



Emergency Operations Planning

A MODEL FOR SCHOOLS AND BUSINESSES



TENNESSEE DEPARTMENT OF SAFETY AND HOMELAND SECURITY
TENNESSEE OFFICE OF HOMELAND SECURITY

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Introduction

This document, produced by the Tennessee Department of Safety and Homeland Security, Office of Homeland Security is intended to introduce schools and businesses to the critical concepts and components of an emergency operations plan, stimulate thinking about emergency planning, and provide examples of best practices for responding to various hazards and threats. This document is not intended to be an “all-inclusive” template, but rather a model for developing your own emergency plan. Emergency plans need to be customized to communities, organizations, and facilities with an awareness of the local context. We recommend against copying procedures from this or any other plan. While this document and other plans can be a useful guide; what is effective for one location may not hold true for another location.

Protecting an organization is a significant challenge because of the number of variables that can impact mitigation, preparedness, and response. The information incorporated in this document has been drawn from multiple sources, including, but not limited to: the Federal Emergency Management Agency, Centers for Disease Control and Prevention, and the United States Department of Homeland Security, as well as others. The best practices incorporated in this document, while not specific to any one setting, could effectively be adapted and applied to other settings. As such, every organization needs to conduct a realistic assessment of their organization, identify the types of hazards or threats they may face, and define when to activate their plan.

Emergency plans should address a broad range of hazards and threats. While this document outlines best practices for several types of hazards and threats, it cannot address all of the possible situations or incidents that an organization could encounter. Good plans are never finished. They should be updated often based on experience, research, and changing circumstances. This document considers hazards and threats of both a natural and manmade standard. Threats and hazards can be defined in the context of being either natural or manmade. Natural hazards typically refer to an event created by a meteorological, environmental, or geological phenomenon or combination of phenomena. This could include earthquakes, floods, fires, lightning, winds, etc. Manmade threats are distinguished from natural hazards in that they originate from human activity, such as crime, accidents, etc.

Emergency plans should address four (4) phases:

Mitigation – Activities that reduce or attempt to eliminate the risk to life and property.

Preparedness – The process of planning for an incident. Preparedness activities take place before an emergency occurs.

Response – Actions to take during an incident to save lives and prevent property damage.

Recovery – Actions taken to restore regular operations after the incident.

A quality emergency plan should not be developed in a vacuum. It is vital that public safety and private sector organizations understand how the other will respond during an emergency. Relationships need to be built in advance, therefore, it is recommended that organizations work with and encourage input from their local Police, Sheriff, Emergency Management, Emergency Medical Service, Fire Department, and other partners in the development of their emergency plans.

Using this Model

This model is divided into sections which address the four (4) phases of emergency planning. Within the *RESPONSE* section several different types of hazards and threats are addressed and procedures are provided. While these procedures were developed by subject matter experts, they are only recommendations. We encourage organizations to add, subtract, or modify these procedures, as appropriate, based on input from their local subject matter experts and their particular situation and circumstances.

Mitigation

Mitigation is defined as any sustained action taken to reduce or eliminate long-term risk to life and property from a hazardous event. Mitigation is about eliminating or reducing the probability of an emergency from occurring, when possible. At a minimum, mitigation can lessen the consequences of unavoidable incidents. Assessing the vulnerabilities to an organization is important to developing a quality emergency plan. Knowing the vulnerabilities allows for organizations to find methods to reduce risk. For example:

- Establishing access control procedures could prevent a dangerous intruder from entering the facility.
- Conducting fire drills will train staff to know what to do in the event of a fire. Also emergency equipment placed in key locations can alert or be used to combat a fire (smoke detectors, fire sprinklers, fire extinguishers, etc).
- Securing bookcases and large cabinets to the wall and floor can help prevent injuries during an earthquake.

Every community has resources that can help with this process. The fire department, law enforcement, emergency management, and medical services can help conduct a hazard assessment and identify problems that can be fixed during the preparedness phase. Hospitals near you may even provide medical training for your staff so they are better prepared in the event of an emergency.

The Federal Emergency Management Agency notes that the goal of mitigation is to decrease the need for response as opposed to simply increasing response capability. In 2002, the United States Department of Education and United States Secret Service released a guide, [*Threat Assessments in Schools: A Guide to Managing Threatening Situations and to Creating Safe School Climates*](#) which could be helpful during an organization's threat assessment process.

Preparedness

Preparedness is essential for effective response. Preparedness activities are conducted to develop the response capabilities needed in the event of an emergency. This is achieved by developing a plan, organizing, equipping, and training the organization to carry out that plan; conducting exercises and drills to test the effectiveness of that plan; and ultimately evaluating and improving on the plan – based on what was learned.

It is critical that an organization be prepared by having the proper equipment and supplies readily available in order to effectively respond to an emergency. These should be maintained in good working order and replaced as necessary. Supplies or equipment could include phones, radios, door locks, batteries, first aids kits, etc. Organizations should also consider implementing a process to aid emergency responders in the event of an emergency. During an incident, emergency responders will need to know the location of everything in the facility. Site maps which include information about individual rooms, hallways, stairwells, utility shutoffs, location of facility keys and/or access cards, etc, should be created. Have these available or provide them in advance to local emergency response agencies.

It is important to define roles and responsibilities within the organization before an emergency occurs. Some roles and responsibilities that an organization might consider identifying could include:

- Management teams – who is in charge during an emergency? Include alternatives.
- Medically trained personnel – are there any first aid certified staff members?
- Security – does the organization have on-site security?
- Maintenance personnel – is there on-site maintenance or does maintenance have to respond from another location?

When an emergency occurs, these key leaders will need to make decisions specific to the plan.

Organizations should also consider reviewing any existing plans with their emergency services community. Are there conflicts with what your organization intends to do with what local emergency responders are going to do? Consider how to integrate these into a comprehensive plan. Safety Committee meetings are a good forum for these discussions.

Evaluation and improvement are a continual process. Training and drills of the emergency plan should be conducted. These not only prepare personnel for what actions to take during an emergency, they often also identify gaps in the emergency plan that can be corrected before the actual emergency occurs. Regular improvement should be made to the emergency plan based on experience, training, and other circumstances.

Additionally, as a part of preparedness, organizations should develop a communication plan. This plan should address how organizations will not only communicate to the employees, guests, visitors, etc about the emergency and what to do, but also how the organization will deal with the media and the community.

Experts have noted that individuals tend to go on auto pilot when an emergency occurs. The worst case scenario is someone being in the middle of an emergency and not knowing what to do. If organizations practice their plan and are prepared, then when 'auto pilot' kicks in, it will include appropriate actions. A person's chances of responding appropriately are greatly increased with training – preparedness is crucial.

Response

While it is reasonable to assume that there will always be an element not accounted for during an emergency, having an emergency plan will allow organizations to make critical decisions which could save lives and reduce the damage to property. Proper planning allows individuals to make a quick assessment of a situation and implement the applicable response. With the correct plan and training of that plan, organizations can respond quickly and appropriately.

A common mistake made by many organizations is to delay calling emergency responders during an incident. It is better to have emergency responders available as soon as possible, even if the incident is resolved before they arrive, than to delay calling them and risk further injury or damage.

In this section, the response procedures and plans are designed as a framework for organizations to create their own emergency plans. As such, some of the recommendations and resources may not be available or applicable for every organization. These models should be adapted and developed by the planning committee based on its unique circumstances, situation, resources, and policies.

Emergency Protocols

Generally, there are three emergency protocols that can be used during a crisis. They are:

- Evacuation/Relocation
- Lock Down
- Shelter in Place

Evacuation/Relocation

In an emergency, it may be necessary to evacuate occupants from a building. Managers must prepare an evacuation plan for their organization. As the needs for each organization will be different, no common plan can be prepared for all. Check with local public safety officials when making plans to evacuate your facility.

Evacuation

- Building administrator/management should make the decision when to initiate evacuation procedures.
- Evacuation routes may be specified according to the type of emergency. The routes may need to be changed for safety reasons.

- **Bomb threats:** The evacuation route should be dictated by known or suspected location of the device. Do not use fire alarm, cell phones, or radios to notify. These devices may activate a device. Notify staff via a hardwire phone system, PA system, or messenger system.
- **Fire:** Follow primary routes unless blocked by smoke or fire. Know the alternate route.
- **Chemical spill:** Total avoidance of hazardous materials is necessary as fumes can overcome people in seconds. Plan the route accordingly.
- Do not lock doors when leaving.
- When outside the building, account for all persons. Immediately inform management of any missing person(s).

Relocation

- Management determines whether building occupants should be evacuated to a relocation site.
- If necessary, coordinate transportation to the relocation site.
- If applicable, notify regional management and organizational public information officer of the relocation.

List the primary and secondary relocation sites. The primary site is usually located close to the organization. The secondary site is usually located farther away. Include maps and written directions to the sites for the staff’s reference.

Primary Relocation site/Point of Contact: Secondary Relocation site/Point of Contact:

Address/Phone:

Address/Phone:

Lock Down

Lock down is initiated to isolate a facility’s occupants from immediate dangers which may include: violent criminal activity, bomb threats, or nearby law enforcement activity.

- Contact the main office to report a perceived danger.
- The administrator or law enforcement will make the decision to lock down the facility.
- Respond to the lock down alert:
“OUR BUILDING IS IN FULL LOCK DOWN. THIS IS NOT A DRILL.”
- Move personnel in outdoor areas to indoors – IF IT SAFE TO DO SO.

- Use your best judgment when evacuating persons in the hallway into a room. Predesignate the rooms. If they refuse to enter, do not put yourself or others at risk.
- Lock all doors (lock exterior doors near your room).
- Close windows and blinds; cover exposed windows (other people in your room can assist).
- Turn off lights.
- It is recommended that organizations create a communication plan that allows for some type of communication, so that separate rooms can let the building manager know whether or not their room is safe and secure. Managers can then notify police so they have a better idea of where the threat is. Communication can be made via email, phone, text, etc.
- Instruct everyone to stay calm, stay quiet, and stay out of sight.
- Communicate known threats to the building manager.
- Inventory any injuries or other problems (panic, medical emergencies, intruders).
- Account for all of the persons under your supervision.
- Care for the persons under your supervision.
- Provide first aid, if able. Calm and re-assure upset persons.
- Wait for the “*all clear*” signal or communication from emergency responders. Do not open the doors or look out the windows until the “*all clear*” is communicated.

Shelter in Place

The shelter in place plan is initiated to protect facility occupants from chemical, radiological, or biological contaminants released into the environment. To shelter in place means to take immediate shelter where you are and isolate your inside environment from the outside environment.

- Respond to the shelter in place alert.
“SHELTER IN PLACE. THIS IS NOT A DRILL.”
- Close and lock all outside doors and windows.
- Shut down all HVAC systems and seal air intakes and exhausts.
- Seal all exterior building openings which might allow air intrusion.
- Document your actions, including times the HVAC was shut down.
- Care for all of the persons under your supervision.
- Provide first aid if needed. Calm and re-assure upset persons.
- Assess the situation and wait for instructions.
- Wait for the “*all clear*” signal or communication from emergency responders. Follow any instructions on exiting or ventilating the building.
- Communicate any problems to organizational management, as applicable.

Talking with the Media

During an emergency, media inquiries are also an aspect that should be managed. Organizations should have a plan in place to effectively interact with the media.

In a crisis, calls from the media should be referred to the organizational manager, communications department, or Public Information Officer (PIO). Every situation is different; therefore every response is different, depending upon the circumstances, the following checklist should serve as a guide for working with the media in a crisis.

- The manager, in conjunction with the organization's safety/security director, decides where the communications center will be – if necessary, this may be an off-site location. If possible, this location should have a telephone(s), copier, and fax machine.
- The organizational manager should be the person who decides who will actually speak to the media.
- The PIO gathers facts and releases information about the incident and any actions taken by the organization, such as: what is being done to help guests, staff, students, etc cope; any restrictions, such as where the communications center will be; who the spokesperson will be, etc.

Persons speaking with the media should:

- Be prepared. Understand all the facts, especially technical ones.
- Be honest. Be brief. **Stick to the facts.**
- Don't become defensive. Don't lose your temper or argue. Keep calm.
- Do not make statements about responsibility until all the facts are known.
- Pause and collect your thoughts before you respond to reporters' questions.
- **The interview is not over until the reporter leaves.** Always be careful about what you say in the presence of a reporter before or after an interview. There is no such thing as "off the record." While many reporters will honor this, you cannot assume that all reporters will.
- Don't respond to negative questions by repeating words that inflame the situation.
 - *"Yes, it is a real tragedy..."*
 - Be alert to statements that begin:
 - *"Isn't it true that...?"*
 - *"Aren't you really saying...?"*
 - *"How do you respond to...?"*
 - *"Are you aware that...?"*
- Avoid "what-if" questions. You cannot predict the future.
- Do not say, "No comment." Instead, try "I will have to check into the matter. What is your deadline and I will get back to you."
- If more than one spokesperson is speaking to the press, make sure they are providing consistent information.

Example emergency response procedures (by incident type)

As stated before in this report, the following emergency response procedures are not all inclusive. They should be tailored to fit each organization. As such we recommend against copying procedures from this or any other plan, but instead use these procedures as a framework to create your own emergency operations plans after consulting with your local public safety officials.

All emergency operations plans should start off with an accurate and up to date emergency contact list, which should include local public safety officials, such as law enforcement agencies, fire departments, emergency medical services, emergency management offices, etc. Additionally, the contact list should also include organizational specific contacts, such as management teams, organizational emergency responders, or incident command teams, as applicable, along with other points of contact that the organization deems critical to their operations.

Emergency contact list *(at a minimum)*

Community resources

EMERGENCY MANAGEMENT OFFICE

(local, county, and state, as applicable)

LAW ENFORCEMENT

(local, county, state, and federal, as applicable)

EMERGENCY MEDICAL SERVICES

(local and/or county, as applicable)

FIRE DEPARTMENT

(local and/or volunteer, as applicable)

POISON CONTROL CENTER

HOSPITAL

(all area hospitals)

ANIMAL CONTROL

(local and/or county, as applicable)

SUICIDE / CRISIS INTERVENTION

National Suicide Prevention Lifeline 1 (800) 273-8255

(local, county, or state hotline, as applicable)

PUBLIC WORKS

(local and/or county, as applicable)

HEALTH DEPARTMENT

(local, county and/or state, as applicable)

Organizational resources *(as applicable)*

MAINTENANCE PERSONNEL

MANAGEMENT TEAMS

MEDICALLY TRAINED STAFF

ON SITE SECURITY

ORGANIZATIONAL COUNSELOR

[Type Your Organizational Name]

EMERGENCY: AIRCRAFT ACCIDENT

ORGANIZATIONAL RESOURCES

(ADD YOUR INTERNAL RESOURCES, AS APPLICABLE)

- Shelter in Place Plan
- Evacuation/Relocation Plan
-
-

COMMUNITY RESOURCES

(ADD YOUR LOCAL COMMUNITY RESOURCES, AS APPLICABLE)

- Fire Department
- Law Enforcement
- Emergency Medical Services
- County Emergency Management
-
-
-

RESPONSE ACTIONS/RESPONSIBILITIES

(ADD YOUR OWN ACTIONS/RESPONSIBILITIES AS APPLICABLE, COMPLETE ANY CRITICAL INCIDENT REPORT THAT YOUR ORGANIZATION MAY HAVE, AS APPLICABLE)

1. Determine area of organizational property affected. Relocate organizational occupants away from the landing or crash site and away from areas that overlook any injury or debris field. Do not evacuate if building is not directly affected. Consider instituting Shelter in Place procedures.
2. Depending on injuries to persons and/or property damage, establish contact (call 9-1-1) with police, fire and rescue agencies and emergency management.
3. Summon medically trained staff members and the organizational emergency team, as applicable.
4. Notify Management.
5. After consultation with Police/Fire Departments Incident Commander, make the decision to initiate Evacuation/Relocation Plans.
6. If injury or damage has occurred, initiate Medical Emergency or Multiple Casualty Plans and/or Building - Structural Failure procedures.
7. Once emergency operations have been concluded, restore normal organizational operations as soon as practical.

[Type Your Organizational Name]

EMERGENCY: AIRCRAFT ACCIDENT

CAUTION

■ DO NOT

- Respond to the area of the crash site.
- Touch any aircraft parts.

[Type Your Organizational Name]

EMERGENCY: ASSAULTS

ORGANIZATIONAL RESOURCES

(ADD YOUR INTERNAL RESOURCES, AS APPLICABLE)

- On-site Security (if applicable)
- Medically Trained Staff (if applicable)
-
-

COMMUNITY RESOURCES

(ADD YOUR LOCAL COMMUNITY RESOURCES, AS APPLICABLE)

- Law Enforcement
- Emergency Medical Services
-
-

RESPONSE ACTIONS/RESPONSIBILITIES

(ADD YOUR OWN ACTIONS/RESPONSIBILITIES AS APPLICABLE, COMPLETE ANY CRITICAL INCIDENT REPORT THAT YOUR ORGANIZATION MAY HAVE, AS APPLICABLE)

1. Get help or send someone for help.
2. Notify on-site Security (if applicable) and contact local law enforcement. Be sure to tell the Security Officer the location where the assault occurred.
3. Assess and evaluate the number of persons involved along with information about possible weapons involved.
4. Separate the involved parties and give specific commands.
5. Avoid physical intervention if possible.
6. Attempt to identify parties involved.
7. Provide medical attention if necessary.
8. Provide protection/support for victim(s) if needed.
9. Refer to local law enforcement for further guidance.

[Type Your Organizational Name]

EMERGENCY: BUILDING – STRUCTURAL FAILURE

ORGANIZATIONAL RESOURCES

(ADD YOUR INTERNAL RESOURCES, AS APPLICABLE)

- Building Architectural Plans
- Annual Structural Inspection Reports
-
-

COMMUNITY RESOURCES

(ADD YOUR LOCAL COMMUNITY RESOURCES, AS APPLICABLE)

- Fire Department
- Emergency Medical Services
- Local Building Official
- Structural Engineer
- County Emergency Management
-

RESPONSE ACTIONS/RESPONSIBILITIES

(ADD YOUR OWN ACTIONS/RESPONSIBILITIES AS APPLICABLE, COMPLETE ANY CRITICAL INCIDENT REPORT THAT YOUR ORGANIZATION MAY HAVE, AS APPLICABLE)

1. Upon discovery or detection of an actual or potential structural failure, notify Management and Building Owner.
2. If hazards are imminent, evacuate building. If injuries have occurred, activate the Evacuation/Relocation Plan. Call 9-1-1.
3. Notify Management.
4. Identify any imminent hazards and take appropriate action to mitigate the hazard as may be required to prevent injury, such as shutting off all of the utilities to the building. Notify Management of any actions taken.
5. In consultation with local Building Official or engineer, determine if the building, or portions thereof, are safe for occupancy and implement appropriate response; such as evacuation, re-inhabitation, etc.
6. Assess damage.
7. Once cleared for occupancy, resume normal activity.

[Type Your Organizational Name]

EMERGENCY: BUS ACCIDENT *(IF APPLICABLE)*

ORGANIZATIONAL RESOURCES

(ADD YOUR INTERNAL RESOURCES, AS APPLICABLE)

- Medically Trained Staff (if applicable)
- Blood Borne Pathogens Procedures
-
-
-

COMMUNITY RESOURCES

(ADD YOUR LOCAL COMMUNITY RESOURCES, AS APPLICABLE)

- Fire Department
- Law Enforcement
- Emergency Medical Services
-
-
-

RESPONSE ACTIONS/RESPONSIBILITIES

(ADD YOUR OWN ACTIONS/RESPONSIBILITIES AS APPLICABLE, COMPLETE ANY CRITICAL INCIDENT REPORT THAT YOUR ORGANIZATION MAY HAVE, AS APPLICABLE)

1. Contact Management and inform them of the accident.
2. Off-load uninjured passengers to a safe area, if unsafe to stay on bus. Don't move the vehicles.
3. Render first aid to injured persons. If there are injured parties, call 9-1-1 to request Police, Fire Dept. and Emergency Medical Services.
4. Notify local Law Enforcement. Law Enforcement has jurisdiction over the crash/incident site.

[Type Your Organizational Name]

EMERGENCY: CHEMICAL EXPOSURE

ORGANIZATIONAL RESOURCES

(ADD YOUR INTERNAL RESOURCES, AS APPLICABLE)

- Material Safety Data Sheet (MSDS)
- Evacuation/Relocation Plan
- Shelter in Place Plan
-
-

COMMUNITY RESOURCES

(ADD YOUR LOCAL COMMUNITY RESOURCES, AS APPLICABLE)

- Fire Department
- Emergency Medical Services
- Health Department
- Poison Control Center
- County Emergency Management
-

RESPONSE ACTIONS/RESPONSIBILITIES

(ADD YOUR OWN ACTIONS/RESPONSIBILITIES AS APPLICABLE, COMPLETE ANY CRITICAL INCIDENT REPORT THAT YOUR ORGANIZATION MAY HAVE, AS APPLICABLE)

1. Identify affected person(s) and notify organizational medically trained staff-if available.
2. Comfort the injured person and administer appropriate first aid. Follow hazardous material exposure plan, if necessary.
3. If possible, determine what (chemical substance) caused the exposure or injury. Read the label and follow instructions. Obtain MSDS for further instructions.
4. Call 9-1-1 for Fire Department and Emergency Medical Services.
5. Call local Health Department or Poison Control Center for further guidance.
6. Injured persons should always go to the hospital for professional evaluation/treatment.
7. If exposure source(s) cannot be immediately identified and mitigated, evacuate the building until the Fire Department has inspected and cleared the facility of the toxic conditions.
8. Notify Management.
9. Do not allow anyone to re-enter the building/impacted area until the Fire Department gives clearance.

[Type Your Organizational Name]

EMERGENCY: CIVIL DISTURBANCE – HOSTILE ACTS

ORGANIZATIONAL RESOURCES

(ADD YOUR INTERNAL RESOURCES, AS APPLICABLE)

- Shelter in Place Plan
- Lock Down Plan
- On-site Security (if applicable)
-

COMMUNITY RESOURCES

(ADD YOUR LOCAL COMMUNITY RESOURCES, AS APPLICABLE)

- Law Enforcement
- County Emergency Management
-
-

RESPONSE ACTIONS/RESPONSIBILITIES

(ADD YOUR OWN ACTIONS/RESPONSIBILITIES AS APPLICABLE, COMPLETE ANY CRITICAL INCIDENT REPORT THAT YOUR ORGANIZATION MAY HAVE, AS APPLICABLE)

1. Upon first report of any actual or potential civil disturbance, assess the situation as follows:
 - Where is the disturbance occurring? (Specific location)
 - When did it begin?
 - How many people are actually involved?
 - What is taking place?
 - Has any actual violence occurred at this time?
 - What is the purpose or intentions of the group?
 - Are the identities of participants known?
2. Based on observations, determine if the Lock Down Plan should be implemented. Contact 9-1-1.
3. Notify Management.
4. Consult with Law Enforcement, organizational management teams, or other appropriate parties prior to resuming normal operations.

[Type Your Organizational Name]

EMERGENCY: CIVIL DISTURBANCES-DEMONSTRATIONS

ORGANIZATIONAL RESOURCES

(ADD YOUR INTERNAL RESOURCES, AS APPLICABLE)

- Shelter in Place Plan
- Lock Down Plan
- On-site Security (if applicable)
-

COMMUNITY RESOURCES

(ADD YOUR LOCAL COMMUNITY RESOURCES, AS APPLICABLE)

- Law Enforcement
- County Emergency Management
-

RESPONSE ACTIONS/RESPONSIBILITIES

(ADD YOUR OWN ACTIONS/RESPONSIBILITIES AS APPLICABLE, COMPLETE ANY CRITICAL INCIDENT REPORT THAT YOUR ORGANIZATION MAY HAVE, AS APPLICABLE)

Any individual or group has the right to be heard and to demonstrate peaceably and lawfully. However, no individual, or group, may interfere with the normal organizational operation. If this occurs, then employees should:

1. Notify demonstrators to remain off the organization's property. Demonstrators should not block driveways, walkways, entrances, etc.
2. If any attempt is made to interfere with normal operations, notify Management who will instruct the individual or group to cease the activity.
3. If there is not an immediate favorable response, notify the On-site Security (if applicable) and/or local Law Enforcement

CAUTION

■ DO NOT

- Get in the middle of the protesters.
- Provoke the protesters.

[Type Your Organizational Name]

EMERGENCY: DEATH OF A GUEST, CUSTOMER, EMPLOYEE, STUDENT, ETC.

ORGANIZATIONAL RESOURCES

(ADD YOUR INTERNAL RESOURCES, AS APPLICABLE)

- Medically Trained Staff (if applicable)
- Organizational Counselor (if applicable)
-
-
-
-

COMMUNITY RESOURCES

(ADD YOUR LOCAL COMMUNITY RESOURCES, AS APPLICABLE)

- Law Enforcement
- Fire Department
- Emergency Medical Services
-
-
-

RESPONSE ACTIONS/RESPONSIBILITIES

(ADD YOUR OWN ACTIONS/RESPONSIBILITIES AS APPLICABLE, COMPLETE ANY CRITICAL INCIDENT REPORT THAT YOUR ORGANIZATION MAY HAVE, AS APPLICABLE)

Upon discovery of the death employees should:

1. Cordon off the immediate area.
2. Call 9-1-1
3. Notify Management (as applicable).
4. Management should be as knowledgeable as possible about the factual information surrounding the death.
5. The Management will communicate to the staff, guests, students, etc. the information they may publically disclose. The Public Information Official will provide any public statements.
6. Counselors and/or Social Workers will be used as needed.
7. Individual counseling and support to the staff, guests, students, etc. will be provided as needed.
8. Following death, continue to be alert to the needs of employees.

[Type Your Organizational Name]

EMERGENCY: DEATH OF A GUEST, CUSTOMER, EMPLOYEE, STUDENT, ETC.

CAUTION

■ DO NOT

- Get too close to the body to examine it. You may jeopardize the crime scene.

■ DO

- Keep all personnel away from the scene.

[Type Your Organizational Name]

EMERGENCY: DRUG/ALCOHOL ABUSE

ORGANIZATIONAL RESOURCES

(ADD YOUR INTERNAL RESOURCES, AS APPLICABLE)

- On-site Security (if applicable)
-
-

COMMUNITY RESOURCES

(ADD YOUR LOCAL COMMUNITY RESOURCES, AS APPLICABLE)

- Law Enforcement
- Emergency Medical Services
-

RESPONSE ACTIONS/RESPONSIBILITIES

(ADD YOUR OWN ACTIONS/RESPONSIBILITIES AS APPLICABLE, COMPLETE ANY CRITICAL INCIDENT REPORT THAT YOUR ORGANIZATION MAY HAVE, AS APPLICABLE)

DRUG ABUSE

Drug Abuse is defined as the use, sale, or possession of illegal drugs.

1. Notify the On-site Security (if applicable) and/or Law Enforcement.
2. Identify the person, or persons, involved to Law Enforcement.

ALCOHOL

Alcohol is defined as the use and/or possession of alcohol on organizational property. This may be handled administratively or reported to the police, depending on the situation. Either way, it should be :

1. Reported to organizational management.
2. Management may notify Law Enforcement or On-site Security, as applicable.
3. Do not become confrontational with the subject.

[Type Your Organizational Name]

EMERGENCY: EARTHQUAKE

ORGANIZATIONAL RESOURCES

(ADD YOUR INTERNAL RESOURCES, AS APPLICABLE)

- Evacuation/Relocation/Reunification Plan
- Medically Trained Staff (if applicable)
-
-

COMMUNITY RESOURCES

(ADD YOUR LOCAL COMMUNITY RESOURCES, AS APPLICABLE)

- Fire Department
- Emergency Medical Services
- Law Enforcement
- County Emergency Management
-
-
-

RESPONSE ACTIONS/RESPONSIBILITIES

(ADD YOUR OWN ACTIONS/RESPONSIBILITIES AS APPLICABLE, COMPLETE ANY CRITICAL INCIDENT REPORT THAT YOUR ORGANIZATION MAY HAVE, AS APPLICABLE)

1. Drop, Cover and Hold at first sign of the ground shaking. Hold on to the leg of the desk, table, or other solid fixture until the shaking stops.
2. If cover is not available, drop by interior weight bearing wall.
3. Stay away from windows, light fixtures and suspended objects.
4. If outside, move away from buildings or any overhead objects and Drop, Cover and Hold.
5. Be prepared for aftershocks.
6. If an evacuation is ordered:
 - a. Be alert as you lead people down stairwells or corridors to anything (dangling lights and ceiling struts, broken glass, slippery floors, etc.) that could hurt them or you. Be ready to Drop, Cover and Hold if an aftershock occurs.
 - b. Account for all personnel. Report all missing or unaccounted for personnel.

[Type Your Organizational Name]

EMERGENCY: EXPLOSION

ORGANIZATIONAL RESOURCES

(ADD YOUR INTERNAL RESOURCES, AS APPLICABLE)

- Evacuation/Relocation Plan
- Medically Trained Staff (if applicable)
-
-

COMMUNITY RESOURCES

(ADD YOUR LOCAL COMMUNITY RESOURCES, AS APPLICABLE)

- Fire Department
- Emergency Medical Services
- Law Enforcement
- County Emergency Management
-
-
-

RESPONSE ACTIONS/RESPONSIBILITIES

(ADD YOUR OWN ACTIONS/RESPONSIBILITIES AS APPLICABLE, COMPLETE ANY CRITICAL INCIDENT REPORT THAT YOUR ORGANIZATION MAY HAVE, AS APPLICABLE)

1. Immediately sound the building Fire Alarm and evacuate the building in accordance with established building Fire Evacuation Plan.
2. Notify emergency response agencies (call 9-1-1).
3. Notify On-site Security, if applicable.
4. Notify Management.
5. If damage or injury has been sustained, refer to "Building-Structural Failure" or "Multiple Casualty Incident" procedures.
6. Provide Fire and EMS Responders with information about locations of injured persons, building damage, and special sources of hazard (e.g., hazardous materials, power supply locations).
7. Follow instructions of emergency personnel on the scene.

[Type Your Organizational Name]

EMERGENCY: EXPLOSIVE OR SUSPICIOUS DEVICE

ORGANIZATIONAL RESOURCES

(ADD YOUR INTERNAL RESOURCES, AS APPLICABLE)

- Bomb Threat Incident Form
- Shelter in Place Plan
-
-
-

COMMUNITY RESOURCES

(ADD YOUR LOCAL COMMUNITY RESOURCES, AS APPLICABLE)

- Law Enforcement
- Fire Department
- Emergency Medical Services
-
-
-

RESPONSE ACTIONS/RESPONSIBILITIES

(ADD YOUR OWN ACTIONS/RESPONSIBILITIES AS APPLICABLE, COMPLETE ANY CRITICAL INCIDENT REPORT THAT YOUR ORGANIZATION MAY HAVE, AS APPLICABLE)

1. Upon receipt of a bomb threat by telephone, use a 'Bomb Threat Checklist' to write down information about, and information given by, the caller. Make every effort to:
 - Prolong the conversation as much as possible.
 - Identify background noises.
 - Note distinguishing voice characteristics.
 - Question caller as to description of bomb, placement of bomb, and when it is due to explode.
 - Try to determine caller's knowledge of facility.
 - Note time of call.
 - Inform manager of the threat.
 - If caller's threat implies an immediate threat, call 9-1-1.
 - Complete bomb threat checklist.
 - Call Security Department.
2. Review information provided by individual who received the threat.
3. Make decision whether or not to evacuate the facility.
4. Notify On-site Security, if applicable.

[Type Your Organizational Name]

EMERGENCY: EXPLOSIVE OR SUSPICIOUS DEVICE

5. If building is to be evacuated, it should be handled as a fire alarm with staff assisting all guests and personnel away from the location of threat.
6. If a decision to search is made, consult with Law Enforcement referencing who should conduct the search and how to coordinate the search. Have a checklist of building rooms and spaces available (fire evacuation plan) so that all areas are checked.

NOTE: Staff must be notified of evacuation via land line phone system, hardwired PA system or by messenger. **DO NOT** use cell phones, radios or the fire alarm system because of the risk of activating a device.

7. When police arrive:
 - Advise them of the situation and follow their instructions.
 - Police will notify Fire Department/Bomb Squad if necessary.
 - Turn control of building over to the Police/Fire Incident Commander.
 - Upon review of conditions, police officials will determine when control of the building, or part of the building, will be returned to organizational officials.
8. In consultation with Incident Command Officials, determine whether to resume building operations.

CAUTION

■ DO NOT

- Move any suspicious device.

■ DO

- Keep all employees and guests away from suspicious devices.

BOMB THREAT PROCEDURES

Bomb threats are serious until proven otherwise. Act quickly. Remain calm. Obtain information using the checklist on the reverse of this card.

BOMB THREAT RECEIVED BY PHONE

- Remain calm. Keep the caller on the phone as long as possible. **DO NOT HANG UP**, even if the caller does.
- Listen carefully, try to keep the caller talking to learn more information.
- If possible, write a note to a colleague to call the police or, as soon as the caller hangs up, immediately notify them yourself.
- If your phone has a display, copy the number and/or letters on the display window.
- Complete the Bomb Threat Checklist (*reverse side*) immediately. Write down as much information as you can remember.

BOMB THREAT RECEIVED BY HANDWRITTEN NOTE

- Call the police.
- Handle note as minimally as possible.

BOMB THREAT RECEIVED BY EMAIL OR TEXT

- Call the police.
- Do not delete the message.

SIGNS OF A SUSPICIOUS PACKAGE

No return address	Poorly handwritten
Excessive postage	Mispelled words
Stains	Incorrect titles or address
Strange odor	Foreign postage
Strange sounds	Restrictive handling notes
Unexpected delivery	

DO NOT:

- Evacuate the building until police arrive and evaluate the threat.
- Activate the fire alarm.
- Touch or move the suspicious package.
- Use two-way radios or cellular phones; radio signals could detonate a bomb.

BOMB THREAT CHECKLIST

Date: _____ Time: _____
 Time Caller Hung Up: _____
 Phone Number of Caller: _____

ASK THE 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? _____

EXACT WORDS OF THE THREAT

INFORMATION ABOUT THE CALLER

Where is the caller located? (*describe background/noise level*)

Estimated age of caller: _____

Is voice familiar? If so, who does it sound like?

<i>Caller's Voice</i>	<i>Background Sounds</i>	<i>Threat Language</i>
accent	animal noises	incoherent
angry	house noises	message read
calm	kitchen noises	taped
clearing throat	street noises	irrational
coughing	PA system	profanity
cracking voice	conversation	well-spoken
crying	music	
deep voice	motor	
deep breathing	clear	
disguised	static	
distinct	office noises	
excited	factory noises	
FEMALE	local	
laughter	long distance	
lisp		
loud		
MALE		Other Information: _____
nasal	raspy	_____
normal	slow	_____
ragged	stutter	_____
rapid		_____

CALL 911 WHEN IT IS SAFE TO DO SO



CALL 911 WHEN IT IS SAFE TO DO SO



[Type Your Organizational Name]

EMERGENCY: FIRE

ORGANIZATIONAL RESOURCES

(ADD YOUR INTERNAL RESOURCES, AS APPLICABLE)

- Evacuation/Relocation Plan
-
-
-

COMMUNITY RESOURCES

(ADD YOUR LOCAL COMMUNITY RESOURCES, AS APPLICABLE)

- Fire Department
- Emergency Medical Services
- Building Official and Fire Marshall
- Insurance Company Representative
- Law Enforcement
- County Emergency Management
-

RESPONSE ACTIONS/RESPONSIBILITIES

(ADD YOUR OWN ACTIONS/RESPONSIBILITIES AS APPLICABLE, COMPLETE ANY CRITICAL INCIDENT REPORT THAT YOUR ORGANIZATION MAY HAVE, AS APPLICABLE)

1. Upon detection of smoke or fire or a report of a fire, sound fire alarm immediately. Call 9-1-1. If alarm is activated from an unknown source, proceed as if there was an actual fire.
2. Evacuate building using the established Fire Evacuation Plan. Implement a reunification plan to account for all personnel.
3. Investigate source of fire or alarm activation. Use fire extinguishers to control the fire only if it can be done without injury to staff or others.
4. An assigned staff member shall assist physically impaired occupants located on floors above or below ground level, and:
 - move handicapped persons to a windowed room,
 - close all doors in the area, and
 - remain with the handicapped person(s) until help arrives.
5. Notify Management.
6. If injury or damage has occurred, refer to Medical Emergency, Multiple Casualty Incident, and Building - Structural Failure Procedures.
7. Recommend routine organizational operations be either cancelled or resumed.

[Type Your Organizational Name]

EMERGENCY: FLOOD

ORGANIZATIONAL RESOURCES

(ADD YOUR INTERNAL RESOURCES, AS APPLICABLE)

- Flooding, Shelter & Transportation Plans
- Emergency Alert System
-
-
-

COMMUNITY RESOURCES

(ADD YOUR LOCAL COMMUNITY RESOURCES, AS APPLICABLE)

- County Emergency Management
- County Transportation
- Fire Department
- Local and State Police
-
-
-

RESPONSE ACTIONS/RESPONSIBILITIES

(ADD YOUR OWN ACTIONS/RESPONSIBILITIES AS APPLICABLE, COMPLETE ANY CRITICAL INCIDENT REPORT THAT YOUR ORGANIZATION MAY HAVE, AS APPLICABLE)

1. During periods of flood watches or warnings, the organization should make routine announcements of current conditions to staff, guests, students, etc.
2. Notify Safety and Transportation Departments, if applicable.
3. Notify Management.
4. Emergency response will be activated based on advice of the state or county Emergency Management. Organization cancellation may be implemented in response to precautionary determinations.

[Type Your Organizational Name]

EMERGENCY: GANG RELATED ACTIVITY

ORGANIZATIONAL RESOURCES

(ADD YOUR INTERNAL RESOURCES, AS APPLICABLE)

- On-site Security (if applicable)
-
-
-
-

COMMUNITY RESOURCES

(ADD YOUR LOCAL COMMUNITY RESOURCES, AS APPLICABLE)

- Law Enforcement
-
-

RESPONSE ACTIONS/RESPONSIBILITIES

(ADD YOUR OWN ACTIONS/RESPONSIBILITIES, AS APPLICABLE. COMPLETE ANY CRITICAL INCIDENT REPORT THAT YOUR ORGANIZATION MAY HAVE, AS APPLICABLE)

Actions administrators and staff can take to alleviate and discourage gang activity include the following:

1. Organizations should consider making policies against items and/or behaviors related to gang membership including weapons, violence, illegal activity, and gang-identified clothing, insignias and gestures.
2. Management must communicate clear and consistent standards.
3. Control all entrances to the facility. Vigorously monitor outside as well as inside areas. Be alert to the presence of strangers in or around the building and challenge people as to why they are there.
4. Organizations should consider implementing a dress code designed to eliminate gang colors and clothing. Possibly adopt uniforms, but choose a neutral color such as white, black or khaki.
5. Establish ongoing professional development and in-service training programs for all employees, including techniques in cultural diversity. Make training deadlines realistic to allow enough time for training to be conducted by often limited numbers of staff.
6. Create a climate of ownership and organizational pride; include staff, guests, students, etc., (as applicable) in the organizational planning process, as applicable.
7. Offer students, especially juvenile gang members, special outreach and afterschool programs as an alternative to gang membership, if applicable. *(school specific)*

[Type Your Organizational Name]

EMERGENCY: GANG RELATED ACTIVITY

8. Give staff, guests, students, etc. respect and exhibit genuine concern. Many individuals join gangs to gain respect from peers and to receive a feeling of belonging. The gang replaces family structure that is missing for many people.
9. Emphasize self-esteem among staff, guests, students, etc. (as applicable). Many individuals don't have self-esteem. They think they are worthless and that there is no way out of a gang.
10. Investigate community gang intervention programs that could benefit the organization.
11. Share information on suspected gang activity with management and authorities, as needed.
12. Be aware of areas in or near the facility where people congregate, which could be susceptible to gang activity, areas such as: cafeterias, courtyards, hallways, parking lots, and bathrooms.

In regards to gang related graffiti, organization should:

1. Notify Management and On-site Security (if applicable).
2. Document the graffiti.
3. Notify cleaning service or the maintenance department for immediate removal.
4. Attempt identification of responsible parties.
5. Re-contact Management with any new information.

[Type Your Organizational Name]

EMERGENCY: GAS LEAK

ORGANIZATIONAL RESOURCES

(ADD YOUR INTERNAL RESOURCES, AS APPLICABLE)

- Evacuation/Relocation Plan
- Building Plans (showing gas shut-off(s))
-
-
-

COMMUNITY RESOURCES

(ADD YOUR LOCAL COMMUNITY RESOURCES, AS APPLICABLE)

- Fire Department
- Utilities – Gas Utility Company
-
-
-

RESPONSE ACTIONS/RESPONSIBILITIES

(ADD YOUR OWN ACTIONS/RESPONSIBILITIES AS APPLICABLE, COMPLETE ANY CRITICAL INCIDENT REPORT THAT YOUR ORGANIZATION MAY HAVE, AS APPLICABLE)

1. Upon suspicion of gas leak, notify the Property/Building Manager.
2. Upon confirmation of a gas leak, evacuate building and notify Fire Department (9-1-1) and gas utility company.
3. Notify Management.
4. In consultation with Fire Department or utility company personnel, organizational personnel can determine whether to resume normal building operation.

CAUTION

■ DO NOT

- Pull fire alarm – may cause sparks.
- Remain in the building.

■ DO

- Evacuate building by word of mouth.

[Type Your Organizational Name]

EMERGENCY: HAZARDOUS MATERIALS EXPOSURE

ORGANIZATIONAL RESOURCES

(ADD YOUR INTERNAL RESOURCES, AS APPLICABLE)

- Evacuation/Relocation Plan
- Shelter in Place Plan
-
-
-

COMMUNITY RESOURCES

(ADD YOUR LOCAL COMMUNITY RESOURCES, AS APPLICABLE)

- Fire Department
- County Emergency Management
-
-
-

RESPONSE ACTIONS/RESPONSIBILITIES

(ADD YOUR OWN ACTIONS/RESPONSIBILITIES AS APPLICABLE, COMPLETE ANY CRITICAL INCIDENT REPORT THAT YOUR ORGANIZATION MAY HAVE, AS APPLICABLE)

If outside of the building:

1. If contacted by local Fire Department or Emergency Management, determine whether to implement Shelter in Place Plan or Evacuation Plan procedures.
2. Notify Management.
3. If Shelter in Place Plan is recommended, close off all outside air intakes and curtail all outdoor activities.
4. If Evacuation Plan is implemented, consider cancelling operations, depending on time of day.
5. When the Fire Department and/or Emergency Management Incident Commander declares that it is safe, resume normal operations.

If inside the building:

1. Upon detection or notification of a spill of any hazardous substance (including any petroleum product), notify Management and the Fire Department (call 9-1-1).
2. Evacuate building immediately if any danger sign is present such as fumes, vapors, odors or smoke; or if any person is physically affected; e.g., headache, dizziness, distress, fainting, skin rash, respiratory blurred vision, weakness, sweating, etc.

[Type Your Organizational Name]

EMERGENCY: HAZARDOUS MATERIALS EXPOSURE

3. Based on advice from the Fire Department curtail or cease building operations. Evacuate if appropriate. Obtain MSDS, if available. Notify staff and others in the building or on property.
4. Notify Management.
5. After consulting with Fire Department, resume normal operations, if safe to do so.

[Type Your Organizational Name]

EMERGENCY: HOSTAGE SITUATION

ORGANIZATIONAL RESOURCES

(ADD YOUR INTERNAL RESOURCES, AS APPLICABLE)

- Evacuation/Relocation Plan
- Lock Down Plan
-
-

COMMUNITY RESOURCES

(ADD YOUR LOCAL COMMUNITY RESOURCES, AS APPLICABLE)

- Law Enforcement
-
-

RESPONSE ACTIONS/RESPONSIBILITIES

(ADD YOUR OWN ACTIONS/RESPONSIBILITIES AS APPLICABLE, COMPLETE ANY CRITICAL INCIDENT REPORT THAT YOUR ORGANIZATION MAY HAVE, AS APPLICABLE)

1. Upon report/observation of a hostage situation, notify Manager and take steps to isolate the area.
2. Immediately notify Police (9-1-1) and follow their instructions.
3. Inform Security Office of situation and actions taken, if applicable.
4. Based on advice of the Police, implement the following:
 - Evacuation of unaffected persons and staff.
 - Lock Down Plan.

[Type Your Organizational Name]

EMERGENCY: MEDICAL EMERGENCY

ORGANIZATIONAL RESOURCES

(ADD YOUR INTERNAL RESOURCES, AS APPLICABLE)

- Medically Trained Staff (if applicable)
-
-

COMMUNITY RESOURCES

(ADD YOUR LOCAL COMMUNITY RESOURCES, AS APPLICABLE)

- Fire Department
- Emergency Medical Services
- Regional Health District
- Hospital
-
-
-

RESPONSE ACTIONS/RESPONSIBILITIES

(ADD YOUR OWN ACTIONS/RESPONSIBILITIES AS APPLICABLE, COMPLETE ANY CRITICAL INCIDENT REPORT THAT YOUR ORGANIZATION MAY HAVE, AS APPLICABLE)

1. Identify the affected individual(s).
2. Call 9-1-1 for Fire Dept. and Emergency Medical Services response and summon staff members trained in First Aid, if applicable.
3. Insure safety of persons and staff and use universal precautions to avoid exposure to bloodborne pathogens. Notify Management.
4. If contagion is suspected, notify the local Health Department and follow their directions.
5. Consult with emergency medical responders and/or the Health Department to determine whether to implement the Evacuation or Shelter in Place Plan.

[Type Your Organizational Name]

EMERGENCY: MEDICAL EMERGENCY- EPIDEMIC/PANDEMIC

ORGANIZATIONAL RESOURCES

(ADD YOUR INTERNAL RESOURCES, AS APPLICABLE)

- Medically Trained Staff (if applicable)
-
-

COMMUNITY RESOURCES

(ADD YOUR LOCAL COMMUNITY RESOURCES, AS APPLICABLE)

- Emergency Medical Services
- Regional Health District
- Hospital
- CDC
- Department of Health
- County Emergency Management

RESPONSE ACTIONS/RESPONSIBILITIES

(ADD YOUR OWN ACTIONS/RESPONSIBILITIES AS APPLICABLE, COMPLETE ANY CRITICAL INCIDENT REPORT THAT YOUR ORGANIZATION MAY HAVE, AS APPLICABLE)

1. Follow your local flu situation through close communication with state, tribal, local, and territorial public health officials.
2. Encourage employees, guests, students, etc. to get a seasonal flu vaccine and a pandemic flu vaccine as soon as they are available.
3. Through education and the provision of supplies, encourage employees, guests, students, etc. to take everyday preventive actions, including covering coughs and sneezes, washing hands often, staying home when sick, and cleaning surfaces and objects routinely.
4. Cross-train employees to ensure coverage in case people need to stay home when sick.
5. Separate sick persons from well persons, and send sick persons home as soon as possible.
6. Implement more flexible sick-leave policies that encourage employees, guests, students, etc. to stay home when sick or when caring for sick family members.
7. Discourage the use of perfect attendance awards.
8. Temporarily close facilities to increase space between people (social distancing) when a pandemic is severe in terms of how quickly flu is spreading and how sick people are getting.
9. Discourage employees, guest, students, etc. from gathering in other places when the organization is closed.

[Type Your Organizational Name]

EMERGENCY: MEDICAL EMERGENCY- EPIDEMIC/PANDEMIC

10. If there must be groups, keep them small, such as less than 6 people. Make sure groups consist of the same persons each day.
11. Consider alternative work schedules and shifts that reduce the number of people working together.
12. Consider holding meetings remotely to reduce contact between people.
13. Offer employees the option to work from home.

[Type Your Organizational Name]

**EMERGENCY: MEDICAL EMERGENCY - SEVERE INJURY OF A GUEST,
EMPLOYEE, STUDENT, ETC**

ORGANIZATIONAL RESOURCES

(ADD YOUR INTERNAL RESOURCES, AS APPLICABLE)

- Medically Trained Staff (if applicable)
- Organizational Counselor
-
-
-

COMMUNITY RESOURCES

(ADD YOUR LOCAL COMMUNITY RESOURCES, AS APPLICABLE)

- Law Enforcement
- Fire Department
- Emergency Medical Services
-
-
-

RESPONSE ACTIONS/RESPONSIBILITIES

(ADD YOUR OWN ACTIONS/RESPONSIBILITIES AS APPLICABLE, COMPLETE ANY CRITICAL INCIDENT REPORT THAT YOUR ORGANIZATION MAY HAVE, AS APPLICABLE)

1. Call 9-1-1 and Management.
2. Notify certified medically trained personnel in the building immediately, if applicable. If possible, isolate affected individual.
3. Contact local Emergency Medical Services
4. Designate staff person to remain with the injured/ill person until help arrives.
5. Manager or designee may notify injured/ill person's emergency contact.
6. Manager may provide counseling services for those who need assistance.

[Type Your Organizational Name]

EMERGENCY: MULTIPLE CASUALTY INCIDENT

ORGANIZATIONAL RESOURCES

(ADD YOUR INTERNAL RESOURCES, AS APPLICABLE)

- Blood Borne Pathogens Precautions
- Shelter in Place Plan
- Evacuation/Relocation Plan
-
-

COMMUNITY RESOURCES

(ADD YOUR LOCAL COMMUNITY RESOURCES, AS APPLICABLE)

- Fire Department
- Emergency Medical Services
- Hospitals
- County Emergency Management
-
-

RESPONSE ACTIONS/RESPONSIBILITIES

(ADD YOUR OWN ACTIONS/RESPONSIBILITIES AS APPLICABLE, COMPLETE ANY CRITICAL INCIDENT REPORT THAT YOUR ORGANIZATION MAY HAVE, AS APPLICABLE)

1. Report on status of injured persons and injury causing event to the Management. Move uninjured persons out of area away from potential harm.
2. Call 9-1-1 for Emergency Medical Services response. Report the nature and seriousness of injuries.
3. Determine whether staff members can safely intervene to mitigate a continuing situation; e.g. stop a fight, extinguish a small fire, shut off water, electricity or gas, provide first aid.
4. Upon arrival of emergency personnel, report the extent of injuries, locations of injured persons and actions already taken.
5. Coordinate with first responders to assist in identification of casualties and establish procedures for determining treatment destination of injured persons, and for family member notification and reunification.

[Type Your Organizational Name]

EMERGENCY: POISONING

ORGANIZATIONAL RESOURCES

(ADD YOUR INTERNAL RESOURCES, AS APPLICABLE)

- Medically Trained Staff (if applicable)
- Food Services Director
-
-

COMMUNITY RESOURCES

(ADD YOUR LOCAL COMMUNITY RESOURCES, AS APPLICABLE)

- Fire Department
- Emergency Medical Services
- Regional Health District
- Poison Control Center
- Department of Health
-
-

RESPONSE ACTIONS/RESPONSIBILITIES

(ADD YOUR OWN ACTIONS/RESPONSIBILITIES AS APPLICABLE, COMPLETE ANY CRITICAL INCIDENT REPORT THAT YOUR ORGANIZATION MAY HAVE, AS APPLICABLE)

1. Upon report of possible poisoning incident, attempt to determine how isolated or widespread the incident is or may become.
2. Call 9-1-1 for emergency assistance, the local Health Department, or the Poison Control Center for on-going assistance with the incident.
3. Determine the route of poison creating the incident; i.e. ingestion, inhalation, absorption, dermal contact.
4. Determine the source of the poison creating the incident; e.g., contaminated food or drink (hepatitis-A, salmonella, E-coli, etc.), prescription or over-the-counter medicines, alcohol, illegal drugs, toxic vapors, hazardous chemicals, pesticides. Obtain MSDS if available.
5. Attempt to determine the exact poison involved.
6. Determine if treatment is readily available.
7. Initiate monitoring for other potential victims.

[Type Your Organizational Name]

EMERGENCY: RADIOLOGICAL INCIDENT

ORGANIZATIONAL RESOURCES

(ADD YOUR INTERNAL RESOURCES, AS APPLICABLE)

- Evacuation/Relocation Plan
- Shelter in Place Plan
-
-
-

COMMUNITY RESOURCES

(ADD YOUR LOCAL COMMUNITY RESOURCES, AS APPLICABLE)

- Fire Department
- County Emergency Management
- Department of Health (State)
-
-
-

RESPONSE ACTIONS/RESPONSIBILITIES

(ADD YOUR OWN ACTIONS/RESPONSIBILITIES AS APPLICABLE, COMPLETE ANY CRITICAL INCIDENT REPORT THAT YOUR ORGANIZATION MAY HAVE, AS APPLICABLE)

1. In coordination with the local Fire Department or Emergency Management Office, conduct a hazard assessment, and determine whether to implement Shelter in Place Plan or Evacuation Plan procedures.
2. If Shelter in Place Plan is recommended, close off all outside air intakes and curtail all outdoor activities.
3. If Evacuation Plan is implemented, consider ceasing normal operations, depending on the time of day.
4. Follow the instructions of your local emergency services.

[Type Your Organizational Name]

EMERGENCY: ROBBERY

ORGANIZATIONAL RESOURCES

(ADD YOUR INTERNAL RESOURCES, AS APPLICABLE)

- Lock Down Plan
- On-site Security (if applicable)
-
-

COMMUNITY RESOURCES

(ADD YOUR LOCAL COMMUNITY RESOURCES, AS APPLICABLE)

- Local Law Enforcement
- Emergency Medical Services
-
-
-

RESPONSE ACTIONS/RESPONSIBILITIES

(ADD YOUR OWN ACTIONS/RESPONSIBILITIES AS APPLICABLE, COMPLETE ANY CRITICAL INCIDENT REPORT THAT YOUR ORGANIZATION MAY HAVE, AS APPLICABLE)

1. Remain calm. Avoid violence.
2. Follow the instructions of the robber.
3. Treat the robber as normally as possible and with respect.
4. Do not surprise the robber.
5. Inform the robber before you reach for something.
6. Note the robber's facial features, height, weight, clothing, weapon, number of accomplices, and car, along with anything else that may help police identify him/her.
7. After the incident is over, call 9-1-1.
8. If possible, cordon off the area around the crime scene.
9. Do not touch anything the robber may have touched.
10. Provide as much information about the robber, direction he/she left in, vehicle, etc. to authorities.
11. Assess counseling needs of victim(s) or witness(es).

[Type Your Organizational Name]

EMERGENCY: SUICIDE THREATS/ATTEMPTS OR COMPLETION ON ORGANIZATIONAL PROPERTY

ORGANIZATIONAL RESOURCES

(ADD YOUR INTERNAL RESOURCES, AS APPLICABLE)

- Medically Trained Staff (if applicable)
- Organizational Counselor
-
-
-

COMMUNITY RESOURCES

(ADD YOUR LOCAL COMMUNITY RESOURCES, AS APPLICABLE)

- Law Enforcement
- Fire Department
- Emergency Medical Services
-
-
-

RESPONSE ACTIONS/RESPONSIBILITIES

(ADD YOUR OWN ACTIONS/RESPONSIBILITIES AS APPLICABLE, COMPLETE ANY CRITICAL INCIDENT REPORT THAT YOUR ORGANIZATION MAY HAVE, AS APPLICABLE)

1. Call either the National Crisis Line (1-800-273-8255) or your local crisis line, if applicable; call 9-1-1 if medical attention is needed.
2. Calm the suicidal person by listening to person, without showing judgment or lecturing. (Remember the employee or guest may be overwhelmed or confused as well as ambivalent)
3. Notify guidance counselor and local mental health responders immediately, if applicable.
4. Get vital information if possible. (name, address, home phone number, next of kin's number)
5. Try to isolate suicidal person from others. Clear other persons from the scene.
6. Assure the suicidal person that he/she has done the right thing by talking to you. Assure the person that help is coming, if appropriate.
7. Remove means of committing suicide, i.e. pills, weapon, if possible.
8. Stay with suicidal person until counselor/suicide intervention arrives. **Do not leave a suicidal person alone. Do not lose patience nor argue with the individual about suicide being right or wrong.**
9. In the event of an actual suicide, contact law enforcement, cordon off the area, and do not touch or move the body or any items on the scene.

[Type Your Organizational Name]

EMERGENCY: SUICIDE THREATS/ATTEMPTS OR COMPLETION ON ORGANIZATIONAL PROPERTY

IMPLEMENT POST-CRISIS INTERVENTION:

1. Manager should meet with mental health workers to determine what level of intervention is needed.
2. An employee meeting will be held as soon as possible after the suicide occurs to ensure that all employees are informed of facts surrounding the incident. Advise the employee that the Public Information Designee will communicate with the media, if needed.
3. Media should not be allowed access to persons on organizational property.
4. Employees will refer high-risk employees who may need counseling:
 - a. Friends and/or relatives of deceased
 - b. Employees who experienced a recent death in the family or circle of friends
 - c. Any person who participated in any way (wrote suicide note or provided means for suicide)
 - d. Employees who feel guilty (recently had an argument or fight with deceased)
 - e. Any employees who knew of suicide plans and kept them secret or did not take the suicide person seriously
 - f. Any employees who have a personal history of suicidal threats or attempts
 - g. Any employees who identified with the deceased's situation
5. Peer counseling should NOT be allowed.
6. A memorial service or anything to glamorize or romanticize the suicide should not be held at the organization without the next of kin's consent.

[Type Your Organizational Name]

EMERGENCY: SUSPICIOUS ACTIVITY

ORGANIZATIONAL RESOURCES

(ADD YOUR INTERNAL RESOURCES, AS APPLICABLE)

- Lock Down Plan
- On site Security (if applicable)
-
-

COMMUNITY RESOURCES

(ADD YOUR LOCAL COMMUNITY RESOURCES, AS APPLICABLE)

- Law Enforcement
- Emergency Medical Services
-
-
-

RESPONSE ACTIONS/RESPONSIBILITIES

(ADD YOUR OWN ACTIONS/RESPONSIBILITIES AS APPLICABLE, COMPLETE ANY CRITICAL INCIDENT REPORT THAT YOUR ORGANIZATION MAY HAVE, AS APPLICABLE)

Suspicious Activity is often the precursor to violent or criminal behavior and should be reported immediately. *When in doubt, trust your instincts.*

If You Witness Suspicious Activity or Behavior:

1. Remain calm.
2. Whenever possible, avoid becoming directly involved in the situation yourself.
3. Move to a safe area and immediately report your observations to the police.
4. If the situation appears related to criminal activity or is potentially life threatening, call 9-1-1. In all other cases, dial the police non-emergency number. If there are no telephones immediately available and it is safe to do so, send someone to notify the police.
5. Provide the dispatcher/responders with the nature and location of the activity.
6. Remain on the line to answer questions and provide other critical information.

[Type Your Organizational Name]

EMERGENCY: SUSPICIOUS ACTIVITY

Suspicious Activity may take many forms and may be indicated by any of the following :

1. Persons in unauthorized areas.
2. Someone peering into offices, cars, or secured areas.
3. Someone acting furtively, avoiding eye contact, or leaving an area quickly when seen or approached.
4. A person appearing to be nervous, sweating, or mumbling.
5. Someone not responding to direct salutations or authoritative commands.
6. Loitering in or repeatedly traveling through an area, for no apparent reason.
7. Open or broken doors and windows at a closed building or an unoccupied office.
8. A vehicle that has been abandoned or parked for an unusual period of time.
9. A vehicle emitting a strong, unusual, or chemical odor.
10. Vehicles commonly used for deliveries (i.e., trucks, vans, or trailers) parked in unusual locations.

(Note that this list does not cover all types of suspicious activity and is simply just a few examples.)

[Type Your Organizational Name]

EMERGENCY: SUSPICIOUS SUBSTANCE/MAIL

ORGANIZATIONAL RESOURCES

(ADD YOUR INTERNAL RESOURCES, AS APPLICABLE)

- Evacuation/Relocation Plan
- Shelter in Place Plan
-
-
-

COMMUNITY RESOURCES

(ADD YOUR LOCAL COMMUNITY RESOURCES, AS APPLICABLE)

- Fire Department
- Emergency Medical Services
- Law Enforcement
- County Emergency Management
- Health Department
-
-

RESPONSE ACTIONS/RESPONSIBILITIES

(ADD YOUR OWN ACTIONS/RESPONSIBILITIES AS APPLICABLE, COMPLETE ANY CRITICAL INCIDENT REPORT THAT YOUR ORGANIZATION MAY HAVE, AS APPLICABLE)

1. If a suspicious substance is found, that is not associated with mail, and that substance is suspected to be hazardous:
 - Isolate the area so that exposure to other people is minimized.
 - Shut down and secure the affected area, but don't clean up the unidentified substance.
 - Contact local fire department/law enforcement, as applicable.

Suspicious substance involving mail/packages

2. Label mail as suspicious if:
 - It's unexpected or from someone you don't know.
 - It's handwritten and has no return address or bears one that you can't confirm as legitimate.
 - It's lopsided or lumpy in appearance and/or stained.
 - It's sealed with excessive amounts of tape and it has excessive amounts of postage on it.

[Type Your Organizational Name]

EMERGENCY: SUSPICIOUS SUBSTANCE/MAIL

3. If mail meets a number of the above criteria, contact local law enforcement.

4. What to do with a suspicious piece of mail:
 - Handle item as little as possible.
 - Do not shake, drop or sniff it.
 - Place item in a plastic bag, as applicable.
 - Wash hands thoroughly with soap and hot water.

CAUTION

- **DO NOT**
 - Touch or inhale.
- **DO**
 - Wash after contact.

[Type Your Organizational Name]

EMERGENCY: THREAT AGAINST ORGANIZATION, EMPLOYEES, GUESTS, STUDENTS, ETC. (AS APPLICABLE)

ORGANIZATIONAL RESOURCES

(ADD YOUR INTERNAL RESOURCES, AS APPLICABLE)

- Manager
- On site Security (if applicable)
- Lock Down Plan
-
-

COMMUNITY RESOURCES

(ADD YOUR LOCAL COMMUNITY RESOURCES, AS APPLICABLE)

- Law Enforcement
- Emergency Medical Services
-
-
-

RESPONSE ACTIONS/RESPONSIBILITIES

(ADD YOUR OWN ACTIONS/RESPONSIBILITIES AS APPLICABLE, COMPLETE ANY CRITICAL INCIDENT REPORT THAT YOUR ORGANIZATION MAY HAVE, AS APPLICABLE)

Your first duty is to ensure the safety of yourself and those you are responsible for at the organization. Do not meet with anyone who has threatened you or is an obvious danger to you.

VERBALLY ABUSIVE BEHAVIOR

1. Remain calm. Try to calm the person down.
2. Try to listen carefully and pay attention to what is said. Let the person know that you will help within your ability to do so.
3. If the individual does not respond, get the attention of others around you.
4. Notify the organization's counselor, if applicable.
5. If the situation is escalating or if you feel there is an immediate threat, contact on-site security (as applicable) and/or local law enforcement.
6. If necessary, leave your workspace.

[Type Your Organizational Name]

EMERGENCY: THREAT AGAINST ORGANIZATION, EMPLOYEES, GUESTS, STUDENTS, ETC. (AS APPLICABLE)

PHYSICALLY AGGRESSIVE BEHAVIOR

1. Do not engage the physically aggressive person. Leave your workspace immediately. Go to a location with other people.
2. Advise your manager and other staff.
3. Call the On-site security (as applicable) and/or local law enforcement.

GUIDELINES FOR DEALING WITH A POTENTIALLY VIOLENT SITUATION

1. Alert a colleague that you will be meeting with a potentially violent person and have the colleague ready to assist. Have on-site security available or with you as circumstances dictate, if applicable.
2. Keep the door of your meeting place open and position yourself in an area that gives you an easy exit.
3. Be aware of and remove any object that could be used as a weapon, if safe to do so.
4. If your instinct tells you something is wrong, leave immediately.
5. Avoid challenging or arguing with the person.
6. End the conversation if the person remains belligerent and does not respond to your efforts.
7. If a weapon becomes evident, leave. If that is not possible, calmly ask the person to leave any weapon in a neutral position as you continue talking calmly. Notify law enforcement as soon as possible.
8. Never agree to go to an unmonitored location with a potentially violent person.
9. After the meeting is over, report any unacceptable behavior or threats to your manager, administrator, or law enforcement, as warranted.

[Type Your Organizational Name]

EMERGENCY: UNIDENTIFIED PERSON/TRESPASSER ON PROPERTY

ORGANIZATIONAL RESOURCES

(ADD YOUR INTERNAL RESOURCES, AS APPLICABLE)

- On site Security (if applicable)
- Lock Down Plan
-
-
-

COMMUNITY RESOURCES

(ADD YOUR LOCAL COMMUNITY RESOURCES, AS APPLICABLE)

- Law Enforcement
-
-
-

RESPONSE ACTIONS/RESPONSIBILITIES

(ADD YOUR OWN ACTIONS/RESPONSIBILITIES AS APPLICABLE, COMPLETE ANY CRITICAL INCIDENT REPORT THAT YOUR ORGANIZATION MAY HAVE, AS APPLICABLE)

1. Notify On-site Security (if applicable) and call 9-1-1
2. Greet the intruder and ask for identification and purpose for being on the property.
3. Inform the intruder of the organization's policy concerning visitors within the organization, if applicable.
4. If the intruder's purpose is not legitimate, ask him/her to leave. Accompany the intruder to the closest exit.
5. If the intruder refuses to leave:
 - a. On-site Security, if applicable, or Manager will warn the intruder of the consequences for staying on the property. Manager will immediately notify the police.
 - b. Walk away from the intruder if you think he/she will become violent. Be aware of the intruder's actions at the time (where he/she is located in the building, whether he/she is carrying a weapon or package, etc.)

THE MANAGER MAY ISSUE LOCK-DOWN PROCEDURES IF NEEDED.

[Type Your Organizational Name]

EMERGENCY: UTILITY FAILURE

ORGANIZATIONAL RESOURCES

(ADD YOUR INTERNAL RESOURCES, AS APPLICABLE)

- Evacuation/Relocation plan
- Battery operated lighting
- Backup generators
-
-

COMMUNITY RESOURCES

(ADD YOUR LOCAL COMMUNITY RESOURCES, AS APPLICABLE)

- Utility Provider
- Emergency Services, If needed
-
-

RESPONSE ACTIONS/RESPONSIBILITIES

(ADD YOUR OWN ACTIONS/RESPONSIBILITIES AS APPLICABLE, COMPLETE ANY CRITICAL INCIDENT REPORT THAT YOUR ORGANIZATION MAY HAVE, AS APPLICABLE)

For electricity disruption:

1. Locate flashlights or other battery operated lighting, if applicable.
2. Evaluate problem; determine if problem is on-site or off-site.
3. On-site: Determine if problem can be corrected or if there are safety hazards affecting building occupants. Determine if life-safety systems have been affected. Isolate hazardous areas and/or evacuate the building as appropriate.
4. Off-site: Ask utility supplier to determine probable duration of outage. Determine if life-safety systems have been affected. Isolate hazardous areas and/or evacuate the building as appropriate.
5. Determine if critical operating systems have been affected. These may include: HVAC systems, computer systems, communications and signaling systems.
6. Determine if building operations should be curtailed or canceled.
7. Evaluate problem, commence appropriate remedial action. Coordinate with Fire Department, Emergency Management, utility supplier, electrical engineers or contractors as appropriate.
8. Resume normal activities upon restoration of power.

[Type Your Organizational Name]

EMERGENCY: UTILITY FAILURE

For Water Supply Disruption

1. Upon detection of drinking water contamination or supply system disruption, notify Property Manager.
2. Evaluate problem and commence remedial response. If the problem is due to contamination of the water supply, contact the Local Health Department or Utility Service to determine extent of problem.
3. In consultation with Health Department, determine if organization can remain open. If so, secure all contaminated water sources. Arrange for bottled water supply if needed.
4. In consultation with other public officials, discontinue operations, as appropriate.
5. At conclusion of the disruption, notify staff of return to normal operations.

[Type Your Organizational Name]

EMERGENCY: VEHICLE ACCIDENT INVOLVING ORGANIZATIONAL VEHICLES
(OTHER THAN SCHOOL BUS)

ORGANIZATIONAL RESOURCES

(ADD YOUR INTERNAL RESOURCES, AS APPLICABLE)

- Medically Trained Staff (if applicable)
- Bloodborne Pathogens Procedures
-
-
-

COMMUNITY RESOURCES

(ADD YOUR LOCAL COMMUNITY RESOURCES, AS APPLICABLE)

- Fire Department
- Emergency Medical Services
- Law Enforcement
- Local Hospitals
-
-
-

RESPONSE ACTIONS/RESPONSIBILITIES

(ADD YOUR OWN ACTIONS/RESPONSIBILITIES AS APPLICABLE, COMPLETE ANY CRITICAL INCIDENT REPORT THAT YOUR ORGANIZATION MAY HAVE, AS APPLICABLE)

1. Call 9-1-1 to request Law Enforcement. If injuries have occurred, then also contact the Fire Department and Emergency Medical Services
2. Upon report of a vehicle accident involving employees, determine the following:
 - Did any deaths or injuries occur?
 - Were other non-employees involved (i.e. Volunteers)?
 - Does the organization own or lease the vehicle?
3. In an injury accident where an employee was driving and covered by insurance, arrange for post-accident drug and alcohol testing.

[Type Your Organizational Name]

EMERGENCY: VIOLENT CRIME ON PROPERTY

ORGANIZATIONAL RESOURCES

(ADD YOUR INTERNAL RESOURCES, AS APPLICABLE)

- Medically Trained Staff (if applicable)
- Organizational Counselors
- On-site Security (if applicable)
-
-

COMMUNITY RESOURCES

(ADD YOUR LOCAL COMMUNITY RESOURCES, AS APPLICABLE)

- Ambulance
- Local Law enforcement
- Social Services
-
-

RESPONSE ACTIONS/RESPONSIBILITIES

(ADD YOUR OWN ACTIONS/RESPONSIBILITIES AS APPLICABLE, COMPLETE ANY CRITICAL INCIDENT REPORT THAT YOUR ORGANIZATION MAY HAVE, AS APPLICABLE)

THE FOLLOWING PROCEDURES MUST BE FOLLOWED IF AN EMPLOYEE SUSPECTS PHYSICAL ABUSE OR SEXUAL ABUSE:

If the alleged offender is NOT associated with the organization AND the abuse/attack did NOT occur on organization grounds or at a sponsored activity:

1. Contact Law Enforcement immediately.
2. Do NOT investigate beyond who, what, when, where.
3. Do NOT contact the alleged offender.

When the alleged offender is a GUEST, EMPLOYEE, VOLUNTEER, STUDENT, ETC.:

1. Contact local Law Enforcement and management.
2. Do NOT bring witnesses together.
3. Do NOT ask witnesses to write down their stories.
4. Do NOT contact the alleged offender.
5. Do NOT bring the victim and the alleged offender in together.
6. Do NOT contact the victim's family. (Leave this to the officials)

[Type Your Organizational Name]

EMERGENCY: VIOLENT INTRUDER

ORGANIZATIONAL RESOURCES

(ADD YOUR INTERNAL RESOURCES, AS APPLICABLE)

- On-site Security (if Applicable)

-

-

COMMUNITY RESOURCES

(ADD YOUR LOCAL COMMUNITY RESOURCES, AS APPLICABLE)

- Law Enforcement

- Emergency Medical Services

-

-

RESPONSE ACTIONS/RESPONSIBILITIES

(ADD YOUR OWN ACTIONS/RESPONSIBILITIES AS APPLICABLE, COMPLETE ANY CRITICAL INCIDENT REPORT THAT YOUR ORGANIZATION MAY HAVE, AS APPLICABLE)

When a hostile person(s) is actively causing deadly harm or the imminent threat of deadly harm within a building, the following procedures should be followed:

1. If the incident is not occurring in your immediate proximity, all personnel should immediately evacuate the floor, *if it reasonably safe to do so*, through the use of a stairwell – DO NOT USE THE ELEVATOR. Personnel should evacuate to the lower floors or from the building entirely. If it is not reasonably safe to evacuate, personnel should initiate lock down procedures by moving to the nearest designated safe room. *Designated safe rooms are locations that have solid doors which can be secured from the inside, have no interior windows, are equipped with communication devices (i.e. radios, telephones), and have emergency medical equipment inside.*
2. Under no circumstances should personnel leave the safe room or allow entry to outside persons until the 'all clear' is given by law enforcement or other competent authority and the incident has been resolved. Once inside the safe room, personnel should treat any injuries (if applicable) and call 9-1-1 to report the incident.
3. If personnel are not able to evacuate or initiate lock down procedures and their safety is in imminent danger, **AS A LAST RESORT ONLY**, it should be recommended that personnel take offensive action against the offender by using large items such as chairs, fire extinguishers, computers, etc. – as protection and as improvised weapons – to disarm and/or disrupt the offender's attack.

[Type Your Organizational Name]

EMERGENCY: VIOLENT INTRUDER

4. Once Law Enforcement arrives, obey all commands. This may involve being handcuffed or made to put your hands in the air. This is done for safety reasons and once circumstances are evaluated by the police, they will give you further directions to follow.

WHAT IS AN

ACTIVE SHOOTER

An active shooter is an individual actively engaged in the killing or attempting to kill people in a confined and populated area, typically through the use of firearms.

RESPONDING TO AN

ACTIVE SHOOTER

- The event is unpredictable and evolves quickly.
- Be aware of your surroundings and any possible dangers.
- Take note of the two nearest exits in any facility you visit.
- If you are in an office, stay there and secure the door.
- Attempt to take the active shooter down as a LAST RESORT.

HOW TO RESPOND

1. EVACUATE

- Have an escape route and plan in mind.
- Leave your belongings behind.
- Keep your hands visible.

2. HIDE OUT

- Hide in an area out of the shooter's view.
- Block entry to your hiding place and lock the doors.
- Silence your cell phone and/or pager.

3. TAKE ACTION

- As a LAST RESORT and only if your life is in imminent danger.
- Attempt to incapacitate the shooter.
- Act with physical aggression.

WHEN LAW ENFORCEMENT ARRIVES

- Remain calm and follow instructions, put down any items in your hands, and raise hands and spread fingers.
- Avoid quick movements toward officers, such as holding onto them for safety.
- Avoid pointing, screaming, or yelling.
- Do not stop to ask officers for help or directions when evacuating.

INFORMATION

YOU SHOULD PROVIDE TO LAW ENFORCEMENT OR 911 OPERATOR

- Location of the shooter.
- Number of shooters.
- Physical description of shooters.
- Number and type of weapons held by the shooters.
- Number of potential victims at the location.

CALL 911 WHEN IT IS SAFE TO DO SO



[Type Your Organizational Name]

EMERGENCY: WEAPONS ON ORGANIZATIONAL PROPERTY

ORGANIZATIONAL RESOURCES

(ADD YOUR INTERNAL RESOURCES, AS APPLICABLE)

- Lock Down Plan
- On-site Security (if applicable)
-
-

COMMUNITY RESOURCES

(ADD YOUR LOCAL COMMUNITY RESOURCES, AS APPLICABLE)

- Local Law Enforcement
- Emergency Medical Services
-
-
-

RESPONSE ACTIONS/RESPONSIBILITIES

(ADD YOUR OWN ACTIONS/RESPONSIBILITIES AS APPLICABLE, COMPLETE ANY CRITICAL INCIDENT REPORT THAT YOUR ORGANIZATION MAY HAVE, AS APPLICABLE)

If an employee, guest, or intruder is suspected of bringing a weapon into the building or on to organizational property:

1. Management should be notified immediately.
2. If unavailable, call 9-1-1.
3. Management should be notified of the name of the suspected person who has brought the weapon, where the weapon is supposedly located, if the suspect has threatened anyone, or any other details that may prevent the suspect from hurting someone or himself/herself.
4. Management may notify Law Enforcement, as necessary, depending on the circumstances of the incident.

If the suspect threatens a member of the organization (employee or guest) with a weapon:

1. Remain calm and avoid violence.
2. Follow the instructions of the suspect.
3. Treat the suspect as normal as possible and with respect.
4. Do not try to seize the weapon.

[Type Your Organizational Name]

EMERGENCY: WEAPONS ON ORGANIZATIONAL PROPERTY

If the weapon is in the hands of a student (as applicable):

1. Remain calm.
2. Try to isolate him/her from others in the building.
3. Get help.
4. Avoid heroics.
5. Don't threaten.
6. Keep a safe, non-intimidating distance.

[Type Your Organizational Name]

EMERGENCY: WEATHER-RELATED INCIDENT

ORGANIZATIONAL RESOURCES

(ADD YOUR INTERNAL RESOURCES, AS APPLICABLE)

- A Weather Radio
- Shelter in Place Plan
-
-

COMMUNITY RESOURCES

(ADD YOUR LOCAL COMMUNITY RESOURCES, AS APPLICABLE)

- Emergency Alert System
- County Emergency Management
- Local and State Law Enforcement
- Emergency Medical Services
-
-

RESPONSE ACTIONS/RESPONSIBILITIES

(ADD YOUR OWN ACTIONS/RESPONSIBILITIES AS APPLICABLE, COMPLETE ANY CRITICAL INCIDENT REPORT THAT YOUR ORGANIZATION MAY HAVE, AS APPLICABLE)

Severe weather:

1. During periods of severe weather watches or warnings, the Emergency Alert System, a weather radio, and television broadcasts will carry announcements of current conditions. Heed warnings and take precautions as advised to minimize injury or property damage.
2. Notify Management.
3. Based upon National Weather Service and/or county Emergency Management advice, implement Shelter in Place Plan.
4. Emergency response will be activated based on advice of the National Weather Service. Ceasing normal operations may be advised in response to predicted severe conditions.
5. During electrical storms, summon all persons into building. Avoid glass doors, windows, telephones, and all electrical appliances, including computers.

[Type Your Organizational Name]

EMERGENCY: WEATHER-RELATED INCIDENT

Tornado:

If a TORNADO WATCH (issued when weather conditions are conducive for the event to occur) has been issued in an area near the organization, the management will:

1. Keep a close watch on cloud conditions in the vicinity of the organization and monitor Emergency Alert Stations on battery-operated radio or National Weather Service, Weather Channel, etc.
2. All people on organizational grounds will be brought inside the building.
3. Employees will close windows and blinds.
4. Employees should review their Shelter in Place Plan and be prepared to take cover.

If a TORNADO WARNING (A warning is issued when the weather event is happening now) has been issued or tornado has been spotted in the nearby area, the management will:

1. Move employees and guests to safe areas as designated by the building safety plan. Doors and windows should be closed.
2. Managers will account for all employees.
3. All persons should move to interior rooms of the building away from outside walls and windows.
4. All persons will be instructed to position themselves under sturdy furniture in areas where it is available; all present will use their arms to protect their head.
5. A designated employee will shut off the gas, as applicable.
6. All persons on grounds will remain in their safe areas until warning expires or until emergency personnel have issued an all-clear signal.
7. If the building has been damaged, 9-1-1 will be called by management or emergency personnel. Assess the damage and order an evacuation, if necessary.
8. Your County Emergency Management Office should be notified.

Thunder/Lightning Storm:

1. Use a battery-operated Weather Radio for updates from local officials, if able.
2. Avoid contact with corded phones and devices including those plugged into electric for recharging. Cordless and wireless phones not connected to wall outlets are OK to use.
3. Avoid contact with electrical equipment or cords. Unplug appliances and other electrical items such as computers and turn off air conditioners. Power surges from lightning can cause serious damage.
4. Avoid contact with plumbing. Do not wash your hands, take a shower, wash dishes, or do laundry. Plumbing and bathroom fixtures can conduct electricity.
5. Come indoors. Stay away from windows and doors and stay off porches.

[Type Your Organizational Name]

EMERGENCY: WEATHER-RELATED INCIDENT

6. Do not lie on concrete floors or lean against concrete walls.
7. Avoid natural lightning rods such as a tall, isolated tree in an open area.
8. Avoid contact with anything metal.

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Recovery

Planning for recovery should be done in the preparedness phase. Recovery requires organizations to focus, not only on their facility and their operations, but on their people as well. Organizations should take as much time as needed and recognize that recovery is not always linear.

Recovery starts with determining the roles and responsibilities for who will assist in recovery. Personnel within the organization, as well as outside service providers; who are vital to recovery, should be identified before an incident occurs. It is common for many unsolicited offers of assistance from outside an organization to be made after an emergency. With prior planning, these resources can be helpful.

A significant part of recovery is providing a supportive environment. Organizations should be prepared to handle the emotional impact caused by an emergency, which will vary depending on the nature and duration of the incident. It is recommended that organizations be prepared to offer the appropriate intervention services for staff, students, families, etc as needed.

It is also important to critically evaluate the incident – from the mitigation and prevention steps taken, preparedness efforts made, actual response, and recovery efforts – in order to improve the organization’s emergency plan, so to be better prepared for the next incident. The goal of recovery is to return to normal, or as close to normal, operations as possible following an incident. Most experts agree that returning to a “routine” after a crisis helps people cope with what has occurred.

Achieving recovery

Each organization defines successful recovery outcomes differently based on its circumstances, challenges, recovery vision, and priorities. While one organization may characterize success as a return to ‘normal’ operations; another may see success as having the opportunity to make changes as result of the emergency. Although no single definition fits all situations, according to Federal Emergency Management Agency’s [National Disaster Recovery Framework](#) (2011), successful recoveries do share some commonalities:

- The organization successfully overcomes the physical, emotional, and environmental impacts of the incident.
- It reestablishes an economic and social base that instills confidence in its members.
- It rebuilds by integrating the functional needs of all employees and reducing its vulnerability to all hazards facing it.

- The entire organization demonstrates a capability to be prepared, responsive, and resilient in dealing with the consequences of emergencies.

The *National Disaster Recovery Framework* also explains that past experience has shown that the presence of certain factors in an organization can help to ensure a successful recovery. These factors include:

- **Effective decision making and coordination.** Businesses, nonprofits, and/or communities' leadership should make timely decisions that best achieve recovery.
- **Integration of organization recovery planning processes.** Organizational preparation provides a foundation for recovery that will improve the speed and quality of recovery decision making.
- **Well-managed recovery.** Well-established, pre-emergency partnerships at all levels, such as government and even other private organizations help to drive a successful recovery.
- **Proactive engagement, public participation, and public awareness.** All community perspectives should be represented in all phases of emergency and recovery planning.
- **Well-administered financial acquisition.** Recovery management programs should support the development and maintenance of adequate financial monitoring and accounting systems for new and large levels of investment. Management programs include systems that detect and deter fraud, waste, and abuse of resources.
- **Organizational flexibility.** Organizational structures for coordinating recovery assistance should be scalable and flexible. Increasing pre-emergency partnerships help reduce or avoid the challenges of establishing new partnerships during the actual recovery process when it can be more difficult.
- **Resilient rebuilding.** Recovery is an opportunity for organizations to rebuild in a manner which reduces or eliminates risk from future emergencies.

While all of these factors are great for helping with a recovery, essentially only you – the organization – can come up with a successful recovery plan. Just remember that successful recovery depends on all recovery stakeholders having a clear understanding of their roles and responsibilities before, during, and after an emergency.

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