

**West Virginia Department of Transportation
Division of Public Transit
Emergency Procedures Quick Reference Guide
2007 Edition**



How to Use This Quick Reference Guide

This quick reference guide outlines recommended procedures taken from the main SPIDER manual for responding to emergencies. A copy of this guide should be kept handy at all times.

The Guide is presented in six sections that are color coded for easy reference. The first section (Yellow) provides emergency contact information. You should immediately add the contact information for your service area in the space provided. The second section (Orange) provides information for emergencies taking place in buildings. The third section (Peach) provides information for personal injuries. The fourth section (White) provides information for vehicle emergencies. The fifth section (Blue) provides information on natural disasters and weather incidents. The sixth and final section (Orchid) contains information on criminal acts such as burglary, assault, etc. The manual is provided in a three-ring binder which will allow you to update and add information as appropriate.

Since this information is general, each workplace or building should tailor procedures to fit its own capabilities. This guide is intended as a reference and aid to sound judgment and common sense. For the most effective use, present the guide to your staff during training and review procedures frequently. For additional safety information, please refer to your agency's safety manual/plan and/or site-specific manuals and the SPIDER (Safety and Security Planning Information Directed to Effective Response) manual.

Acknowledgements

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Table of Contents

	<u>Page #</u>		<u>Page #</u>
<u>General Information</u>		<u>Personal Injury</u>	
◆ Response to Any Emergency	1	◆ Bloodborne Pathogens	19
◆ Emergency Phone Numbers	3	◆ Injury/Death	21
<u>Facility Incidents</u>		◆ Suicide / Attempted Suicide	22
◆ Computer Data Loss	12	<u>Vehicle Incidents</u>	
◆ Fire—Facility	13	◆ Flash Floods—Vehicles	24
◆ Gas Leak—Facility	14	◆ Tornado Warning—Vehicles	26
◆ Hazardous Materials	15	◆ Vehicle Accident	27
◆ Power Outage	16	◆ Vehicle Evacuation	29
◆ Utility Failure	17	<u>Weather Incidents / Natural Disasters</u>	
		◆ Flash Floods—Facility	32

Table of Contents

	<u>Page #</u>		<u>Page #</u>
<u>Weather Incidents / Natural Disasters (Cont'd)</u>		◆ Bomb Threat	44
◆ Forest Fires	33	◆ Hostage	46
◆ Mudslides/Rockslides/Landslides	34	◆ Intruder	47
◆ Thunderstorms	36	◆ Robbery	48
◆ Tornado Warning—Facility	37	◆ Suspicious Package	49
◆ Tornado Watch	38	◆ Weapons	51
◆ Weather Watches / Warnings	39		
◆ Winter Weather Emergency	41		
<u>Criminal Acts</u>			
◆ Assault	43		

GENERAL INFORMATION



Response to Any Emergency

- ◆ Notify CPR/First-Aid certified persons in the building of medical emergencies, if necessary.
- ◆ Notify 911 if necessary.
- ◆ Utilize universal precautions in circumstances where bloodborne pathogens may be a concern.
- ◆ Seal off high-risk area.
- ◆ Take charge of affected/incident area.
- ◆ Preserve evidence. Make note of significant incidents and times.
- ◆ Notify designated emergency contact person of injured/affected person(s).
- ◆ Refer media to _____ at _____.

(Name)

(Phone Number)

(Continued on next page)

Response to Any Emergency

- ◆ Your name (person reporting)
- ◆ Number of injured and name of the affected or injured
- ◆ The age (approximate if unknown) of the affected or injured
- ◆ Gender: male or female
- ◆ Address or location of the injured
- ◆ Circumstances or type of injury/accident

Please have all of this information (as applicable) available for all emergency responders and / or 911 personnel.

Emergency Phone Numbers

State Police	911*
*Access outside line if necessary, dial 3 digit number	
Cellular (statewide)	77*
Local state police numbers	_____

Fire and Ambulance Service	911*
*Access outside line if necessary, dial 3 digit number	

County Emergency Services Center	Location	Number
	_____	_____
	_____	_____
	_____	_____
	_____	_____
	_____	_____

Emergency Phone Numbers

Local Police	Location	Number
	_____	_____
	_____	_____
	_____	_____
	_____	_____
	_____	_____
	_____	_____

County Sheriff	Location	Number
	_____	_____
	_____	_____
	_____	_____
	_____	_____
	_____	_____
	_____	_____

Emergency Phone Numbers

Local Police	Location	Number
	_____	_____
	_____	_____
	_____	_____
	_____	_____
	_____	_____
	_____	_____

County Sheriff	Location	Number
	_____	_____
	_____	_____
	_____	_____
	_____	_____
	_____	_____
	_____	_____

Emergency Phone Numbers

HOTLINES and Other Useful Telephone Numbers

State Emergency Spill Notification (Toll Free) 1-800-642-3074

National Response Center – Report Chemical, Oil Spills and Chemical/Biological Terrorism (Toll Free) 1-800-424-8802

National Suicide Crisis Hotline (Toll Free) 1-800-SUICIDE or 1-800-784-2433

Poison Control Center (Toll Free) 1-800-222-1222

Community and Social Services Information and Referral (Statewide) (Toll Free) 211*

*Access outside line if necessary, dial 3 digit number.

West Virginia Missing Persons Clearinghouse (Toll Free) 1-800-352-0927

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Emergency Phone Numbers
HOTLINES and Other Useful Telephone Numbers

State Office of Emergency Services 304-344-5380

West Virginia State Fire Marshall's Office 1-800-233-3473

Emergency Phone Numbers Building/Location Specific Instructions

If the following occurs, contact the person/section/agency specified.

In the event:

Fire/smoke has been detected in the building contact:

and follow the building evacuation plan.

A gas odor has been detected in the building, contact:

A utility failure has occurred, contact:

A hazardous materials incident has occurred, contact MSDS on Demand at 1-800-360-3220 or _____

Emergency Phone Numbers Building/Location Specific Instructions

Other Events – Special instructions or hazards specific to this building/location:

The emergency exit for this office/location is:

The evacuation assembly point is:

The fire extinguisher is located:

The first aid kit is located:

The defibrillator (if available) is located:

FACILITY INCIDENTS



Computer Data Loss

Weather Watches and Warnings:

- ◆ If an emergency is classified as pending, such as an approaching electrical storm, or a tornado watch or warning, turn off all unused electrical equipment such as printers or workstations. If working on a document, save it on a regular bases to prevent loss of data due to power loss. Critical computer systems such as servers should be equipped with battery backup units or UPSs (Uninterruptable Power Supplies) to enable them to function through brief power losses, or to enable them to be shut down safely in the event of a more permanent power outage.

Immediate Danger:

- ◆ In case of a fire or tornado, take action immediately. Your personal safety is most important. If there is a presence of water, do not touch electrical equipment. If there is a fire or the possibility of structure failure, move to a safe location.

None of these actions should be delayed by taking time to back up or shut down computers/ workstations.

Fire—Facility

In the event of fire, or smoke from a fire in the building:

- ◆ Pull fire alarm if available or call 911. Pulling the fire alarm will alert 911.
- ◆ Evacuate employees and visitors to a safe distance outside of the building. Meet at a predetermined meeting point. At a minimum, know where the nearest building exit is located. Should the nearest exit not be accessible, have an alternative exit. Look out the window and feel doors for heat to determine risks before opening.
- ◆ **Supervisors should account for employees and visitors** after being evacuated.
- ◆ Do not reenter building until being notified it is safe to do so.

Don't forget: Periodically check the working condition of smoke detectors, gas detectors, fire alarm systems and make sure all fire extinguishers are fully charged and inspected (at least once a year).

Gas Leak—Facility

In the event that a gas odor has been detected in the building:

- ◆ Pull fire alarm if available or call 911. Pulling the fire alarm will alert 911.
- ◆ Evacuate employees and visitors to a safe distance outside of the building. Meet at a predetermined meeting point. At a minimum, know where the nearest building exit is located. Should the nearest exit not be accessible, have an alternative exit. Look out the window and feel doors for heat to determine risks before opening.
- ◆ **Supervisors should account for employees and visitors** after being evacuated.
- ◆ Do not reenter building until being notified it is safe to do so.
- ◆ Contact _____ at _____
(Name) (Number)

Don't forget: Periodically check the working condition of smoke detectors, gas detectors, fire alarm systems and make sure all fire extinguishers are fully charged and inspected (at least once a year).

Hazardous Materials

Hazardous Materials incident occurring in building:

- ◆ Notify CPR/First-Aid certified persons in the building of medical emergencies.
- ◆ Contact supervisor immediately.
- ◆ Contact emergency personnel.
- ◆ Take actions directed by emergency personnel.
- ◆ Seal off area of leak/spill if prudent and employees are confident that they are aware of safety procedures.

Consult the Material Safety Data Sheet (MSDS) for safe handling and disposal information. Information on specific chemicals can be obtained by calling MSDS on Demand at 1-800-360-3220. Be prepared to provide the following information: Name, FAX Number, agency name, product name, product number, and manufacturer's name.

Power Outages

In a power outage take the following actions:

- ◆ Turn off all electronic equipment.
- ◆ Activate backup power generator if available.
- ◆ If using a portable generator be concerned about back-feed which sends power back to electrical lines and has the potential to seriously injure or kill.
- ◆ Locate and turn on battery-powered lighting alternatives such as flashlights.
- ◆ In a warm environment, be aware and ready to react to the risk of heat stroke, heat exhaustion and heat fainting. In cold environments, be aware and ready to react to symptoms of hypothermia.
- ◆ If possible, call the power company and get an estimate of duration of outage and area covered.

Utility Failure

In case of a utility failure:

- ◆ Notify _____, particularly if a gas odor is present. If the situation warrants it, evacuate the building.
- ◆ Stay calm.
- ◆ Locate flashlights if needed and available.
- ◆ Open windows, shades, blinds, or doors for extra light and air.
- ◆ If there is a water/sewer leak, protect important documents/items and use caution if electrical objects are near standing water. Notify personnel of electrical hazards and seal off dangerous areas.
- ◆ In warm weather, be aware and ready to react to the risk of heat stroke, heat exhaustion and heat fainting. In cold weather, be aware and ready to react to symptoms of hypothermia.

PERSONAL INJURY



Bloodborne Pathogens

In the event of an incident where blood or bodily fluids with visible blood is present the following universal precautions should be taken:

- ◆ Remind the employee to:
- Put on rubber gloves
- Apply disinfectant spray to decontaminate the spill.
- After the disinfectant has been sprayed onto the infected area, clean up the area using paper towels and/or absorbent powder.
- Once the area is wiped clean, use new disinfectant spray and towels or absorbent powder to collect any residue material.

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Bloodborne Pathogens

- Any materials acquired during cleanup, the used towels, gloves used by the employee, and any item saturated with blood or body fluids must be carefully placed into a red biohazard bag.
- Broken glass, needles or other sharp objects must be disposed of in a puncture-proof “sharps” container.

It is wise to assume that all associated materials involved in clean-up will contain blood or body fluids. Therefore, all associated materials should be placed into the red biohazard (leak proof) bags. Final disposal of bio-hazardous materials must be handled appropriately at the transit facility. Report all exposure incidents!

**** Don't forget—make sure that the kit is replenished or that an approved replacement kit is placed in the vehicle.***

Suicide/Attempted Suicide

- ◆ Notify CPR/First-Aid certified person in the building of medical emergencies.
- ◆ Call 911.
- ◆ Calm suicidal person by listening to person without showing judgment or lecturing.
- ◆ Try to isolate suicidal person from other persons.
- ◆ If you are able to do so safely, attempt to remove means of committing suicide, i.e., pills, weapons. Do not place yourself in harm's way.
(Weapons include items that could be used as a weapon, such as scissors, letter openers, etc.)
- ◆ Stay with suicidal person until counselor/suicide intervention arrives.

Do not leave suicidal person alone.

VEHICLE INCIDENTS



Flash Floods — Vehicles

Flash floods can strike any time and any place with little or no warning. In mountainous or flat terrain, distant rain may be channeled into gullies and ravines becoming rampaging torrents in minutes. City streets can become rivers in seconds.

Inform driver of possible flood conditions i.e., (flood watch, flood warning.)

- ◆ Remind drivers of the following:
- Do not drive across flooded roads or bridges—they may be washed out.
- Be aware that the roadbed may not be intact under floodwaters. If floodwaters are encountered, drivers must turn around and go another way. Plan evacuation routes ahead of time.
- Stay away from high water, storm drains, ditches, ravines or culverts.
- If the vehicle stalls, evacuate immediately and seek higher ground. Rapidly rising water may engulf the vehicle and its occupants. It takes only a foot or two of rapidly-moving water to sweep away a car.

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Flash Floods-Vehicles

- Always park vehicles (overnight and on the weekend) out of the flood plain or flood prone areas in predetermined designated spots.
- Keep track of the counties, towns, rivers, and creeks along and near your transportation system's routes and your building so you will know if you or your passengers are near a potential flooding situation.
- Be especially cautious at night. Darkness makes it harder to recognize flood dangers.

Tornado Warning - Vehicle

- ◆ Advise drivers of all watches and warnings in the area when they are in their vehicles:

The least desirable place to be in a tornado is in a motor vehicle. Do not try to outrun a tornado!

- Exit the vehicle and guide passengers to a substantial structure for cover.
- If no structure is available, lay flat in a ditch or low-lying area.

Vehicle Accident

In a post-accident situation:

- ◆ Remind drivers to take the following actions:
- Survey the scene for safe conditions. **DO NOT** move your vehicle unless instructed to do so by law enforcement, or if leaving the vehicle where it is would expose passengers and/or the public to greater danger from a secondary incident.
- Secure the vehicle by placing the transmission in the proper setting, engaging the brakes, turning off the engine, turning on the four-way flashers and setting up emergency triangles.
- Make a decision to evacuate or not to evacuate the vehicle. Evacuate only if necessary and gather all passengers together in a safe location.
- Assess the condition of your passengers and contact dispatch providing the appropriate information as to the location and needs for response of emergency personnel.
- Respond to passenger needs and assist any injured passengers consistent with system policy.

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Vehicle Accident

- Inform all passengers of the situation, what actions have been taken and how they will be affected.
- Request that all passengers and witnesses complete system documentation.
- If applicable, obtain and document all necessary information from other drivers, law enforcement and emergency medical personnel. If information can not be obtained, document such in your report.
- Cooperate with law enforcement officials and communicate with others through system management only.
- Do not assign blame nor take responsibility for the accident.
- Avoid talking to the media, but instead refer the media to system management.
- Complete all required accident report documentation as soon as possible.

Vehicle Evacuation

There are risks involved in an evacuation because of the potential to place a passenger in harm's way. **Evacuation is recommended at any time when the risks of staying on board the vehicle are greater than the risks involved in having the passengers off the vehicle.**

Evacuation would typically be appropriate in any of the following situations:

- The vehicle is in a dangerous location and cannot be moved.
- The driver sees fire or sees or smells smoke.
- The driver sees leaking fuel coming from or underneath the vehicle.
- The driver sees a security threat such as a suspicious package, suspicious substance, or an explosive device.
- Any other conditions that would make it safer for the passengers to evacuate the vehicle.

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Vehicle Evacuation

Once the decision is made to evacuate the vehicle, it is essential to do so quickly, especially if fire is a threat.

- ◆ Instruct drivers to:
- Secure the vehicle, open the operator's window and hang the radio out the window so it is accessible from the outside or take the cell phone with you, and proceed to evacuate passengers.
- Communicate calmly with passengers that evacuation is necessary, indicating which exits they are to use and where they are to gather after leaving the vehicle.
- Request the assistance of able bodied passengers to aid in the evacuation of passengers with assistance needs.
- Evacuate all ambulatory passengers.
- Once all passengers are clear of the vehicle, calmly guide passengers to the designated safe area and assess their condition. Ensure that dispatch and emergency personnel have been contacted.

WEATHER INCIDENTS / NATURAL DISASTERS



Flash Floods—Facility

A flood WARNING means that flooding has been reported or is imminent. If a flood warning is issued or flooding is observed act quickly!

- ◆ If a flash flood warning is issued, get to higher ground immediately! Instruct other employees, visitors, etc. to do the same. Follow evacuation instructions, but don't wait for them if you think you are in danger.
- ◆ Get out of areas subject to flooding before access is cut off by flood waters. This includes valleys, low spots, and washes.
- ◆ Evacuate essential equipment if time permits. Make sure essential data is stored off site.
- ◆ Avoid already flooded and quick water flow areas.
- ◆ Never attempt to walk, swim, or drive through swift water. Even six inches of fast moving water can knock a person off their feet.

Forest Fires

When threatened by a forest fire:

- ◆ Discontinue all transit service in the impacted area unless requested by emergency management to assist in evacuation of individuals at risk.
- ◆ Work with emergency management staff to create a 30 to 100 foot safety zone around the transit facility clearing all flammable vegetation, pruning trees, and clearing areas around flammable materials. Focus attention on areas downhill of the facility—fire spreads most rapidly uphill and downwind.
- ◆ If advised to evacuate, move all transit vehicles out of the impacted area.

Mudslides/Rockslides/Landslides

Some areas are more likely to experience landslides or mudslides, including:

- Areas where fires or human modification of the land have destroyed vegetation.
- Areas where landslides have occurred before.
- Steep slopes and areas at the bottom of slopes or canyons.
- Slopes that have been altered for construction of buildings and roads.
- Channels along streams or rivers.
- Areas where surface runoff is directed.

During intense storms and rainfall:

- ◆ Listen to the radio or watch TV for warnings about intense rainfall or for information and instructions from local officials.
- ◆ Inform drivers of status of potential danger.
- ◆ Instruct drivers to avoid high risk areas and report any signs of unstable areas.

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Mudslides/Rockslides/Landslides

In the event of a landslide or debris flow, remind drivers to:

- Be aware of any sudden increase or decrease in water level on a stream or creek. Debris flow upstream.
- A trickle of flowing mud may precede a larger flow.
- Look for tilted trees, telephone poles, fences, or walls and for new holes or bare spots on hillsides.
- Listen for rumbling sounds that might indicate an approaching landslide or mudflow.
- Be alert to rapidly changing conditions and blocked or closed roads due to collapsed pavement or debris.
- Move away from the path of danger and debris flow.
- Attempt to move to higher ground in a direction away from the path of the slide.
- If rocks and debris are approaching, run for the nearest shelter and take cover
- Stay away from the slide sits.
- Check for injured or trapped people near the affected area.
- Report broken utility lines to the appropriate authorities.

Thunderstorms

When severe weather threatens remember:

- ◆ Heavy rain accompanies thunderstorms, follow standard procedures for flooding situations outlined in this quick reference guide.
- ◆ If high winds accompany thunderstorms, follow standard procedures for tornadoes.
- ◆ If a lightning storm is active in the vicinity, stay inside the vehicle or facility and away from windows. Avoid contact with any item that may be able to conduct an electrical charge.
- ◆ Remind drivers to:
 - Never drive a transit vehicle through standing water. Look for downed power lines in the vicinity hidden in the water.
 - If a power line falls across a vehicle, keep passengers in the vehicle and drive away from the line.
 - If the engine stalls, do not turn off the ignition and warn people outside the bus to not touch the vehicle

Tornado Warning - Facility

Tornado Warning has been issued or tornado has been spotted in nearby area:

- ◆ Employees and visitors should move to safe areas, away from windows, glass doors and large rooms. *Do not use elevators.*
- ◆ Go to the innermost part of the building on the lowest possible floor.
- ◆ **Supervisors should account for all employees and visitors**
- ◆ Ensure that all persons are under sturdy furniture and use their arms to protect their heads
- ◆ Remain in safe area until warning expires or until emergency personnel have issued an all-clear signal.
- ◆ If the building has been damaged, be alert for further instructions

Tornado Watch

The following weather signs may mean that a tornado is approaching:

- A dark or green-colored sky
- A large, dark, low-lying cloud
- Large hail
- A loud roar that sounds like a freight train

If a Tornado Watch has been issued in an area near your building:

- ◆ Monitor local radio stations or Emergency Alert Stations (NOAA Weather Radio, National weather Service, Weather Channel).
- ◆ Bring all persons inside building(s).
- ◆ Close all windows and blinds.

Review location of safe areas. *Tornado safe areas are in basements, in an inner room on the lowest floor, in hallways and away from windows and large rooms.*

Weather Watches/Warnings

"WINTER STORM WATCH" --- A winter storm is possible in your area. Tune in to a NOAA Weather Radio, commercial radio, or television for more information.

"WINTER STORM WARNING" --- A winter storm is occurring and will soon occur in your area.

"BLIZZARD WARNING" --- Snow and strong winds combined will produce blinding snow, near zero visibility, deep drifts, and life-threatening wind chill--seek refuge immediately!

"WINTER WEATHER ADVISORY" --- Winter weather conditions are expected to cause significant inconveniences and may be hazardous, especially to motorists.

"FROST/FREEZE WARNING" --- Below freezing temperatures are expected.

"FLASH FLOOD OR FLOOD WATCH" --- Be alert to signs of flash flooding and be ready to evacuate on a moment's notice.

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Weather Watches/Warnings

"FLASH FLOOD WARNING" --- A flash flood is imminent--act quickly to save yourself because you may have only seconds.

"FLOOD WARNING" --- Flooding has been reported or is imminent--take necessary precautions at once.

"SEVERE THUNDERSTORM WATCH" --- A Watch tells you when and where severe thunderstorms are likely to occur. Watch the sky and stay tuned to NOAA Weather radio, commercial radio, or television for information.

Notify drivers of all watches/warnings. Take appropriate action at the work site. Common sense should be your guide. Keep a windshield scraper and small broom for ice and snow removal in each vehicle. Always park vehicles (overnight and on the weekend) out of the flood plain or flood prone areas.

Winter Weather Emergency

General defensive driving skills should be used in all winter weather situations. This includes increasing following distance, reducing speed and being alert to rapidly changing conditions. If a transit driver becomes trapped in a vehicle during a winter storm remind him/her of the following:

Contact dispatch/office supervisor and:

- Tell them of your location or your estimated location.
- Stay in the vehicle and keep passengers in the vehicle
- Do not leave the vehicle to look for help unless help is visible within 100 yards.
- To keep warm, turn on the vehicle's engine for about 10 minutes each hour.
- Run the heater only when the vehicle is running.
- Turn on vehicle lights only when the vehicle is running.
- Ensure the exhaust is clear of snow to avoid carbon monoxide poisoning.
- Open windows slightly for fresh air.
- Have passengers and drivers do light exercise and/or huddle together to stay warm.
- If alone, stay awake as much as possible.

CRIMINAL ACTS



Assault

- ◆ Ensure the safety of employees and visitors.
- ◆ Notify CPR/First-Aid certified persons in the building of medical emergencies, if necessary.
- ◆ Seal off high-risk areas.
- ◆ Notify 911.
- ◆ Document all activities.
- ◆ Counseling needs of victim(s) or witness(es) should be assessed and appropriate agency contacted.

Bomb Threat/Bomb Threat Checklist/Notes

Anonymous telephone threat that a bomb or other weapon has been planted in the building or on a transit vehicle:

- ◆ **While still on the phone with the caller:** Note time of call _____ a.m. or p.m.
- ◆ Write down the **exact** wording of the bomb threat. Questions to ask:
- ◆ When is the bomb/device going to explode/activate? _____
- ◆ Where is it located? _____
- ◆ What does it look like? _____
- ◆ What kind of bomb/device is it? _____
- ◆ What will cause it to explode/activate? _____
- ◆ Did you place the bomb/device? _____
- ◆ Why did you place the bomb? _____
- ◆ What is your address? _____
- ◆ What is your name? _____

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Bomb Threat/Bomb Threat Checklist/Notes

- ◆ **Immediately following the call:**
- ◆ Note the time the call was terminated _____ a.m. or p.m.
- ◆ Call 911. Notify your supervisor. If available, initiate phone system's call trace procedures immediately upon receiving a malicious call.
- ◆ Follow the instructions of emergency personnel.
- ◆ Did the call indicate knowledge of the facility? If so, how? In what way? _____
- ◆ What line did the call come in on? _____ Is the number listed? Yes ___ No ___

- ◆ **Describe the Caller:** Sex _____ Estimated Age _____
Caller's Voice: Calm ___ Angry ___ Laughter ___ Accent ___ Loud ___
Stutter ___ Slurred ___ Lisp ___ Other ___
Language: Well Spoken ___ Foul ___ Taped Message ___ Message Read ___
Note Background Noises: Street Noise ___ Office Machines ___ Airplanes ___
Trains ___ Factory ___ Music ___ Other Voices ___ PA System ___

All threats, no matter how many times they may occur, must be treated seriously and thoroughly investigated and managed. Thoroughly document and report all potential threats to the appropriate management staff and authorities.

Hostage

In the event of a hostage situation follow these procedures:

- ◆ If hostage taker is unaware of your presence, do not intervene.
- ◆ Call 911 immediately. Give dispatcher details of situation; ask assistance from hostage negotiation team.
- ◆ Seal off area near hostage scene. If possible, remove personnel to outside and away from the building.
- ◆ Give control of scene to police and hostage negotiation team.
- ◆ Keep detailed notes of event.

Intruder

Intruder – An unauthorized person who enters workplace property:

- ◆ Politely greet intruder and identify yourself.
- ◆ Ask intruder the purpose of his/her visit.
- ◆ Inform intruder of visitor policy (i.e., all visitors must sign-in with receptionist).
- ◆ If intruder's purpose is not legitimate, ask him/her to leave. Accompany intruder to exit.

If intruder refuses to leave:

- ◆ Warn intruder of consequences for staying on property. Inform him/her that you will call police.
- ◆ Notify police if intruder still refuses to leave. Give police full description of intruder.
- ◆ Walk away from intruder if you think he/she will become violent. Be aware of intruder's actions at this time (where he/she is located in building, whether he/she is carrying a weapon or package, etc.).

Robbery

- ◆ Remain calm. Avoid violence.
- ◆ Follow instructions of robber.
- ◆ Treat robber as normally as possible and with respect.
- ◆ Do not surprise robber.
- ◆ Inform robber before you reach for something or move.
- ◆ Note robber's facial features, height, weight, clothing, weapon, number of accomplices, car, and anything else that may help police identify him/her.
- ◆ Call 911 when the robber has left, and it is safe to do so. Tell police in which direction robber traveled after leaving the scene.
- ◆ Seal off area around the crime scene.
- ◆ Do not touch anything the robber may have touched.
- ◆ Document all activities.
- ◆ Assess counseling needs of victim(s) or witness(es).

Suspicious Package/Mailed Bomb Threat

What constitutes a “suspicious parcel”?

- ◆ Identify suspicious parcels that have the following characteristics:
 - are unexpected or from someone unfamiliar to you.
 - are addressed to someone no longer with your organization or are otherwise outdated.
 - have no return address or have one that can’t be verified as legitimate.
 - are of unusual weight, given their size, or are lopsided or oddly shaped.
 - are marked with restrictive endorsements, such as “Personal” or “Confidential”
 - have protruding wires, strange odors, or stains.
 - show a city or state in the postmark that doesn’t match the return address.
 - are over a pound in weight and have stamps instead of a postmark and are without a return address.

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Suspicious Package/Mailed Bomb Threat

What to do if you've received a suspicious parcel in the mail.

- ◆ DO NOT TRY TO OPEN IT, and isolate the parcel.
- ◆ Leave your office or the room where the package is located. Notify your supervisor, who will immediately contact 911. (911 is responsible for notifying local, county, and state health departments and state emergency officials.)
- ◆ Make sure that damaged or suspicious packages are isolated and the immediate area cordoned off. Do not try to disperse the contents, and do not leave the package near a fan.
- ◆ Ensure that all persons who have touched the mail piece wash their hands with soap and water.
- ◆ List all persons who have touched the letter and/or envelope and include their work location and phone number.

Anthrax is a powdery substance. Do not handle any mail piece or package suspected of contamination.

Weapons

If an employee is suspected of bringing a weapon into the workplace:

- ◆ Notify your supervisor of suspected employee immediately.
- ◆ Call 911.
- ◆ Inform police of the name of the employee who brought the weapon, what type of weapon it is, where the weapon is located, if the suspected employee has threatened anyone, or any other detail that may prevent the suspect from hurting someone or him/herself.

If employee threatens you with a weapon:

- ◆ Remain calm and avoid violence.
- ◆ Follow instructions of employee.
- ◆ Treat employee as normally as possible and with respect.
- ◆ Do not try to seize the weapon.