



EMERGENCY RESPONSE GUIDELINES FOR EMPLOYEES

Updated 3/1/06



BOMB THREAT-----9+911



ELECTRICAL OUTAGE-----2605 or 2593



EXPLOSION-----9+911



FIRE-----9+911



HAZARDOUS MATERIAL (non emergency)
-----2605 or 2593



HAZARDOUS MATERIAL---9+911



MEDICAL-----9+911



THREATS OF VIOLENCE---9+911

TO REPORT EMERGENCIES

Phone Bomb Threats:



Stay calm- do not alarm others



Notify your supervisor, who will report the threat



Fill out the Bomb Threat Checklist (Located on the back of this book)



The decision to evacuate the building will be made by the City Manager, Public Works director or Chief of Police.



Take the checklist with you if the building is evacuated.

Written Bomb Threats:



Remain calm and leave the message where found. Do not handle the document any more than necessary to preserve fingerprints and other evidence.



Notify your supervisor, who will report the threat.



DO NOT give information to anyone except Police, Supervisor, or City's Emergency Manager.



BOMB THREATS

Steps to Take if a Bomb is Found:



Evacuate the immediate area.



DO NOT TOUCH THE SUSPECTED BOMB; DO NOT USE CELL PHONES; DO NOT USE TWO-WAY RADIOS



Notify your supervisor, who will report the matter



Leave all doors and windows open in the bomb area.



Make a mental note of the following:

- a) Exact location of the object
- b) Size of the object
- c) Type of container or wrappings and markings; and
- d) Any sound coming from the object.

In-Person Bomb Threats:



Stay clam



Cooperate with the individual or group.



Try to get the attention of a co-worker. The person



BOMB THREATS

In-Person Bomb Threats:



That is signaled will:

- a) Call 9+911 and report the incident
- b) Notify your supervisor; and
- c) Fill out a description of the threatener using the Suspect description form. It is located on the inside back cover of this book.



The person being threatened should ask the following questions, if possible:

- a) Time the bomb is going to explode? _____
- b) Where is it right now? _____
- c) What does it look like? _____
- d) What kind of a bomb is it? _____
- e) What will cause it to explode? _____



Do not alarm others, take this sheet with you if the building is evacuated.



DO NOT give information to anyone except Police, Supervisor, or the City's Emergency Manager.



BOMB THREATS

BEFORE AN EARTHQUAKE

1. Store heavy objects near the ground or floor.
2. Secure tall objects, like bookcases, to the wall.
3. Secure gas appliances to prevent broken gas lines.
4. Learn where your exits, evacuation route, and designated meeting places are.
5. Put together a 72 hour kit for your home and vehicle.

DURING AN EARTHQUAKE

1. If indoors, stay in the building
2. Take shelter under tables and desks, DROP to the ground, COVER your head and back of neck and HOLD that position until the quake is over.
3. If outside, stay outside. Move away from buildings, trees and light posts to an open area.

AFTER AN EARTHQUAKE

Check for injuries; Do not move seriously injured persons unless they are in danger.

Follow the evacuation procedures.

EARTHQUAKE

If you are not able to exit the building without assistance or if your presence in the exit ways will cause interference with other evacuees:

- ◆ Notify your **Supervisor** of the need for assistance during evacuations.
- ◆ Develop an individualized emergency response plan with your Supervisor.
- ◆ Know where to wait for the Disability Assistance Team during an evacuation
- ◆ When away from your work area or supervisor during an evacuation, ask someone for assistance.

During an evacuation, all persons with disabilities will:

- ◆ Go to your designated waiting area. _____
- ◆ Wait for **Disability Assistance Team** to assist you in evacuation.

Disabled Assistance Team	Extension Number

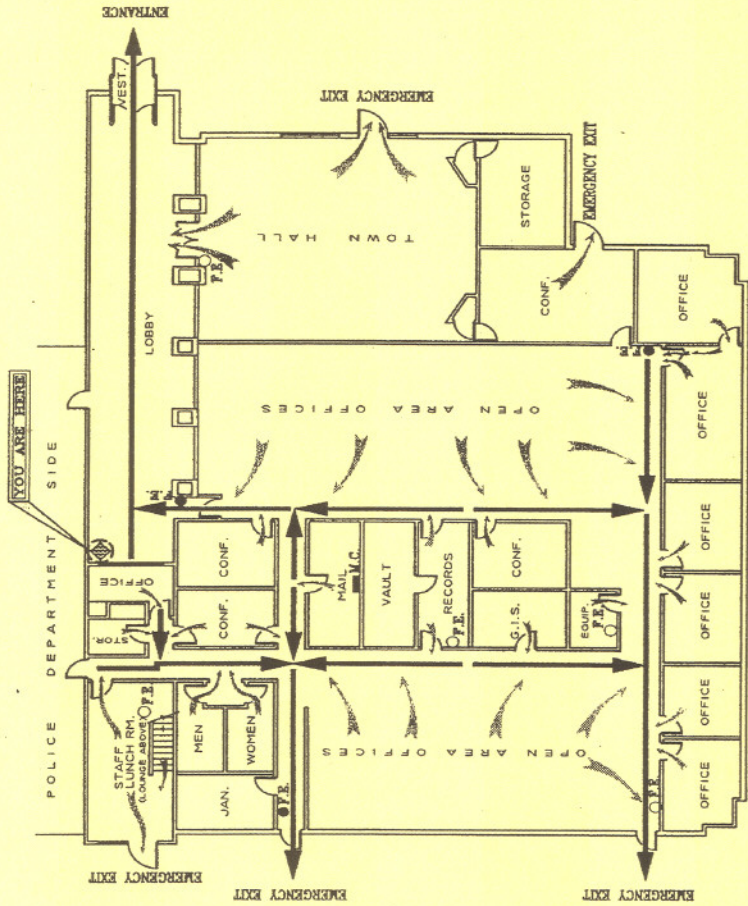
- ◆ Escort persons with disabilities to the pre-designated exit and leave the building using posted emergency routes.
- ◆ Escort person with disability to Emergency Assembly Area.
- ◆ Report to your **Supervisor** for roll call at the Emergency Assembly Area.

EMPLOYEES WITH DISABILITIES

Some emergencies may require evacuation of the building

- ① The City has assigned Floor Wardens, follow their instructions.
- ① Verbal notice of the fire alarm will be used to sound evacuation.
- ① Remain calm and orderly, move quickly and safely.
- ① Do not take time to gather your belongings, go directly to designated reporting area. Report to your Supervisor or Floor Warden for roll call. DO NOT RE-ENTER the building until allowed by the Floor Warden and/or Supervisor.
- ① DO NOT LEAVE THE SITE, unless directed to do so.

EVACUATION



- LEGEND:**
- EXIT ROUTES (FROM CORRIDORS)
 - EXIT ROUTES FROM OCCUPIED AREAS/ROOMS
 - EVACUATION PLAN ("YOU ARE HERE") LOCATION
 - FIRE EXTINGUISHERS (IN CABINET)
 - FIRE EXTINGUISHERS (ON HANGER)
 - FIRST AID MEDICINE CABINET
 - M.C.
 - F.E.

Example of an Evacuation Plan. This is just to show an example, your location may be different, contact your supervisor or floor warden.

EVACUATION PLAN EXAMPLE

Anyone discovering fire in a City building will:



Evacuate the building using the following procedures.



Stay calm, stay low to avoid smoke. Close doors and windows to contain the fire.



Proceed to the nearest fire exit and leave the building using the posted emergency routes.



Go to your designated reporting area, report to your Supervisor or Floor warden for roll call.



Call 9+911 and report the fire. Be prepared to tell the operator the exact location of the fire or smoke, and other information requested by the operator. Provide this information to the Floor Warden and/or Supervisor.

After normal work hours:

Remember, you may be the only person in the building and only the building fire alarm will be operational. Anyone detecting fire or smoke after normal working hours will:



Evacuate the building



Alert as many occupants as possible **WITHOUT PUTTING YOUR LIFE IN DANGER**

FIRE

After normal work hours (cont)



YOUR OWN LIFE IN DANGER



Call 9+911 and be prepared to tell the operator your name, building name and address, exact location of fire or smoke



Proceed to the nearest fire exit and leave the building using the posted emergency routes.



Wait for the Fire Department to direct them where the fire is.



FIRE

Floor Wardens are appointed by the Department Head and trained by Risk Management. Floor Wardens are responsible for the following:

- ◆ Post and maintain updated emergency evacuation routes in conspicuous locations within their area;
 - ◆ Assist the Safety Committee in planning and conducting evacuation drills;
- Serve as a resource to staff within their area to answer questions about emergency evacuation and bring staff concerns to the attention of the person(s) who can address the concerns.
- ◆ Collect emergency response kit.
 - ◆ Check that all persons have left your assigned areas (including restrooms, conference rooms, lobbies, etc.)
 - ◆ Proceed to the nearest exit and leave the building using posted emergency routes.
 - ◆ Go directly to designated reporting area.
 - ◆ NO SMOKING.
 - ◆ DO NOT LEAVE THE SITE unless directed to do so.



FLOOR WARDENS

- ◆ Report to the supervisors & determine whether all employees are accounted for during roll call.
- ◆ Advise Incident Commander whether your area is clear and whether employees are accounted for during roll call.
- ◆ Remain at the gathering area for information from Incident Commander and share with supervisors.
- ◆ If City facilities will close, the City Manager, Public Works Director, or Chief of Police will make that decision.






FLOOR WARDENS

Hazardous Material Release



A hazardous material release (chemical spill, gas leak, etc.) is considered an emergency when it:

-  Cannot be safely controlled or cleaned up by maintenance staff.
-  Represents a safety of health hazard to staff, the public or the environment.

A Person Discovering a Hazardous Material release will:

-  Stay clear and upwind of all spills, vapors and smoke.
-  Move and keep people away from the incident scene
-  Assume that all gases and vapors are hazardous, even if they lack color or odor.
-  Contact Facilities at 2605, or the Emergency Manager at 2593.
-  Notify your supervisor

In an emergency

-  Call 9+911 and report your name and telephone number, location and source of the spill, and the name of the hazardous material.
-  Evacuate the area and contact your supervisor.



HAZARDOUS MATERIAL

Hostage Situations



Stay calm



Cooperate with the individual or group. Try to get the attention of a co-worker. The person signaled will: (a) Call 9+911 and report the incident; (b) Notify your supervisor; and (c) fill out a description of the threatener using Suspect Description form on the back cover of this booklet.



Remember that time is on your side.



Cooperate fully with the hostage taker



Stay away from all windows and doors



Pay attention to furniture or other objects that could protect you if shooting starts.



Inform the hostage taker if you have a medical problem.



Observe the number of weapons and their types



Note the personal characteristics of the hostage taker, what upsets or excites him/her. Height, weight, sex, hair, etc.



Have faith that you **will** be rescued and never give up hope.



Avoid abrupt movements-ask permission, move slowly.



Converse with the hostage taker only if they initiates



Maintain your morale and personal grooming as much as possible. Most hostage takers will allow their hostages to use the restrooms and take care of their needs.



Remain alert to possible escape opportunities.



Keep mind active (i.e., make up your grocery list, plan your vacation, design your dream home.)



Never relax your guard, the hostage taker's behavior is always unpredictable. Be alert.



Medical Emergencies and First aid

Call for an ambulance (9+911) if a person:



Is unconscious, unusually confused, or seems to be losing consciousness



Has trouble breathing or breathing in a strange way



Has persistent chest pain or pressure.



Has pressure or pain in the abdomen that does not go away



Is vomiting or passing blood



Has seizures, severe headache, or slurred speech.



Appears to have been poisoned; or



Has injuries to the head, neck, or back.

Courtesy of the American Red Cross

In the event of sudden illness or injury:



Check the scene to make sure you are not in danger



Call 9+911 and ask for medical assistance



Have a qualified First aid/CPR trained person give treatment.



Move the injured person **ONLY** in case of impending further harm.



Comfort the person until assistance arrives.



Designate someone to call Human Resources to call the person's family.



Provide any medical information or emergency medical personnel;



Notify employee's supervisor.



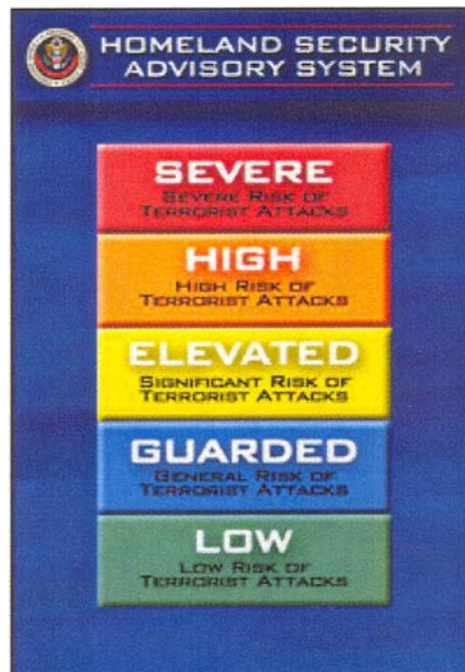
TERRORISM INFORMATION

Specific guidelines will be issued depending on the Homeland Security Advisory System color code indicator.

When the Homeland Security alert system was instituted, local governments were encouraged to assess their own vulnerabilities and to consider the federal designation in an advisory manner. Having done so, our own multi-agency Anti-Terrorism Advisory Committee, which includes representatives from the Sheriff's Office and HHS (and many other public safety organizations), sets the designation that is appropriate.

As always, employees are encouraged to be alert to suspicious activity.

For more information about terrorism, contact Tigard's Police Department or Emergency Manager, or Tualatin Valley Fire and Rescue.



Threats of Violence

Evaluate whether the person is just angry (venting) or is threatening physical violence.



Stay calm



Cooperate with the individual or group



Try to get the attention of a co-worker. The person who is signaled will:

- Call 9+911 and report the incident
- Notify your supervisor



Take note of any weapons and their types

- Do not alarm others
- The person being threatened should try to gain as much information as possible.



DO NOT give out information to anyone except Police, Supervisor, or the City's Emergency Manager.

Date of Threat: _____ Time: _____ AM / PM

Originator of Threat: _____

Originator's Address/Phone Number: _____

Threat Received By: _____

Exact Quotes Made by Threatener: (Use additional sheets if needed) _____

Description of Incident: (include alleged cause and who/what was threatened. Use additional sheets if needed) _____

Use the suspect description form on the inside back cover of this book.



BOMB THREAT CHECKLIST

Give this sheet to the first police officer on the scene.

EXACT TIME OF CALL _____

EXACT WORDS OF CALLER _____

QUESTIONS TO ASK

When is the bomb going to explode? _____

Where is the bomb? _____

What does it look like? _____

What kind of bomb is it? _____

What will cause it to explode? _____

Did you place the bomb? _____

Why? _____

Where are you calling from? _____

What is your address? _____

What is your name? _____

CALLER'S VOICE (circle)

Calm Disguised Nasal Angry Broken

Stutter Slow Sincere Lisp Rapid

Giggling Deep Crying Squeaky Excited

Stressed Accent Loud Slurred Normal

If voice is familiar, who did it sound like? _____

Were there any background noises? _____

Remarks _____

Person receiving call: _____ Telephone number call
received at: _____ Date: _____

SUSPECT DESCRIPTION CHECKLIST

Give this sheet to the first police officer on the scene.

Physical Appearance - General

Sex	Age	Height	Weight	Race

Physical Appearance - Specifics

Complexion		Hair color/length	
Facial hair		Hat (type/color)	
Glasses (type)		Coat	
Tattoos		Shirt	
Scars/marks		Pants	
Weapon (type)		Shoes	

Facial Appearance

Write specific facial details below

Hair style	
Hair texture	
Wrinkles	
Shape of eyebrows	
Eye color	
Shape and size of ears	
Sideburns	
Cheeks (full or sunken)	
Nose shape	
Beard/mustache	
Mouth and lips	
Chin clefts	
Neck and adam apple	

Comments: _____

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Comments: _____
