Investigation

http://www.fbi.gov/publications/violence.pdf

Department of Homeland Security

Federal Emergency Management Agency

http://www.fema.gov/areyouready/homeland_security_advisory_system.shtm

Office of Personnel Management

https://www.opm.gov/employment_and_benefits/worklife/OfficialDocuments/handbooksguides/WorkplaceViolence/index.asp

Occupational Safety and Health Administration

http://www.osha.gov/SLTC/workplaceviolence/

Prepare – Before Workplace Violence Occurs

The following are suggested actions to take before workplace violence occurs:

- Establish a zero-tolerance policy toward workplace violence against or by employees.
- Establish a workplace violence prevention program or incorporate the information into an existing accident prevention program, employee handbook, or manual of standard operating procedures.
- Ensure that all employees know the policy and understand that all claims of workplace violence will be investigated and remedied promptly.

WORKPLACE VIOLENCE

- Provide safety education for employees so that they know what conduct is not acceptable, what to do if they witness or are subjected to workplace violence, and how to protect themselves.
- Secure the workplace. Where appropriate to the business, install video surveillance, extra lighting, and alarm systems and minimize access by outsiders through identification badges, electronic keys, and guards.
- Equip field staff with cellular phones and hand-held alarms or noise devices, and require them to prepare a daily work plan and keep a contact person informed of their location throughout the day.
- Instruct employees not to enter any location where they feel unsafe.
- Be able to recognize behaviors and attitudes that may be indicators of disruptive, threatening, or violent behavior. Each of these behaviors is a clear sign that something is wrong. None should be ignored. By identifying the problem and dealing with it appropriately, managers may be able to prevent violence from happening. Some behaviors require immediate police or security involvement, others constitute actionable misconduct and require disciplinary action, and still others indicate an immediate need for an Employee Assistance Program referral. Behaviors and attitudes that may indicate disruptive, threatening, or violent behavior include the following:
  - Behaviors:
    - Upset over recent event(s) (work or personal crisis)
    - Recent major change in behavior, demeanor, or appearance
    - Recently has withdrawn from normal activities, family, friends, and co-workers
    - Intimidating, verbally abusive, or harasses or mistreats others
    - Challenges/resists authority
    - Blames others for problems in life or work; suspicious, holds grudges
    - Uses/abuses drugs and/or alcohol
    - Unwelcome obsessive romantic attention
    - Stalking
    - Makes threatening references to other incidents of violence
    - Makes threats to harm self, others, or property
    - Weapons – has or is fascinated with weapons
    - Has known history of violence
    - Has communicated specific proposed act(s) of disruption or violence
  - Attitudes:
    - Is isolated or a loner
    - Morally superior, self-righteous
    - Feels entitled to special rights and that rules don't apply to them
    - Feels wronged, humiliated, degraded; wants revenge
    - Feels without choices or options for action except violence.

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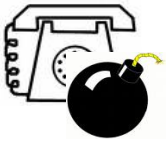


- Pre-employment screening is an important part of workplace violence prevention. Prior to hiring an employee, the organization should check with its servicing personnel office and legal office, if necessary, to determine what pre-employment screening techniques (such as interview questions, background and reference checks, and drug testing) are appropriate for the position under consideration and are consistent with Federal laws and regulations.

Respond – During a Workplace Violence Incident

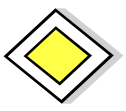
If an employee is aware of a threat, the employee must inform his or her supervisor of the potential for violence. Do not try to evaluate or ignore the seriousness of a threat. All threats, whether considered serious or not, must be immediately reported. Even without an actual threat, employees should report any behavior they have witnessed that they regard as threatening or violent.

If you encounter an **angry or hostile individual**:

- Stay calm. Listen attentively.
- Maintain eye contact.
- Be courteous. Be patient.
- Keep the situation in your control.
- Signal a coworker, or supervisor, that you need help. (Use a duress alarm system or prearranged code words.)
- Do not make any calls yourself.
- Have someone call the FPS, contract guard, or local police.

Confrontations with an **armed man or woman** are the most dangerous of all situations involving violent persons and the most difficult for inexperienced people to deal with. In a situation where there is a potentially armed intruder or an individual exhibiting violent behavior, remember the following:

- Freeze in place and do nothing, letting the potential assailant make the next move.
- Above all, avoid doing anything that could cause the potential assailant to take action.
- Simply standing still and letting the individual "talk it out" may be the only action to take under these extreme circumstances.
- Don’t try any heroics that could cause the potential assailant to react violently.
- Look the potential assailant directly in the eye.
- Keep talking to gain time and calm the gunman.
- Never feel helpless.
- Establish a prearranged word or phrase ("emergency check") that tells other coworkers to summon authorities immediately.
- Keep calm until security guards can disarm the man and remove the potential assailant from the premises.



Recover – After a Workplace Violence Incident

Many individuals are affected by a threat, including the victim, witnesses, bystanders,

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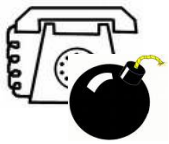
as well as friends, relatives, and co-workers of those involved in or witnessing the event. The following are suggested actions to take after a threat has occurred:

- Discuss the circumstances of the incident with staff members. Encourage employees to share information about ways to avoid similar situations in the future.
- Inform victims of their legal right to prosecute perpetrators.
- Offer stress debriefing sessions and posttraumatic counseling services to help workers recover from a violent incident.
- Investigate all violent incidents and threats, monitor trends in violent incidents by type or circumstance, and institute corrective actions.
- Discuss changes in the program during regular employee meetings.

Federal Management Regulation FMS 102-74.15 requires that occupant agencies in GSA space promptly report all crimes and suspicious circumstances occurring on federally controlled property.

Listed below are several initial steps management can take when an incident of workplace violence occurs:

- **Ensure a management presence in the work-site.** Managers need to spend ample time with their employees, in the work-site or wherever they may be. Employees need to be reassured of management's concern, and they need to be able to ask questions. Senior management should ensure that immediate supervisors are supported in this role, relieved of unnecessary duties, and not pulled away from their subordinates to write lengthy reports or prepare elaborate briefings.
- **Share information with employees.** Employees will have many questions, and they need answers – often more than once – if they are to resolve the experience for themselves. Information will develop over time, so information strategies need to be simple and fluid. A notice board at the elevator or a recorded message on a "hotline" number may suffice for the basics, and a user-friendly system for individual questions should be established.
- **Include union leadership.** Union representatives can help in reassuring employees after an incident and in getting information to employees.
- **Bring in crisis response professionals.** Before an incident ever occurs, the planning group should identify trained mental health professionals in the agency's Employee Assistance Program or the community who would be available to respond in the event of an incident. When an incident occurs, involve these emergency mental health consultants as soon as possible. They will generally meet with management first, working down the chain, ultimately meeting with line employees. Based on what the consultants learn, they will offer services such as debriefing and defusing and informal counseling, perhaps in the work area.
- **Support informal debriefing.** The formal debriefing is not the end of the recovery process. Provide opportunities for employees to talk informally with one another when they feel a need to discuss the experience. A comfortable break area and flexibility about break times may be all that is needed.
- **Support care giving within work groups.** Keep work groups together as much as possible, and try not to isolate employees from their normal support groups at work. Show respect and support for employees' efforts to care for one another.
- **Handle critical sites with care.** Initially, the site of a violent incident will be secured as a crime scene. After the authorities are finished with it, management needs to be sensitive to a number of issues. It is helpful if employees don't have to come back to work and face painful



reminders such as bloodstains or broken furniture. On the other hand, the area should not be so "sanitized" that it gives the appearance that management is pretending nothing happened. If someone has died, that person's work area will be a focus of grieving, and it needs to be respected as such.

- **Buffer those affected from post-event stresses.** Effective coordination with the media and timely dissemination of information can help reduce media pressure on those who are the most vulnerable. Assistance with benefits and other administrative issues can reduce the burden on victims and families.
- **Help employees face feared places or activities.** Returning soon, if only briefly, to a feared site can help prevent lasting effects such as phobic responses. Having a friend or loved one along, or being supported by close work associates, may make the first step much easier.
- **Remember the healing value of work.** Getting back to work can be reassuring, and a sense of having a mission to perform can help the group recover its morale. But the return to work must be managed in a way that conveys appropriate respect for the deceased, the injured, and the traumatized.

Formal crisis intervention processes for victims of critical incidents, such as workplace violence, have been used and recommended by mental health professionals for years.

SUSPICIOUS OR UNLAWFUL ACTIVITY

General Information

Suspicious or unlawful activity within or surrounding government facilities can include the following:

- **Suspicious persons** observed inside or surrounding the facility; the appearance of suspicious persons may be a precursor to a criminal or terrorist act. Keep in mind that suspicious activity is not limited to outsiders; disgruntled or mentally unstable employees may also pose a threat.
- **Theft** of money, property, or information without force or threat of force against the victims including:
  - ***Identity theft*** – the fastest-growing crime in America, affecting half a million new victims each year. Identity theft or identity fraud is the taking of a victim's identity to obtain credit, use credit cards from banks and retailers, steal money from a victim's existing accounts, apply for loans, establish accounts with utility companies, rent an apartment, file bankruptcy, or obtain a job using the victim's name.
  - ***Vandalism*** – the willful destruction or defacing of property. From obscene and violent language scrawled on a public bathroom door to elaborate murals on a brick wall, graffiti appears in many forms. Graffiti is often the first sign that gangs are taking over a neighborhood.
- **Conduct** on federal property that is specifically prohibited by FMR Title 41 CFR Subchapter C, Part 102-74 Facility Management; Subpart C: Conduct on Federal Property. Several examples include:
  - ***Disturbances*** including loitering, disorderly conduct, or exhibiting other conduct on property that creates loud or unusual noise or a nuisance.
  - ***Gambling***, including participating in games for money or other personal property, operating gambling devices, conducting a lottery or pool, or selling or purchasing of numbers tickets.
  - ***Possession and use of narcotics*** and other drugs, including being under the influence and using or possessing any narcotic drugs, hallucinogens, marijuana, barbiturates, or amphetamines
  - ***Possession of explosives or weapons*** except for those specifically authorized.

The following sections provide information on how to prepare for the occurrence of suspicious or unlawful activity, actions to take if such activity occurs, and suggestions on how to safely recover afterward. Actions are based on a compilation of recommendations from the following references:

National Crime Prevention Council

http://www.ncpc.org/

Federal Bureau of Investigation

http://www.fbi.gov/becrimesmart.htm

SUSPICIOUS OR UNLAWFUL ACTIVITY

Prevent and Protect – Before Suspicious or Unlawful Activity

Many unlawful activities can be prevented through occupant awareness and vigilance. Following are suggestions that occupants can take to minimize risk of unlawful activity, as well as information on how to identify possible suspicious activity that may lead to an unlawful act:

Recognize Suspicious Persons

- Challenge wandering or "lost" visitors walking the halls and escort them to the right office or to the "house phone" to call their intended contact.
- Watch out for "head poppers" who open the wrong doors and pretend to be looking for a specific office or person. If they act nervous or head immediately for the nearest exit, remember their description and call security.
- Arrange office space so that unescorted visitors can be easily noticed. Have staff follow strict access control procedures; don't allow exceptions.
- Report suspicious people or activity to authorities immediately.

Secure Property

- Lock all drawers and cabinets, office doors, conference rooms, or storage rooms that are regularly unoccupied.
- Make sure to close and lock all doors and windows; activate alarm systems if present.
- Keep closets, service openings, and telephone and electrical closets locked at all times. Protect crucial communications equipment and utility areas with an alarm system.
- Never leave a laptop in an unlocked office, meeting area, or other unsecured area.
- Never leave keys, money, checks, or valuables of any kind out in plain view, in unsecured areas, or in jacket or coat pockets.
- Never leave packages near doorways, on desks, or in lobbies, conference rooms, break rooms, cafeterias, rest rooms, or other public areas.

Protect Yourself

- Be discreet – never advertise plans for being away to visitors you don’t know or people calling your place of work.
- Report broken or flickering lights, dimly lit corridors, and doors and windows that are broken or don’t close or lock properly. Don’t assume someone else will do it.
- Avoid stairwells and other isolated areas. Try not to ride the elevator alone with a suspicious person.
- Observe the elevator interior before entering. Wait until the next elevator if you are uncertain of any occupant. Females riding the elevator alone should always stand near the control panel. If accosted, press all buttons. If a suspicious person enters the elevator, exit before the door closes. Before exiting from the elevator, observe the corridor for suspicious activity.
- Keep publicly accessible restroom doors locked and set up a key control system. If there is a combination lock, only office personnel should open the lock for visitors.
- Stay alert and tuned in to your surroundings, whether on the street, in an office building or shopping mall, driving, or waiting for the bus or subway.
- Send a message that you're calm, confident, and know where you're going.

SUSPICIOUS OR UNLAWFUL ACTIVITY

- Be realistic about your limitations. Avoid places or situations that put you at risk.
- Know the neighborhood where you live and work. Check out the locations of police and fire stations, public telephones, hospitals, restaurants, or stores that are open and accessible.
- Avoid establishing predictable activity patterns. Most of us have daily routines, but never varying them may increase your vulnerability to crime.
- Remember these parking lot security tips:
  - Park only in a well lit and a highly visible location.
  - If you cannot see 100 feet at night, park elsewhere.
  - Park in higher traffic areas of the lot, if possible.
  - Move your car during the day to improve its location.
  - Remove all interior valuables from plain view.
  - Lock your doors and roll up all windows.
  - Use a highly visible steering wheel or brake pedal locking device.
  - Use a car alarm and alarm decals, if possible.
  - Use valet parking for greater personal security, if available.
  - Stay alert at all times. If you see a suspicious person approaching you, change directions. If he appears to follow, look him in the eyes and yell at him to stop. However, do not stand your ground and confront him. Get away, if you can. Run toward other people and point him out. You can always apologize later if you are mistaken. If no other people are close by, go into the closest store or office building and call the police.

To prevent individual identify theft

- Do not give out personal information over the phone, through the mail, or over the Internet unless you have initiated the contact or know whom you're dealing with. Identity thieves will pose as bank representatives, Internet service providers, and even government officials to get you to reveal identifying information.
- Shred all documents, including pre-approved credit applications received in your name, insurance forms, bank checks and statements you are discarding, and other financial information.
- Do not use your mother's maiden name, your birth date, the last four digits of your social security number, or a similar series of numbers as a password for anything.
- Minimize the identification information and the number of cards you carry. Take what you'll actually need. Don't carry your social security card, birth certificate, or passport, unless necessary.
- Make a list of all your credit card account numbers and bank account numbers with customer service phone numbers and keep it in a safe place.
- Carry only the identification information and the number of credit and debit cards that you'll actually need.
- Secure your mailbox (thieves search mailboxes for pre-approved credit offers, bank statements, tax forms, or convenience checks).
- Secure personal information in your home and in your workplace.

SUSPICIOUS OR UNLAWFUL ACTIVITY

- Double check that mailboxes are official US Postal Service collection boxes before you deposit your mail.

Respond – During Suspicious or Unlawful Activity

In some cases, occupants may encounter suspicious or unlawful activity as it is occurring. Following are suggested actions to take:

- Do not attempt to intervene physically or deal with the situation yourself. It is critical that the police take charge of any incident that can or does involve physical harm.
- Get yourself and others to safety as quickly as possible.
- Immediately dial authorities for any situation where a person's life or property is in danger or threatened such as:
  - Threats of physical harm toward you, others, or him/herself
  - Individual with a weapon
  - Individual behaves in a manner that causes you to fear for your own or another's safety
  - Crimes in progress
  - Violent incidents or specific threats of imminent violence
  - Attempted suicides
  - Strangers forcibly entering a facility or office
  - Strangers carrying materials or equipment from the facility or office
  - Group of persons with weapons preparing to fight
  - Shootings
  - Stabbings
  - Armed robberies
  - Rape

A non-emergency call is a situation where a person's life and property is not in immediate danger. Included under this definition are crimes against property and crimes against persons where the victim is not injured and offenders are not at or near the scene. However, a police officer is needed to respond, investigate, and take a report. Example non-emergency calls include the following:

- Smashed doors or windows in the facility
- Abandoned car on the street near the facility
- Persons loitering near the facility
- Information and rumors of impending crimes
- Persistent anonymous calls
- Suspicious looking persons following your moves while commuting to or from work
- Late discovery of crimes against persons or property

Recover – After Suspicious or Unlawful Activity

In some cases, occupants may discover that an unlawful act has occurred. Occupants should notify officials and provide information as requested by authorities. Following

SUSPICIOUS OR UNLAWFUL ACTIVITY

are suggested actions to take after an unlawful activity has occurred:

- Discuss the circumstances of the incident with staff members. Encourage employees to share information about ways to avoid similar situations in the future.
- Investigate all incidents and threats, monitor incident trends by type or circumstance, and institute corrective actions.
- Discuss changes in the program during regular employee meetings.

Federal Management Regulation FMS 102-74.15 requires that occupant agencies in GSA space promptly report all crimes and suspicious circumstances occurring on federally controlled property.

OEP Guide

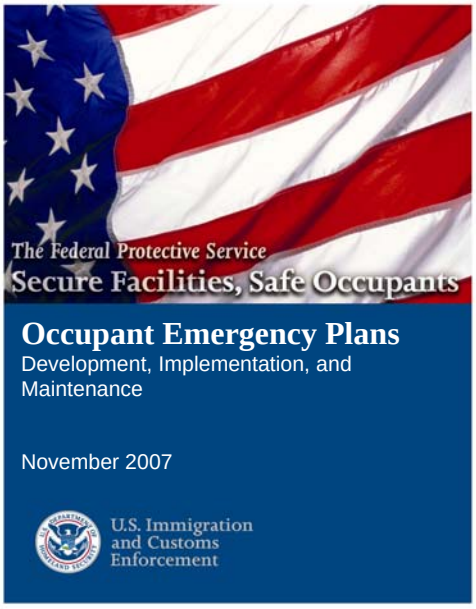
Supplement 2: OEP Template Instructions

November 2007

U.S. Immigration and Customs Enforcement

Preface

Occupant Emergency Plans (OEPs) in a consistent National framework will enable better coordination of facility occupant emergency actions with outside authorities and first responders. An effective OEP includes all anticipated emergencies but is simple to follow and implement. The *OEP Template* was designed to eliminate confusion and provide an orderly procedure for the protection of personnel, documents, property, and facilities.



How to Use the OEP Guide and Supplements

This *OEP Guide* is to be used as a reference tool providing information on developing, implementing, and maintaining OEPs.

Supplement 1, *Emergency Situations*, provides a discussion of prevention, protection, response, and recovery actions for situations that may occur in a facility.

Supplement 2, *OEP Template Completion Instructions*, provides step-by-step guidance on completion of the *OEP Template.*

Supplement 3, the *OEP Template,* provides a common foundation from which an OEP directly addresses protection goals and objectives.

Begin by reviewing the *OEP Guide* and all supplements to identify any other information needed to complete the OEP. Each section of this Supplement corresponds to a section of the *OEP Template,* as follows:

OEP Cover Page

Responsible Officials' Sign-Off Sheet

Preface

Table of Contents

Part 1: PREPARE for an Emergency Situation

- 1.0 Command Structure and Posts
- 2.0 Facility Characteristics
- 3.0 Protection Systems and Security
- 4.0 Occupant Information

Part 2: RESPOND to an Emergency Situation

- 1.0 OEP Activation
- 2.0 Emergency Telephone Numbers
- 3.0 Occupant Actions
- 4.0 OEO Actions

Part 3: RECOVER from an Emergency Situation

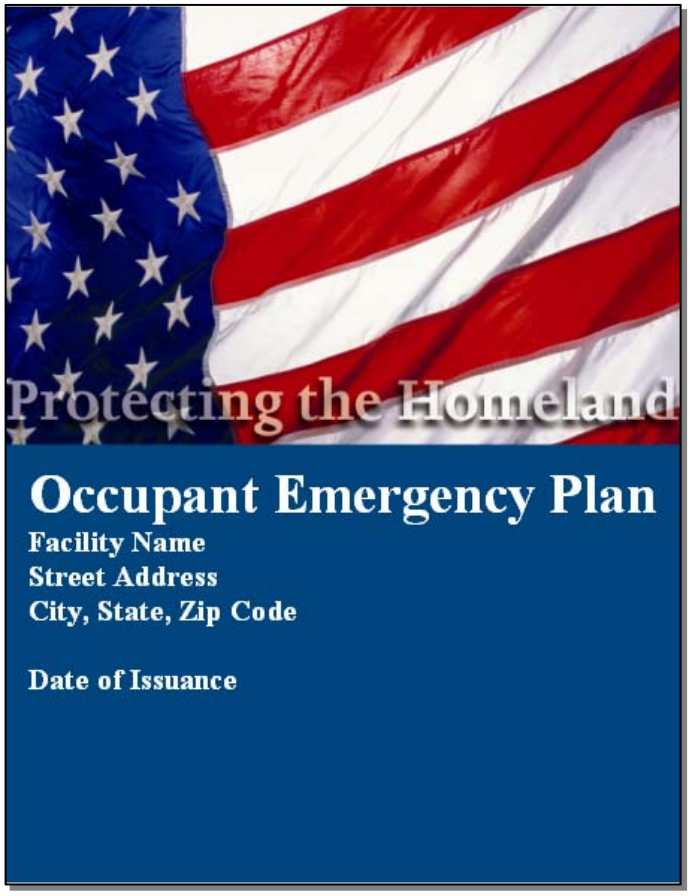
OEP Cover Page

Each OEP is unique to a specific facility, and the cover must reflect facility information. Also, since information in OEPs must be updated regularly, the date of issuance ensures that the latest version of the OEP is in use.

Replace generic text with the correct information for the facility:

Facility Name
Street Address
City, State, Zip Code

Date of Issuance



Responsible Officials' Sign-Off Sheet

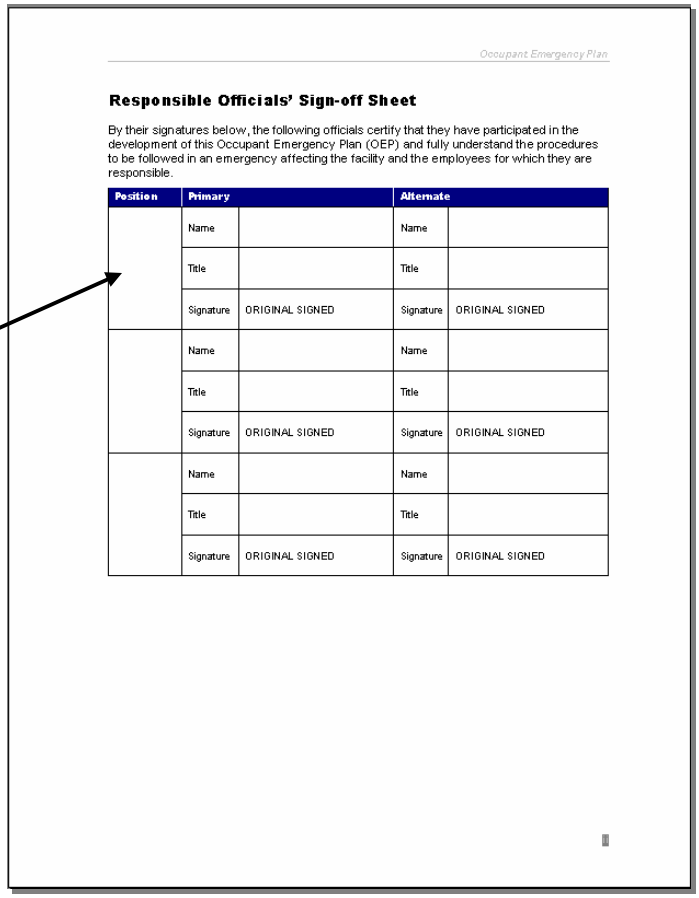
Responsible officials for the facility must sign to certify their participation in the development of the OEP, verify their understanding of emergency procedures affecting the facility and the employees for whom they are responsible, and concur with the OEP as written.

Enter the following information for each appropriate responsible official:

- Position
- Name
- Title
- Signature

Original signatures can be maintained in the Incident Command Post.

Additional officials may be added but should include the Designated Official, Incident Command, Property Manager, etc.



Occupant Emergency Plan

Responsible Officials' Sign-off Sheet

By their signatures below, the following officials certify that they have participated in the development of this Occupant Emergency Plan (OEP) and fully understand the procedures to be followed in an emergency affecting the facility and the employees for which they are responsible.

Position	Primary		Alternate	
	Name		Name	
	Title		Title	
	Signature	ORIGINAL SIGNED	Signature	ORIGINAL SIGNED
	Name		Name	
	Title		Title	
	Signature	ORIGINAL SIGNED	Signature	ORIGINAL SIGNED
	Name		Name	
	Title		Title	
	Signature	ORIGINAL SIGNED	Signature	ORIGINAL SIGNED

Preface

The preface gives management a brief overview of the purpose of the OEP, the facility's emergency management policy, authorities and responsibilities of key personnel, the types of emergencies that could occur, and where response operations will be managed

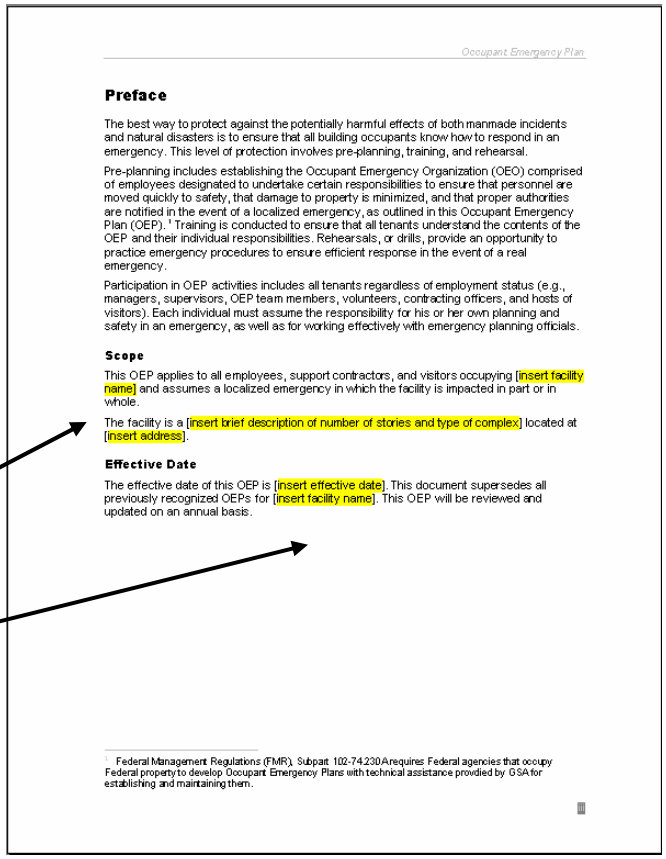
Replace highlighted text with facility specifics as follows:

Scope

- Facility name
- Brief description of number of stories and type of complex
- Address

Effective Date

- Effective date
- Name of facility



Occupant Emergency Plan

Preface

The best way to protect against the potentially harmful effects of both manmade incidents and natural disasters is to ensure that all building occupants know how to respond in an emergency. This level of protection involves pre-planning, training, and rehearsal.

Pre-planning includes establishing the Occupant Emergency Organization (OEO) comprised of employees designated to undertake certain responsibilities to ensure that personnel are moved quickly to safety, that damage to property is minimized, and that proper authorities are notified in the event of a localized emergency, as outlined in this Occupant Emergency Plan (OEP).[1] Training is conducted to ensure that all tenants understand the contents of the OEP and their individual responsibilities. Rehearsals, or drills, provide an opportunity to practice emergency procedures to ensure efficient response in the event of a real emergency.

Participation in OEP activities includes all tenants regardless of employment status (e.g., managers, supervisors, OEP team members, volunteers, contracting officers, and hosts of visitors). Each individual must assume the responsibility for his or her own planning and safety in an emergency, as well as for working effectively with emergency planning officials.

Scope

This OEP applies to all employees, support contractors, and visitors occupying [insert facility name] and assumes a localized emergency in which the facility is impacted in part or in whole.

The facility is a [insert brief description of number of stories and type of complex] located at [insert address].

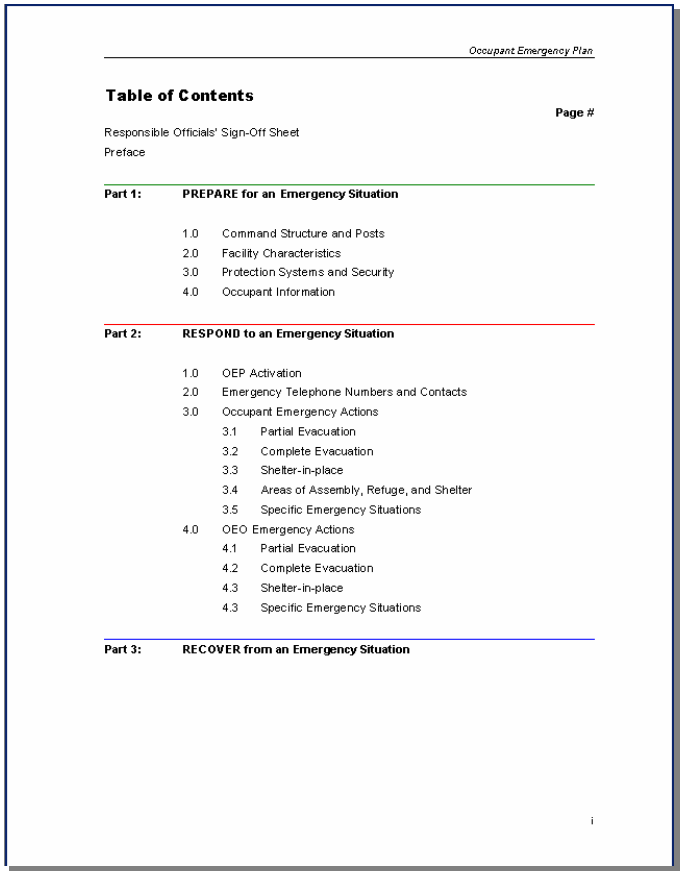
Effective Date

The effective date of this OEP is [insert effective date]. This document supersedes all previously recognized OEPs for [insert facility name]. This OEP will be reviewed and updated on an annual basis.

[1] Federal Management Regulations (FMR), Subpart 102-74.230 Arequires Federal agencies that occupy Federal property to develop Occupant Emergency Plans with technical assistance provdied by GSA for establishing and maintaining them.

Table of Contents

The table of contents should be consistent with the *OEP Template*. Variations may exist in subsections to reflect facility-specific team structures and emergency procedures.



Occupant Emergency Plan

Table of Contents

Page #

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Part 1: PREPARE for an Emergency Situation

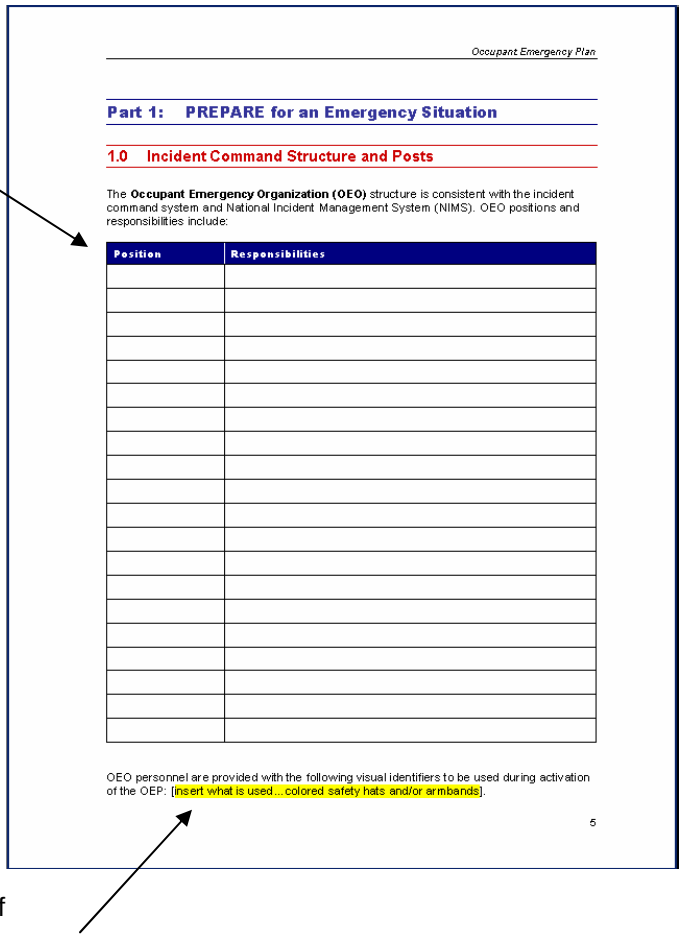
1.0 Incident Command Structure and Posts

Incident Command Structure

Enter into the table the positions appropriate for the facility and the responsibilities for each. Insert additional rows as needed.

This section provides a synopsis of the facility command structure, including the occupant emergency organization (OEO), positions, and responsibilities including:

- Designated Official
- Incident Command
- Command Staff
  - Public Information Officer
  - Safety Officer
  - Liaison Officer
  - Medical Advisor
  - Special Needs Advisor
- General Staff
  - Operations Section Chief
  - Planning Section Chief
  - Logistics Section Chief
  - Finance/Administration Section Chief



Occupant Emergency Plan

Part 1: PREPARE for an Emergency Situation

1.0 Incident Command Structure and Posts

The **Occupant Emergency Organization (OEO)** structure is consistent with the incident command system and National Incident Management System (NIMS). OEO positions and responsibilities include:

Position	Responsibilities

OEO personnel are provided with the following visual identifiers to be used during activation of the OEP: [insert what is used... colored safety hats and/or armbands].

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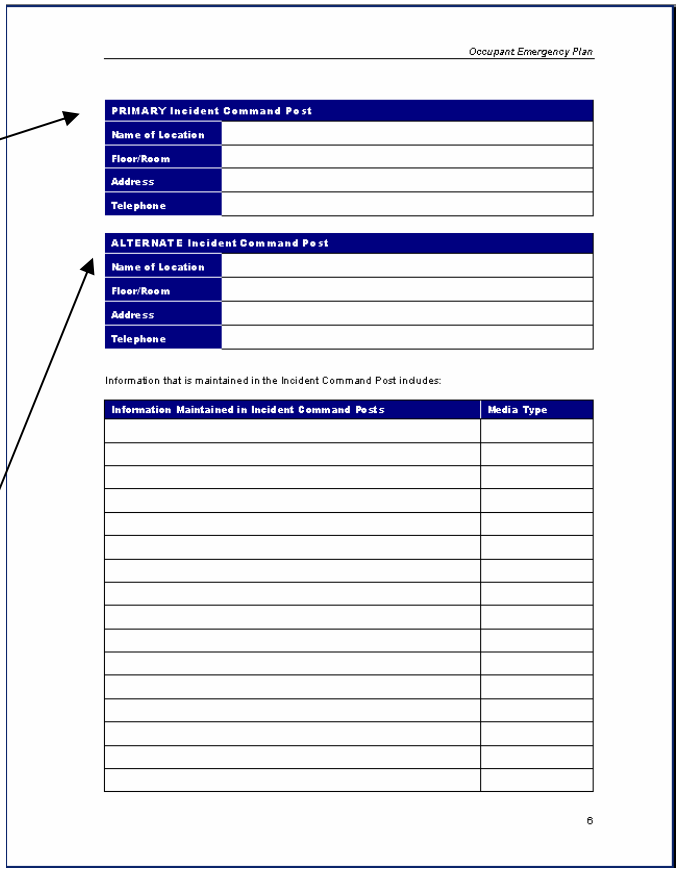
Insert into the text the means by which OEO members are identified at this facility.

Members of the OEO must be readily recognizable in the event of an emergency. This visibility can be accomplished through the use of:

- Armbands
- Safety hats
- Brightly colored vests
- Jackets

Incident Command Posts

Add information to the template for incident command post locations as follows:



Primary Incident Command Post

- **Name** – name of the location (e.g., Briefing Room, Facility Emergency Operations Center)
- **Floor/Room** – specific floor and room number or other indication of location in the facility (e.g., Floor 1, Room 135, SW corner of facility).
- **Street** – street, city, state; especially important if the location is outside the facility.
- **Telephone** – telephone number for the primary incident command post.

Alternate Incident Command Post

- **Name** – name of the alternate location. If located in another facility, include that facility name and the location name (if different).
- **Floor/Room** – specific floor and room number or other indication of location in the facility (e.g., Floor 1, Room 135, SW corner of facility).
- **Street** – street, city, state; especially important if the location is outside the facility.
- **Telephone** – telephone number for the alternate incident command post.

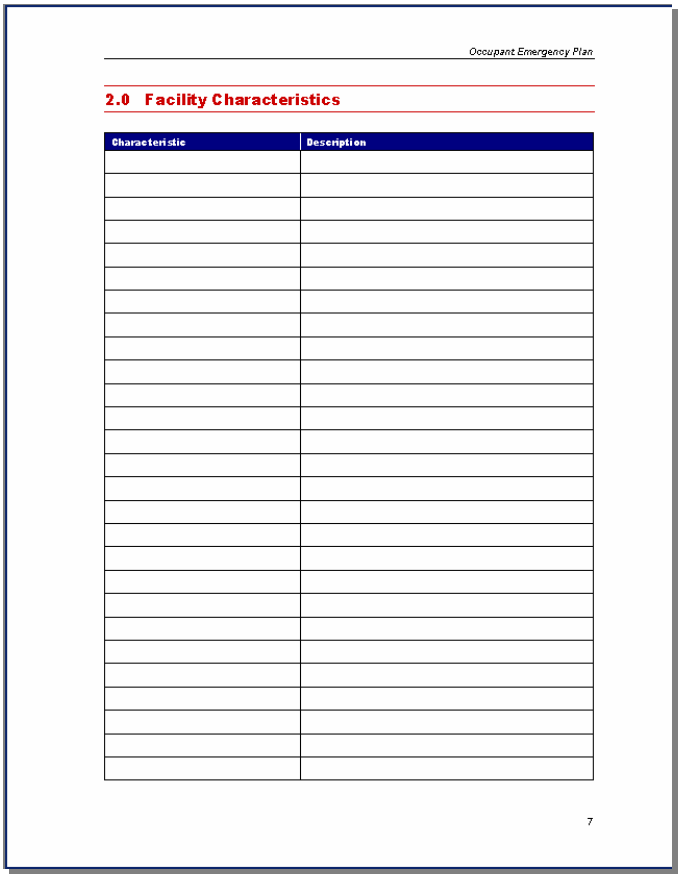
Information Stored in Incident Command Posts

Add to the template information that is maintained in the incident command post locations. Typical information may include:

- Material safety data sheets and inventories for hazardous materials stored on-site.
- Emergency call lists – all persons on- and off-site who would be involved in responding to an emergency, their responsibilities, and their 24-hour contact numbers. Wallet-sized emergency call lists should be distributed to the OEO.
- Floor plans and facility and site maps that include locations of the following:
  - o Utility shutoffs
  - o Water hydrants, main valves, lines
  - o Gas main valves and lines
  - o Electrical cutoffs and substations
  - o Storm drains and sewer lines
  - o Fire alarm control panels and annunciators
  - o Security alarm system(s) and annunciator(s)
  - o Emergency Voice/Alarm Communication, public address, and mass notification systems
  - o Fire extinguishers and suppression systems
  - o Exits, stairways, designated escape routes, evacuation staging areas and restricted areas
  - o Exits available for use after normal operating hours
  - o Fire Command Center and alternate command centers
  - o High-value items
  - o Areas of refuge and alternate areas of refuge for disabled occupants

2.0 Facility Characteristics

Add information to the template for each of the following facility characteristics:


Occupant Emergency Plan

2.0 Facility Characteristics

Characteristic	Description

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General Information

- **Unique Identifying Number** – inventory or property code (e.g., GSA Building Number)
- **Facility Name** – name of the facility (e.g., GSA Building Name: Ronald Reagan Building, White House)
- **Address** – street, city, state, zip code
- **Year Completed –** year the facility was completed (e.g., 1967)
- **Type of Construction** – steel frame, timber frame, etc.
- **Ownership –** owned or leased
- **Historic Property –** yes/no
- **Gross Floor Area** – the total area of all floors of a facility, including main lobbies, elevator shafts, egress stairwells, and exterior partitions measures to the exterior side of the exterior wall.
- **Net Assignable Floor Area** – the amount of space that must be leased to accommodate a space requirement reported in square feet.
- **Normal Operating Hours** – hours per day; days per week; holidays (e.g., 8 am to 5 pm EST; Monday to Friday; closed on Federal holidays)
- **Primary Facility Access –** indicate the primary facility entrance and the hours it is accessible (e.g., Main Lobby, 6:00 a.m. to 6:00 p.m.)
- **Required Authorization for Access** – Yes or No; if yes, describe the type of authorization necessary (e.g., identification badge, escort)

Structural Elements

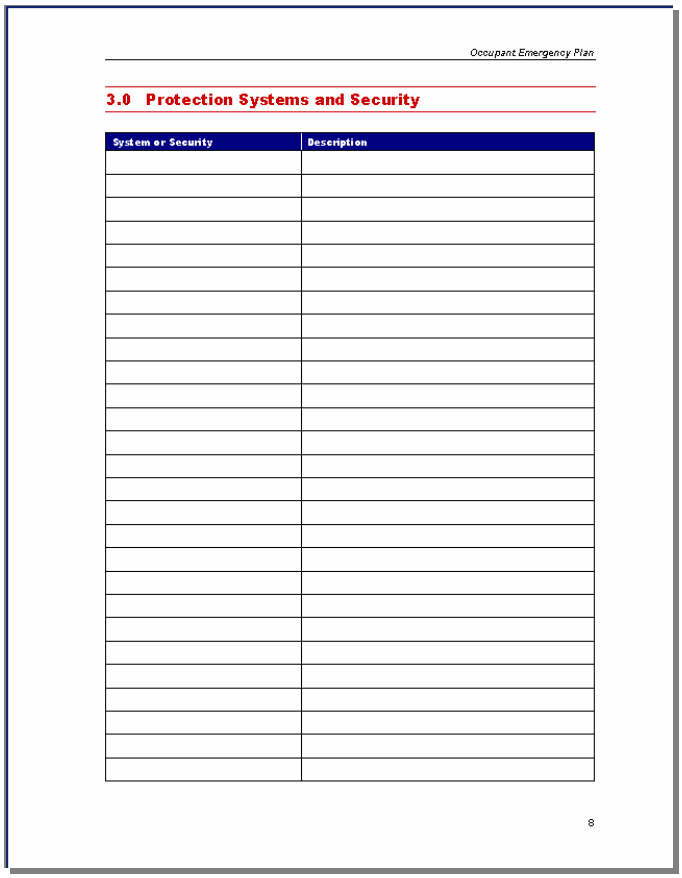
- **Floors –** a floor, or story, of a facility is a level located aboveground. Insert the number of floors that can be occupied (e.g., 10 floors); this should not include basements, mezzanines, atria, or penthouses.
- **Government-Occupied Floors –** number of floors occupied by government tenants (e.g., 7 government-occupied floors: 3-10).
- **Atrium –** an atrium is a central open area inside a facility that may be multistoried with skylights. Indicate if the facility has an atrium and its number of stories.
- **Basement** – a basement is a floor of a facility that is wholly or partly below ground level. Insert

the total number of basement levels and whether they are occupied.

- **Mezzanine –** a mezzanine is an intermediate floor in a facility, usually between the first and second floors. Insert the total number and the floor numbers above and below (e.g., 1 mezzanine between floors 1 and 2).
- **Penthouse** – a penthouse is a structure on the roof of the facility used to house service equipment such as elevator machinery, a water tank, etc. Indicate if there is a penthouse and the type of equipment it contains.
- **Elevators** – number, location, and designated use.
- **Stairwells** – number, location.

3.0 Protection Systems and Security

Enter the protection systems and security into the table. Examples of systems include:



Communication Systems

- **In-House Emergency Telephone** – some facilities may have a telephone extension that is designated as an emergency number that rings directly to a switchboard or security desk (e.g., Dial Extension 5555 in an emergency).
- **Voice Communications System** – methods may include emergency voice/alarm communications systems, public address systems, radios, bull horns, and in-person sweeps of facility areas.

Protection Systems and Equipment

- **Monitoring and Notification**
  - **Emergency Systems Control** – indicate the location of the center that monitors transmission of fire alarm and security system activations (e.g., Federal Protective Service MegaCenter, ADT)
  - **Fire Alarm Control Panel** – indicate the make, model and location of the fire alarm control panel
  - **Two-Way Telephone System** – High rise buildings frequently are provided with two-way telephone systems for use by the fire department or other emergency response personnel.
  - **Fire Alarm Notification System** – indicate the type of alarms used to alert occupants (e.g., fire alarm with audio and visual indicators located in all corridors and conference rooms)
- **Activation**
  - **Fire Alarm Activation** – indicate the method of activation and locations of system components (e.g., manual pull stations located at each stairway, automatic smoke detectors located at elevator lobbies and under raised floors in secure spaces)
  - **Smoke Detection System** – indicate the type of system in building (e.g., smoke detectors in all elevator lobbies and throughout the facility).
- **Suppression Systems**
  - **Automatic Sprinkler Systems** – indicate if complete protection is provided throughout the building. If sprinklers are provided, but not installed completely throughout the building, indicate those locations that are protected.
  - **Standpipe Systems** – indicate those locations in the facility where hose outlets are provided (e.g., stairwell landings)
  - **Special Hazard Fire Suppression System** – indicate the type and location where provided.

- **Control Systems**
  - **Elevator Capture and Recall** – indicate the primary elevator recall floor and the alternate recall floor, and whether power to the elevator will disconnect prior to activation of the sprinkler system.
  - **Smoke Control System** – if a system exists, indicate the type of system, location of manual smoke control equipment and how the system operates.
- **Other Emergency Equipment**[1] – facilities may have emergency cabinets that contain equipment such as flashlights, first aid kits, bull horns, radios, extra batteries, etc., to be used by OEO members; note the locations of these storage areas and their contents (e.g., odd-numbered floors in file room). Examples of other emergency equipment include:
  - First Aid Kits
  - Oxygen and CPR Equipment
  - Automated External Defibrillator (AED)
  - Eyewash Stations and Bottles
  - Spill Kits
  - Emergency Blanket
  - Infection Control Kit
  - Shelter-in-Place Supplies
  - Evacuation Chairs – storage location for evacuation chairs (e.g., Northeast stairway at the fourth floor landing).

Law Enforcement and Security

- **Jurisdiction** – exclusive, concurrent, proprietary
- **Onsite Security Guards** – yes/no; if yes, number of guard posts, number of guards assigned per post, and number of guard hours per week.
- **Security Alarms** – indicate the general type of security alarm (e.g., perimeter system and for special security areas).

Utilities

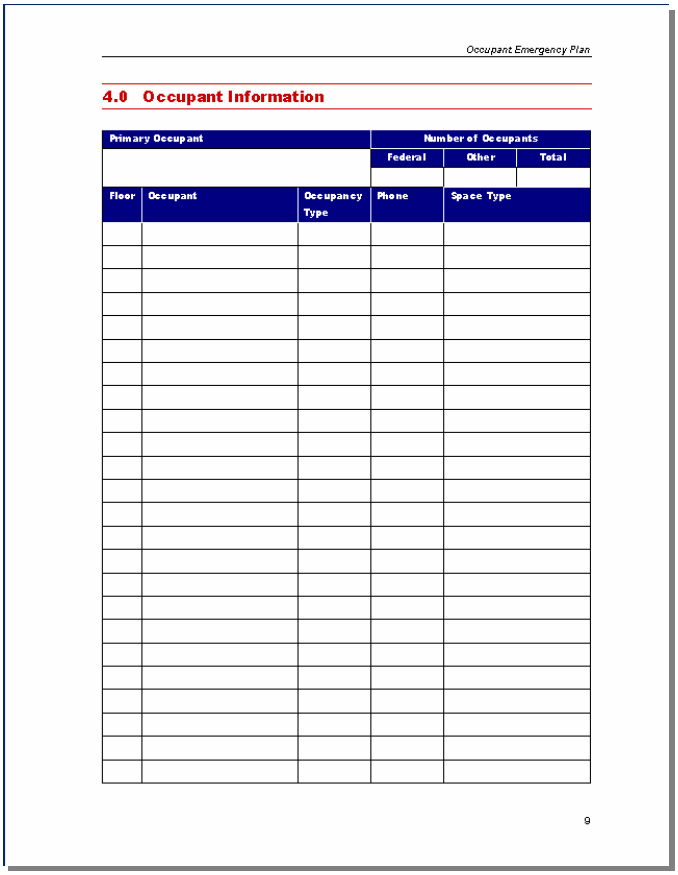
- **Emergency Lighting** – indicate the type and location of emergency lighting (e.g., battery-powered lighting located in stairwells and corridors, mechanical rooms, computer and communications center).
- **Emergency Power Generators** – if provided, indicate the number of generators provided, their respective location, and what equipment they serve (e.g., one located on the roof serves the interior emergency lighting and telephone switch room)
- **Main/Auxiliary Water Valves** – indicate the location of shut-off valves (e.g., North side of the facility).

Add additional rows as needed.

[1] Whenever emergency equipment is used, notify appropriate facility contacts so that supplies may be replenished. A complete inventory of all emergency equipment, along with locations, should be maintained.

4.0 Occupant Information

Add information to the template for occupants of the facility as follows:



Primary Occupant Agency – the name of the primary occupant department, agency, or other entity based on occupied rentable square footage for the facility.

Number of Occupants

- Federal – total number of occupants within the facility that are Federal.
- Other – total number of other occupants within the facility.

  Note: if there are variations in the occupancy levels of the facility based on the time of day, day of the week, or season of the year, this should be noted in the "special considerations" column for each applicable floor.
- Total – total number of both Federal and other occupants.

Floor – alphanumerical indicator of the facility levels in the order they occur, from the lowest to the highest. For example, in a facility with two basement levels, one mezzanine, five floors, and a penthouse, the following list would be included in the table: B1, B2, M1, F1, F2, F3, F4, F5, P1.

Occupant Department, Agency, or Other Entity – name of the departments, agencies, or other entity on each floor. If more than one entity per floor, list them in order of occupant numbers, from highest to lowest.

Occupancy – facility occupancy classifications refer to categorizing structures based on their usage. Business occupancies are places (including government buildings) where services are provided. Storage occupancies are places (including warehouses and parking garages) where items are stored. Many buildings may have multiple occupancies, referred to as "mixed occupancies."

Phone – include a telephone number for a reception desk or a similar, centralized place for reaching occupants on the floor.

Facility Space Type – different types of spaces within facilities have specialized characteristics and requirements. Insert information on specialized types of space inside the facility:

- **Auditorium** – designed to accommodate large audiences, have wide spans, and are multiple-stories high. Include an entrance area or lobby, the main auditorium with seating and a stage, and support spaces.
- **Automated Data Processing** – area for data processing equipment including dense frame and rack-mounted processing systems with critical uptime requirements. May include high, raised floors and HVAC with redundant components.
- **Childcare Center** – facilities required for child care services including food preparation and

service, office space, meeting space, classrooms, restrooms, and possibly outdoor areas.

- **Clinic/Health Unit –** outpatient ambulatory health services.
- **Courtroom** – spaces used to conduct formal judicial proceedings.
- **Detention Cell** – maximum-security spaces and other spaces that provide direct service and control to prisoner occupied spaces.
- **Food Service** – cafeterias, sandwich shops, coffee shops, fast food retail, and other food services that involve the preparation and handling of food items for the consumer.
- **General Storage** – includes sub-grade, attic, or other spaces with minimal finishes that are designated for the storage of merchandise, materials, or equipment that is neither hazardous in nature nor requires special HVAC, security, machine access, or utility needs.
- **Joint Use Retail** – stores used for the sale of products and services, including news and book stands, flower shops, convenience stores, travel agencies, credit unions, and similar applications.
- **Laboratory** – spaces such as analytical laboratories that may require accurate temperature and humidity control, dust control, and clean power because of work with dry stored materials, electronics, large instruments; and spaces where chemicals, drugs, or other material or biological matter are tested and analyzed requiring water, direct ventilation, and specialized piped utilities.
- **Loading Dock** – arrival and departure points for large shipments brought to or taken from a building by trucks and vans; includes a shipping and receiving area, a staging area, and office space.
- **Mail Center** – location where incoming and outgoing domestic, international, overnight, and priority mail is processed
- **Office** – variety of spaces including meeting spaces, reception areas, office support spaces (e.g., work rooms, storage rooms, mail rooms, copier rooms, file rooms), and telephone and communications equipment storage rooms
- **Parking** – basement parking is parking located below grade within an occupied building; outside/structured parking is an above-grade, ramp-accessible, open-air structure specifically designed for vehicle parking; and outside surface parking is large paved areas used for extensive vehicle parking adjacent to the facility.
- **SCIF** – sensitive compartmented information facility – an accredited area, room, group of rooms, buildings, or installation where sensitive compartmented information may be stored, used, discussed, and/or processed.
- **Storage of hazardous or combustible materials** – rooms or areas within a facility designed to store hazardous, flammable, or combustible materials; may be equipped with explosion-proof lights and include mechanical or gravity ventilation.

Part 2: RESPOND to an Emergency Situation

1.0 OEP Activation

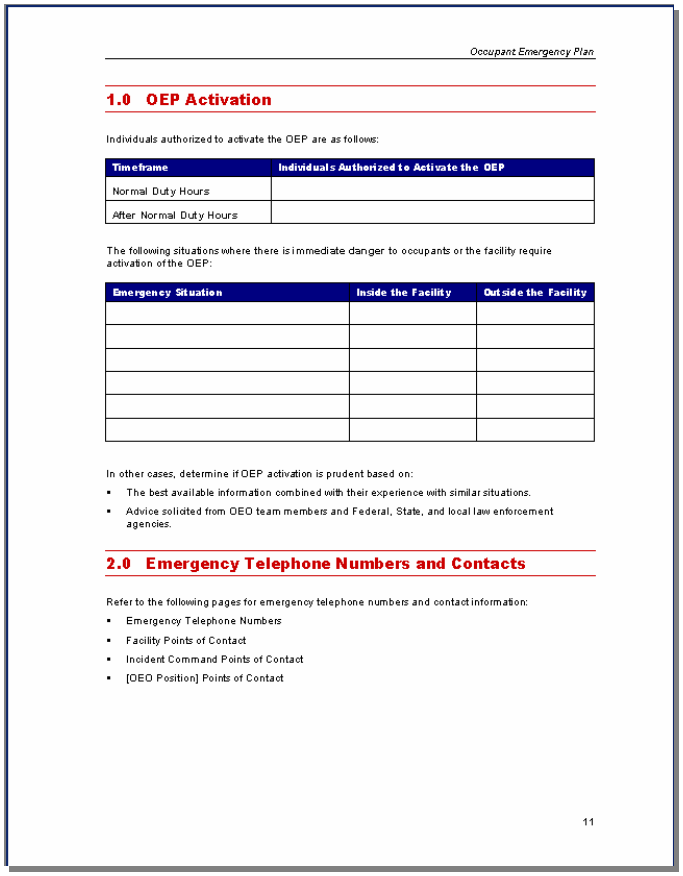
Complete the table with the positions authorized to activate the OEP for the facility.

Depending on the timing of an emergency situation, OEP activation may occur during or after normal duty hours.

Complete the table with the emergency situations occurring inside or outside the facility, when activation of the OEP is mandatory.

Each facility OEO must define the circumstances that would require activation of the OEP. In general, if there is a serious threat to, or actual incident involving, life safety of occupants, destruction of property, or disruption of services for an extended period of time, the OEP would be activated.

Add or delete rows as needed.



Occupant Emergency Plan

1.0 OEP Activation

Individuals authorized to activate the OEP are as follows:

Timeframe	Individuals Authorized to Activate the OEP
Normal Duty Hours	
After Normal Duty Hours	

The following situations where there is immediate danger to occupants or the facility require activation of the OEP:

Emergency Situation	Inside the Facility	Outside the Facility

In other cases, determine if OEP activation is prudent based on:

- The best available information combined with their experience with similar situations.
- Advice solicited from OEO team members and Federal, State, and local law enforcement agencies.

2.0 Emergency Telephone Numbers and Contacts

Refer to the following pages for emergency telephone numbers and contact information:

- Emergency Telephone Numbers
- Facility Points of Contact
- Incident Command Points of Contact
- [OEO Position] Points of Contact

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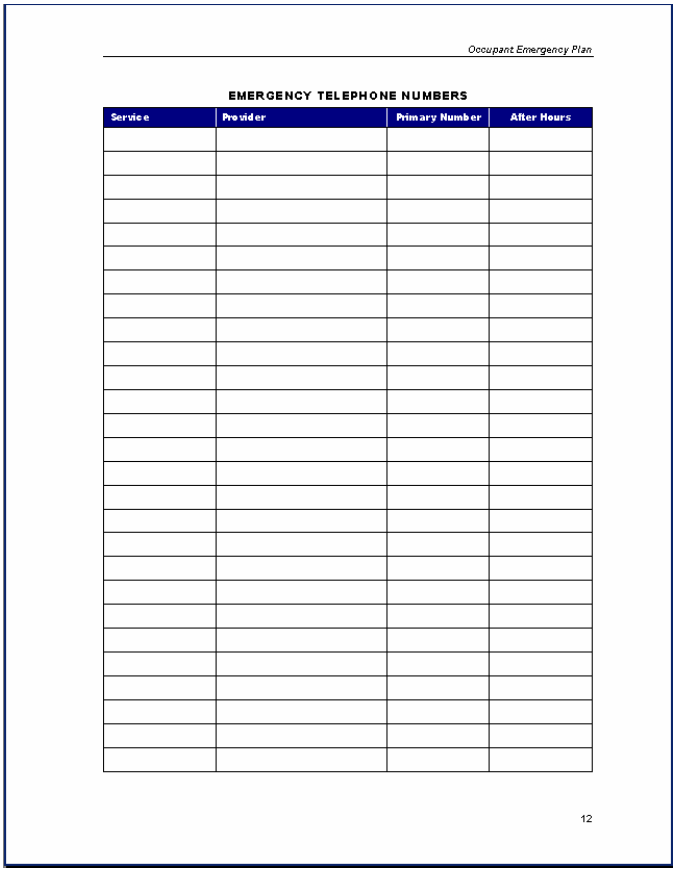
2.0 Emergency Telephone Numbers and Contacts

Complete a series of forms that provide emergency notification numbers and contact information as follows:

- Emergency Telephone Numbers
- Facility Points of Contact
- Incident Command Points of Contact
- [OEO Position] Points of Contact

Emergency Telephone Numbers

Add information to the template for emergency telephone numbers.



A complete list of telephone numbers that may be needed in an emergency, particularly for external resources and services, is as follows:

Service – the type or category of service that is needed. Examples include:

- Bomb Disposal
- Facilities Management
- Emergency Systems
  - Fire Alarm System
  - Central Station
  - Automatic Sprinkler/Standpipe System
  - Elevator Capture and Recall
  - Smoke Detection
  - Emergency Generator
  - Emergency Lighting
  - Main/Auxiliary Water Valves
  - Main/Auxiliary Gas
- Fire Department
- In-House Emergency Telephone Number
- Hazardous materials information, response
- Medical – off-site, on-site, ambulance
- Police, Federal Protective Service
- Security alarms
- Security guard service
- Utilities: gas, electric, water, telephone

Provider – for each of the services, enter in the name of the provider (e.g., ABC Gas Company, XYZ Police Department).

Primary Phone – the telephone number to reach the provider during normal business hours.

After Hours – the means to contact the provider after hours (i.e., cellular telephone number, pager number)

Add or delete rows as needed.

Facility Points of Contact

Add information to the template for facility points of contact.

Information on internal facility points of contact must be maintained to facilitate notification and response during an emergency situation.

Position – list the position of individuals within the facility who have a role in the OEO. Examples include:

- Designated Official
- Incident Command
- Property Manager
- Onsite Security Officer or Post
- FPS Inspector

Primary – for each of the positions listed, one person should be designated as the primary point of contact. List that person's name, desk, and mobile telephone numbers.

Alternate – for each of the positions listed, one person should be designated as the alternate point of contact. List that person's name, desk, and mobile telephone numbers.

Add or delete rows as needed.

Occupant Emergency Plan

FACILITY POINTS OF CONTACT

Position	Primary		Alternate	
	Name		Name	
	Phone		Phone	
	Mobile		Mobile	
	Name		Name	
	Phone		Phone	
	Mobile		Mobile	
	Name		Name	
	Phone		Phone	
	Mobile		Mobile	
	Name		Name	
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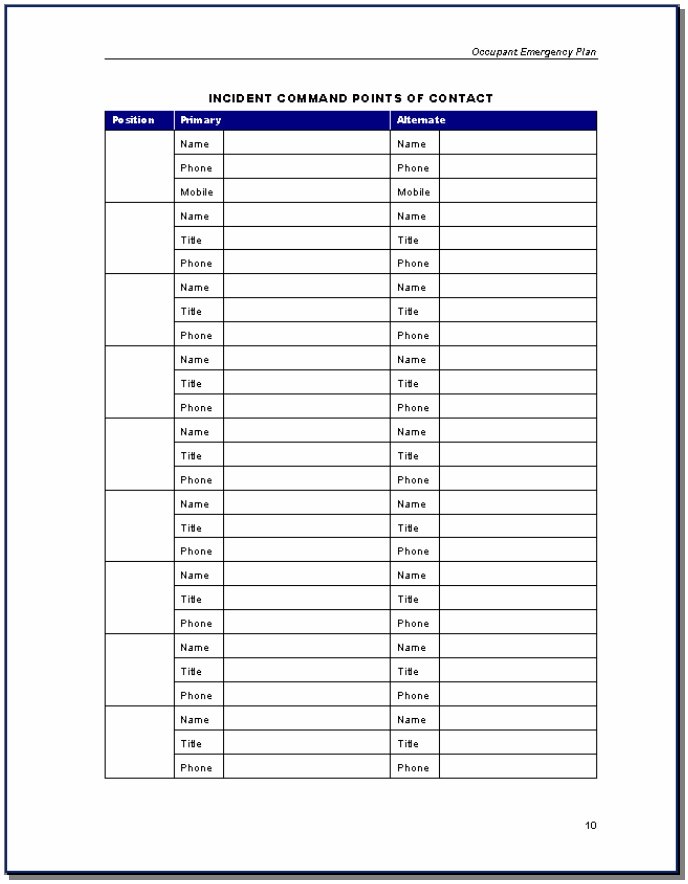
	Mobile		Mobile	
	Name		Name	
	Phone		Phone	
	Mobile		Mobile	
	Name		Name	
	Phone		Phone	
	Mobile		Mobile	

9

Incident Command Points of Contact

Add information to the template for incident command points of contact.

Information on incident command points of contact must be maintained to facilitate notification and response during an emergency situation.



Occupant Emergency Plan

INCIDENT COMMAND POINTS OF CONTACT

Position	Primary		Alternate	
	Name		Name	
	Phone		Phone	
	Mobile		Mobile	
	Name		Name	
	Title		Title	
	Phone		Phone	
	Name		Name	
	Title		Title	
	Phone		Phone	
	Name		Name	
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	Phone		Phone	
	Name		Name	
	Title		Title	
	Phone		Phone	
	Name		Name	
	Title		Title	
	Phone		Phone	

10

Position – list the key positions within the Incident Command structure for the facility. Examples include:

- Designated Official
- Incident Command
- Command Staff
  - Public Information Officer
  - Safety Officer
  - Liaison Officer
  - Medical Advisor
  - Special Needs Advisor
- General Staff
  - Operations Section Chief
  - Planning Section Chief
  - Logistics Section Chief
  - Finance/Administration Section Chief

Primary – for each of the positions listed, one person should be designated as the primary point of contact. List that person's name, desk, and mobile telephone numbers.

Alternate – for each of the positions listed, one person should be designated as the alternate point of contact. List that person's name, desk, and mobile telephone numbers.

Add or delete rows as needed.

[OEO Position] Points of Contact

Duplicate this form for each additional OEO Position.

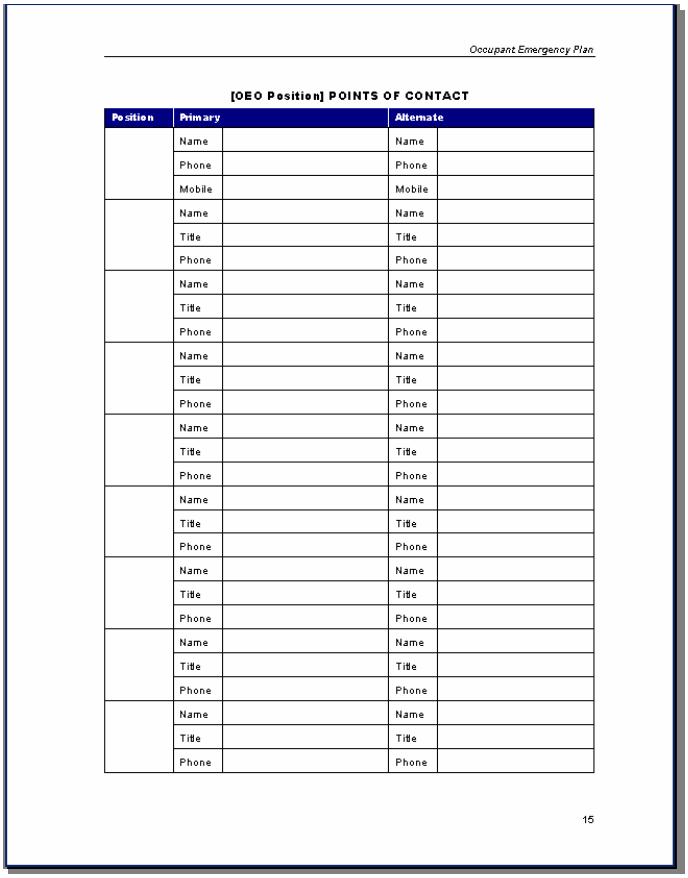
Replace [OEO Position] with the appropriate position title.

Add points of contact information to the template for that position.

*Note: Floor Teams are assigned to each floor of a facility to assist with evacuation. Complete one Floor Team Points of Contact template for each floor. Positions on the floor team can include:

- Floor Monitors
- Floor Searchers
- Assistance Monitors
- Assembly Area Coordinators

Add or delete rows as needed.



Occupant Emergency Plan

[OEO Position] POINTS OF CONTACT

Position	Primary		Alternate	
	Name		Name	
	Phone		Phone	
	Mobile		Mobile	
	Name		Name	
	Title		Title	
	Phone		Phone	
	Name		Name	
	Title		Title	
	Phone		Phone	
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	Title		Title	
	Phone		Phone	
	Name		Name	
	Title		Title	
	Phone		Phone	
	Name		Name	
	Title		Title	
	Phone		Phone	

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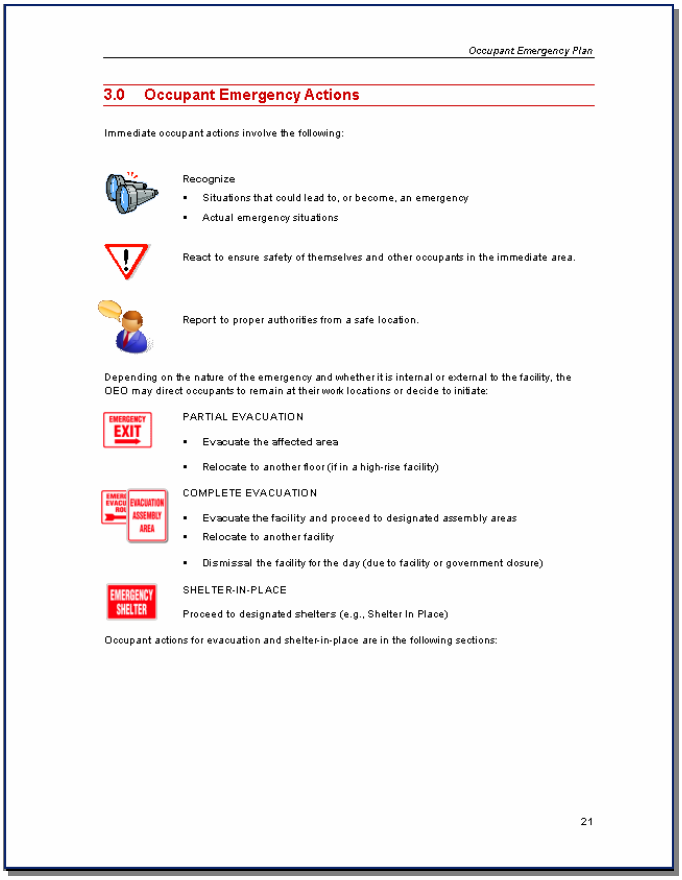
3.0 Occupant Emergency Actions

In most situations, occupant actions associated with an emergency will involve some type of evacuation or shelter-in-place.



Occupant Emergency Plan

3.0 Occupant Emergency Actions

Immediate occupant actions involve the following:

Recognize
- Situations that could lead to, or become, an emergency
- Actual emergency situations

React to ensure safety of themselves and other occupants in the immediate area.

Report to proper authorities from a safe location.

Depending on the nature of the emergency and whether it is internal or external to the facility, the OEO may direct occupants to remain at their work locations or decide to initiate:

PARTIAL EVACUATION
- Evacuate the affected area
- Relocate to another floor (if in a high-rise facility)

COMPLETE EVACUATION
- Evacuate the facility and proceed to designated assembly areas
- Relocate to another facility
- Dismissal the facility for the day (due to facility or government closure)

SHELTER-IN-PLACE

Proceed to designated shelters (e.g., Shelter In Place)

Occupant actions for evacuation and shelter-in-place are in the following sections:

21

Enter occupant actions for a partial evacuation.

Differentiate actions for occupants located on:

- The affected floor (where the emergency situation is occurring)
- The first floor of the facility
- Other floors.

Enter occupant actions for a complete evacuation.

Enter occupant actions for shelter-in-place.

Enter locations of the following for each floor of the facility:

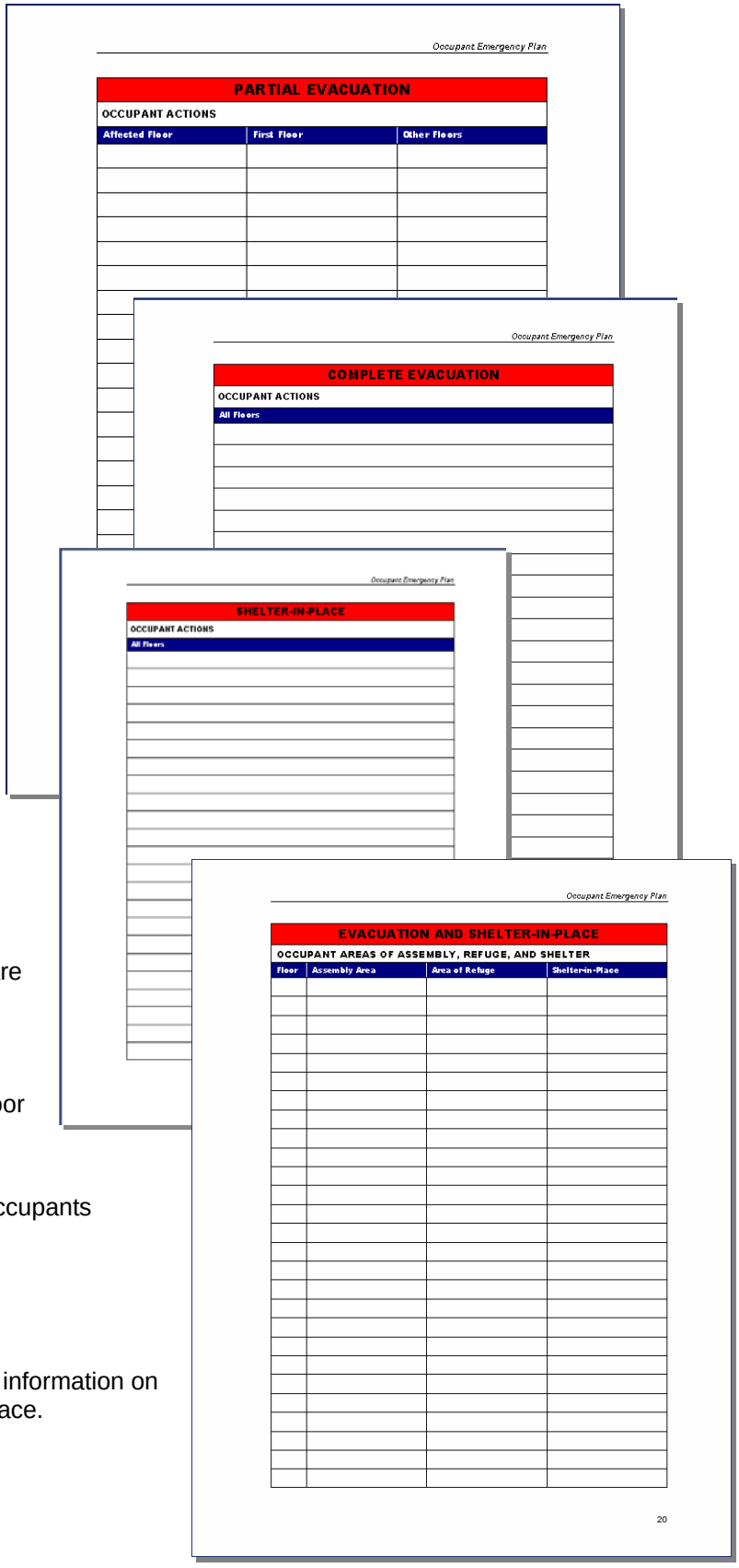
Assembly Area – where occupants are assigned to proceed during an evacuation so that they can be accounted for.

Area of Refuge – location on each floor for occupants requiring assistance to evacuate.

Shelter-in-Place – locations where occupants proceed if directed to do so.

Refer to the *OEP Guide* for additional information on occupant evacuation and shelter-in-place.

Add or delete rows as needed.



Establish emergency actions for occupants for each applicable emergency situation.

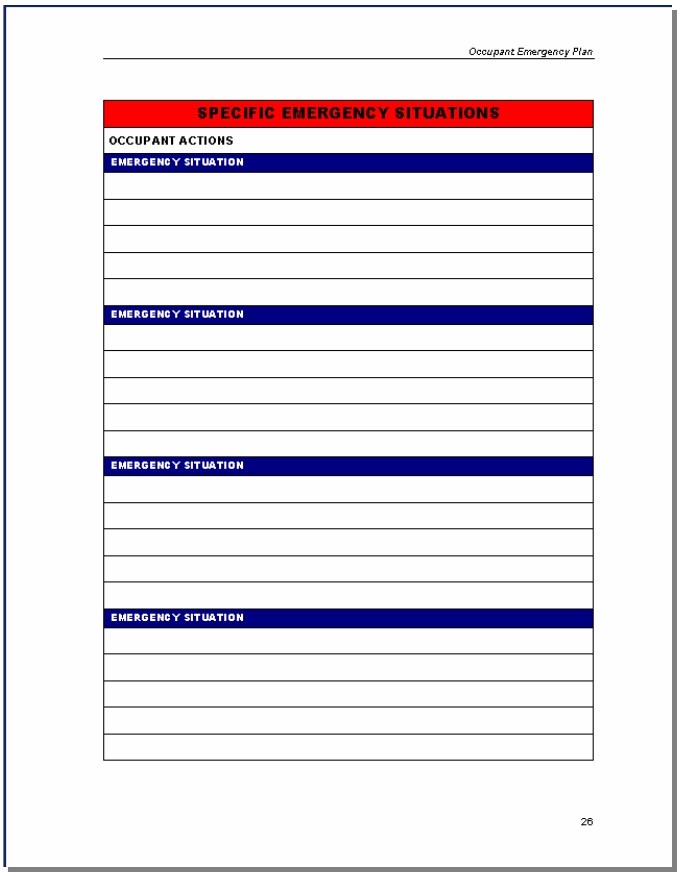
Complete an emergency action table for each applicable emergency situation:

Emergency Situation – replace this text with the type of emergency the actions apply to.

Actions – enter actions expected of occupants entered for the emergency situation.

Add or delete rows as needed.

Refer to *OEP Guide Supplement 1, Emergency Situations* for additional information on prevention, protection, response, and recovery actions.



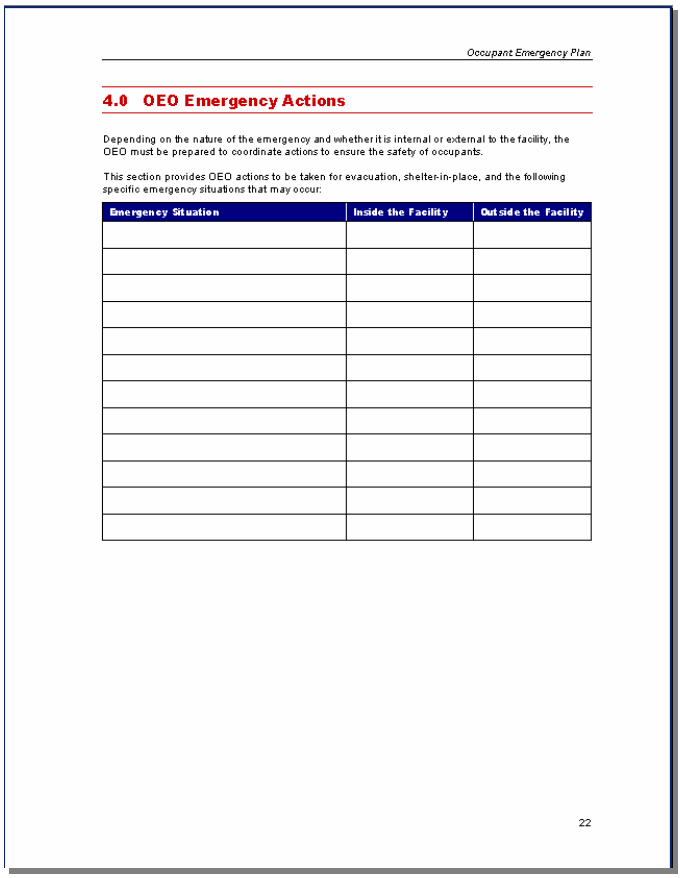
4.0 OEO Emergency Actions

Determine which emergency situations may affect the facility.

Supplement 1 to the OEP Guide provides information on the typical emergency situations that may occur at a facility.

Indicate whether the emergency situation is likely to occur inside or outside the facility, or both.

Some emergency situations may originate inside the facility or occur outside the facility. Others, such as hazardous materials spills, can occur in both locations.



Occupant Emergency Plan

4.0 OEO Emergency Actions

Depending on the nature of the emergency and whether it is internal or external to the facility, the OEO must be prepared to coordinate actions to ensure the safety of occupants.

This section provides OEO actions to be taken for evacuation, shelter-in-place, and the following specific emergency situations that may occur:

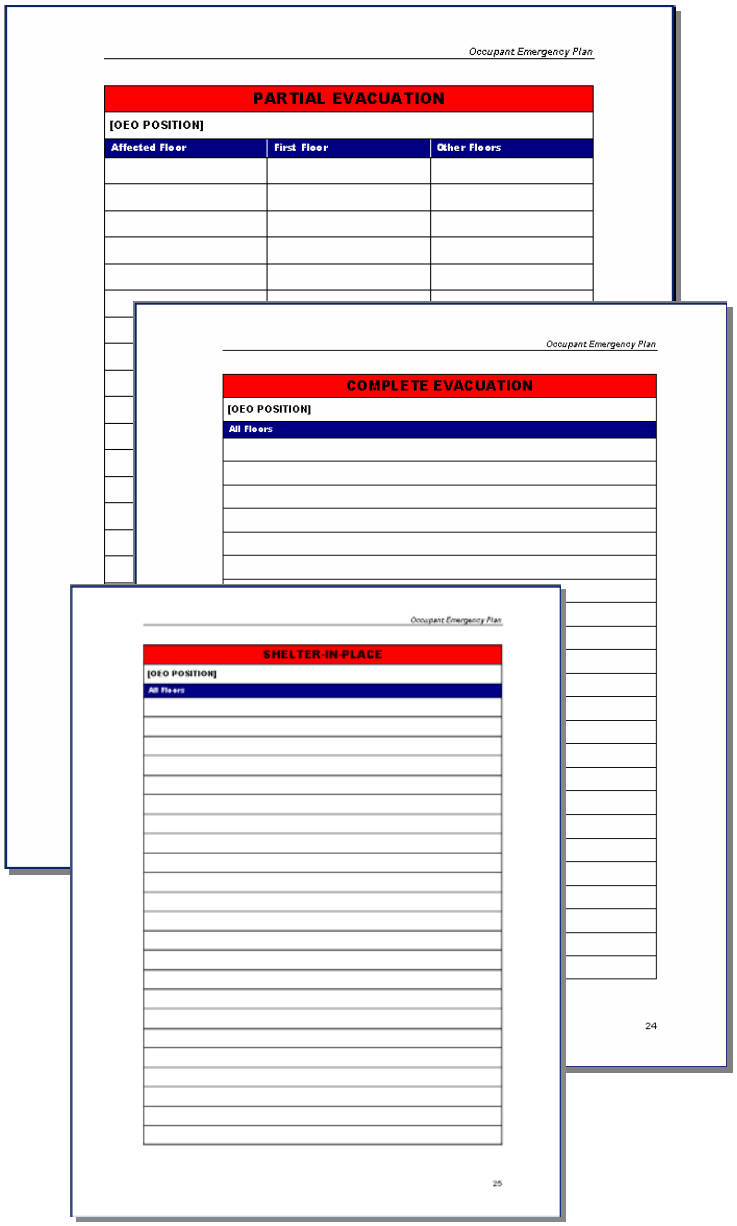
Emergency Situation	Inside the Facility	Outside the Facility

22

Duplicate these forms for each additional OEO Position. Replace [OEO Position] with the appropriate position title.

Complete the table for each OEO position with responsibility in a partial evacuation, complete evacuation, and shelter-in-place.

Refer to the *OEP Guide* for additional information on occupant evacuation and shelter-in-place.



Duplicate this form for each additional OEO Position. Replace [OEO Position] with the appropriate position title.

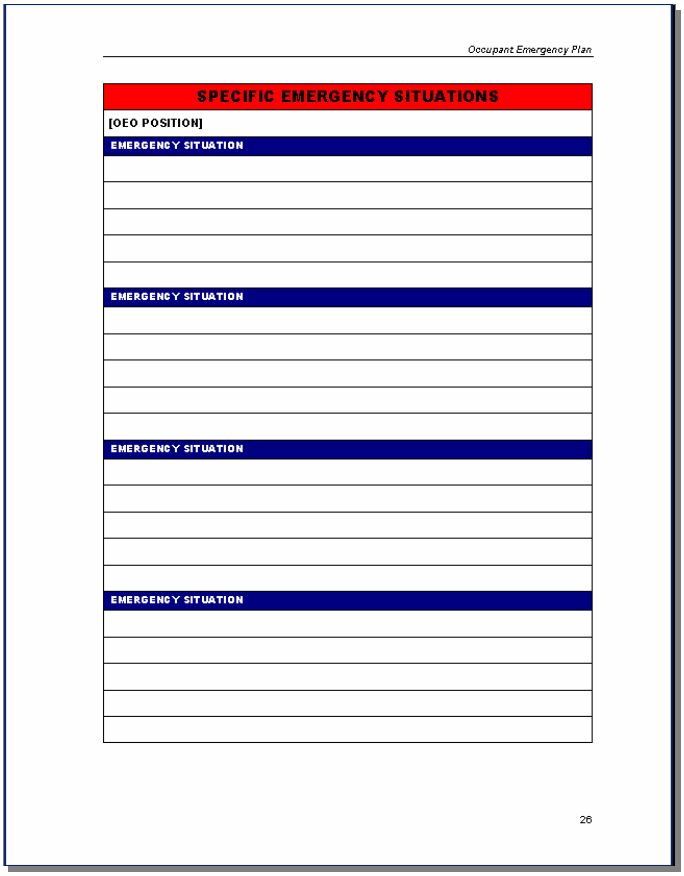
Complete the table for each OEO position with actions for each applicable emergency situation.

Emergency Situation – replace this text with the type of emergency the actions apply to.

Actions – enter actions expected of each position entered for the emergency situation.

Add or delete rows as needed.

Refer to *OEP Guide Supplement 1, Emergency Situations* for additional information on prevention, protection, response, and recovery actions.



Occupant Emergency Plan

SPECIFIC EMERGENCY SITUATIONS
[OEO POSITION]
EMERGENCY SITUATION
EMERGENCY SITUATION
EMERGENCY SITUATION
EMERGENCY SITUATION

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Part 3: RECOVER from an Emergency Situation

1.0 Facility Recovery Plans

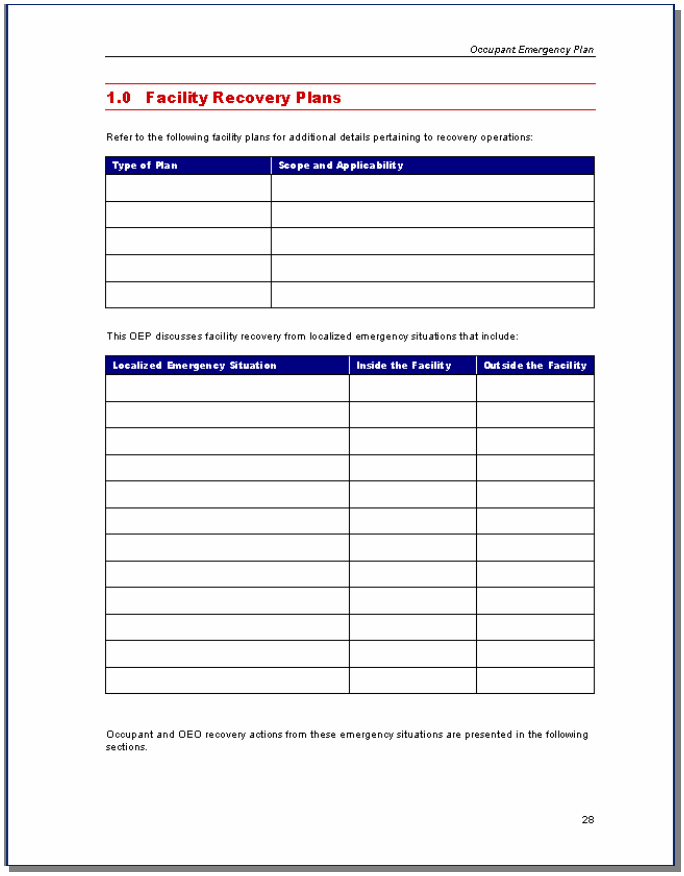
Facility recovery operations are intended to restore essential services and resume normal operations as quickly and safely as possible.

Most large-scale facility recovery actions are addressed in other plans such as:

- Continuity of Operations (COOP)
- Disaster Recovery
- Business Continuity

As such, this section should not duplicate those plans; rather, it should refer to them. If other recovery plans are not established, this section may be used for that purpose until such time as a formal COOP, or similar, plan is developed and implemented.

However, recovery from emergency situations that may not involve the entire facility – such as a localized hazardous material spill or a medical emergency – may be addressed in this section of the OEP.



Occupant Emergency Plan

1.0 Facility Recovery Plans

Refer to the following facility plans for additional details pertaining to recovery operations:

Type of Plan	Scope and Applicability

This OEP discusses facility recovery from localized emergency situations that include:

Localized Emergency Situation	Inside the Facility	Outside the Facility

Occupant and OEO recovery actions from these emergency situations are presented in the following sections.

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2.0 Occupant Recovery Actions

Establish recovery actions for occupants for each applicable emergency situation.

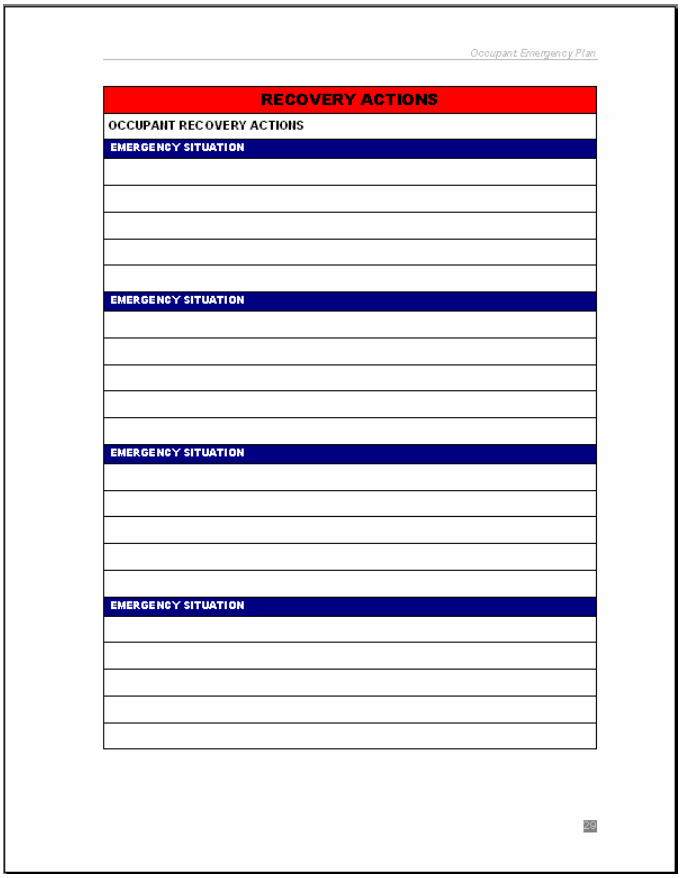
Complete a recovery action table for each applicable emergency situation:

Emergency Situation – replace this text with the type of emergency the recovery actions apply to.

Actions – enter actions expected of occupants to recover from each emergency situation.

Add or delete rows as needed.

Refer to *OEP Guide Supplement 1, Emergency Situations* for additional information on recovery actions to consider.



3.0 OEO Position Recovery Actions

Duplicate this form for each additional OEO Position. Replace [OEO Position] with the appropriate position title.

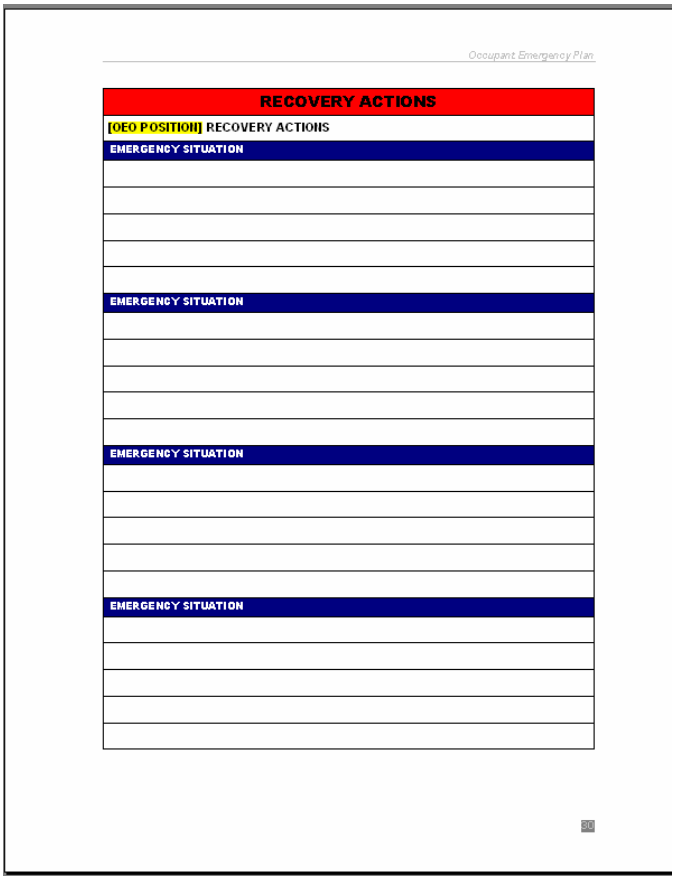
Complete the table for each OEO position with recovery actions for each applicable emergency situation.

Emergency Situation – replace this text with the type of emergency the actions apply to.

Actions – enter actions expected of each position entered for recovery from the emergency situation.

Add or delete rows as needed.

Refer to *OEP Guide Supplement 1, Emergency Situations* for additional information on recovery actions to consider.



OEP Guide

Supplement 3: OEP Template

November 2007

U.S. Immigration and Customs Enforcement

Occupant Emergency Plan

Facility Name
Street Address
City, State, Zip Code

Date of Issuance

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Responsible Officials' Sign-off Sheet

By their signatures below, the following officials certify that they have participated in the development of this Occupant Emergency Plan (OEP), fully understand the procedures to be followed in an emergency affecting the facility and the employees for whom they are responsible, and concur with the OEP as written.

Position	Primary		Alternate	
	Name		Name	
	Title		Title	
	Signature		Signature	
	Name		Name	
	Title		Title	
	Signature		Signature	
	Name		Name	
	Title		Title	
	Signature		Signature	
	Name		Name	
	Title		Title	
	Signature		Signature	
	Name		Name	
	Title		Title	
	Signature		Signature	

Preface

The best way to protect against the potentially harmful effects of both manmade incidents and natural disasters is to ensure that all building occupants know how to respond in an emergency. This level of protection involves pre-planning, training, and rehearsal.

Pre-planning includes establishing the Occupant Emergency Organization (OEO) comprised of employees designated to undertake certain responsibilities to ensure that personnel are moved quickly to safety, that damage to property is minimized, and that proper authorities are notified in the event of a localized emergency, as outlined in this Occupant Emergency Plan (OEP).[1] Training is conducted to ensure that all tenants understand the contents of the OEP and their individual responsibilities. Rehearsals, or drills, provide an opportunity to practice emergency procedures to ensure efficient response in the event of a real emergency.

Participation in OEP activities includes all tenants regardless of employment status (e.g., managers, supervisors, OEP team members, volunteers, contracting officers, and hosts of visitors). Each individual must assume the responsibility for his or her own planning and safety in an emergency, as well as for working effectively with emergency planning officials.

Scope

This OEP applies to all employees, support contractors, and visitors occupying [insert facility name] and assumes a localized emergency in which the facility is impacted in part or in whole.

The facility is a [insert brief description of number of stories and type of complex] located at [insert address].

Effective Date

The effective date of this OEP is [insert effective date]. This document supersedes all previously recognized OEPs for [insert facility name]. This OEP will be reviewed and updated on an annual basis.

[1] Federal Management Regulations (FMR), Subpart 102-74.230A requires Federal agencies that occupy Federal property to develop Occupant Emergency Plans with technical assistance provdied by GSA for establishing and maintaining them.

Part 1: PREPARE for an Emergency Situation

1.0 Incident Command Structure and Posts

2.0 Facility Characteristics

3.0 Protection Systems and Security

4.0 Occupant Information

1.0 Incident Command Structure and Posts

The **Occupant Emergency Organization (OEO)** structure is consistent with the incident command system and National Incident Management System (NIMS). OEO positions and responsibilities include:

Position	Responsibilities

OEO personnel are provided with the following visual identifiers to be used during activation of the OEP: [insert what is used…colored safety hats and/or armbands].

PRIMARY Incident Command Post	
Name of Location	
Floor/Room	
Address	
Telephone	

ALTERNATE Incident Command Post	
Name of Location	
Floor/Room	
Address	
Telephone	

Information that is maintained in the Incident Command Post includes:

Information Maintained in Incident Command Posts	Media Type

2.0 Facility Characteristics

Characteristic	Description

3.0 Protection Systems and Security

System or Security	Description

4.0 Occupant Information

Primary Occupant			Number of Occupants		
			Federal	Other	Total
Floor	**Occupant**	**Occupancy Type**	**Phone**	**Space Type**	

Part 2: RESPOND to an Emergency Situation

1.0 OEP Activation

2.0 Emergency Telephone Numbers and Contacts

3.0 Occupant Emergency Actions

4.0 OEO Emergency Actions

1.0 OEP Activation

Individuals authorized to activate the OEP are as follows:

Timeframe	Individuals Authorized to Activate the OEP
Normal Duty Hours	
After Normal Duty Hours	

The following situations involving **immediate danger** to occupants or the facility require activation of the OEP:

Emergency Situation	Inside the Facility	Outside the Facility

In other cases, determine if OEP activation is prudent based on:

- The best available information combined with their experience with similar situations
- Advice solicited from OEO team members and Federal, State, and local law enforcement agencies.

2.0 Emergency Telephone Numbers and Contacts

Refer to the following pages for emergency telephone numbers and contact information:

- Emergency Telephone Numbers
- Facility Points of Contact
- Incident Command Points of Contact
- [OEO Position] Points of Contact

EMERGENCY TELEPHONE NUMBERS

Service	Provider	Primary Number	After Hours

FACILITY POINTS OF CONTACT

Position	Primary		Alternate	
	Name		Name	
	Phone		Phone	
	Mobile		Mobile	
	Name		Name	
	Phone		Phone	
	Mobile		Mobile	
	Name		Name	
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	Mobile		Mobile	

INCIDENT COMMAND POINTS OF CONTACT

Position	Primary		Alternate	
	Name		Name	
	Phone		Phone	
	Mobile		Mobile	
	Name		Name	
	Title		Title	
	Phone		Phone	
	Name		Name	
	Title		Title	
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	Title		Title	
	Phone		Phone	

[OEO POSITION] POINTS OF CONTACT

Position	Primary		Alternate	
	Name		Name	
	Phone		Phone	
	Mobile		Mobile	
	Name		Name	
	Title		Title	
	Phone		Phone	
	Name		Name	
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	Phone		Phone	
	Name		Name	
	Title		Title	
	Phone		Phone	

3.0 Occupant Emergency Actions

Immediate occupant actions involve the following:

Recognize

- Situations that could lead to, or become, an emergency
- Actual emergency situations.

React to ensure safety of themselves and other occupants in the immediate area.

Report to proper authorities from a safe location.

Depending on the nature of the emergency and whether it is internal or external to the facility, the OEO may direct occupants to remain at their work locations or decide to initiate:

PARTIAL EVACUATION

- **Evacuate** the **affected area**
- **Relocate** to another floor (if in a high-rise facility).

COMPLETE EVACUATION

- **Evacuate the facility** and proceed to designated assembly areas
- **Relocate** to another facility
- **Dismissal** the facility for the day (due to facility or government closure).

SHELTER-IN-PLACE

Proceed to designated **shelters** (e.g., Shelter-in-Place)

Occupant actions for evacuation and shelter-in-place are in the following sections:

PARTIAL EVACUATION		
OCCUPANT EMERGENCY ACTIONS		
Affected Floor	**First Floor**	**Other Floors**

COMPLETE EVACUATION
OCCUPANT EMERGENCY ACTIONS
All Floors

SHELTER-IN-PLACE
OCCUPANT EMERGENCY ACTIONS
All Floors

EVACUATION AND SHELTER-IN-PLACE			
OCCUPANT AREAS OF ASSEMBLY, REFUGE, AND SHELTER			
Floor	**Assembly Area**	**Area of Refuge**	**Shelter-in-Place**

SPECIFIC EMERGENCY SITUATIONS
OCCUPANT EMERGENCY ACTIONS
EMERGENCY SITUATION
EMERGENCY SITUATION
EMERGENCY SITUATION
EMERGENCY SITUATION

4.0 OEO Emergency Actions

Depending on the nature of the emergency and whether it is internal or external to the facility, the OEO must be prepared to coordinate actions to ensure the safety of occupants.

This section provides OEO actions to be taken for evacuation, shelter-in-place, and the following specific emergency situations that may occur:

Emergency Situation	Inside the Facility	Outside the Facility

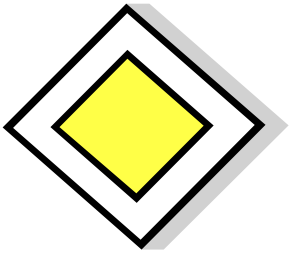
PARTIAL EVACUATION		
[OEO POSITION] EMERGENCY ACTIONS		
Affected Floor	**First Floor**	**Other Floors**

COMPLETE EVACUATION
[OEO POSITION] EMERGENCY ACTIONS
All Floors

SHELTER-IN-PLACE
[OEO POSITION] EMERGENCY ACTIONS
All Floors

SPECIFIC EMERGENCY SITUATIONS
[OEO POSITION] EMERGENCY ACTIONS
EMERGENCY SITUATION
EMERGENCY SITUATION
EMERGENCY SITUATION
EMERGENCY SITUATION

Part 3: RECOVER from an Emergency Situation



1.0 Facility Recovery Plans

2.0 Occupant Recovery Actions

3.0 [OEO Position] Recovery Actions

1.0 Facility Recovery Plans

Refer to the following facility plans for additional details pertaining to recovery operations:

Type of Plan	Scope and Applicability

This OEP discusses facility recovery from localized emergency situations that include:

Localized Emergency Situation	Inside the Facility	Outside the Facility

Occupant and OEO recovery actions from these emergency situations are presented in the following sections.

RECOVERY ACTIONS
OCCUPANT RECOVERY ACTIONS
EMERGENCY SITUATION
EMERGENCY SITUATION
EMERGENCY SITUATION
EMERGENCY SITUATION

RECOVERY ACTIONS
[OEO POSITION] RECOVERY ACTIONS
EMERGENCY SITUATION
EMERGENCY SITUATION
EMERGENCY SITUATION
EMERGENCY SITUATION