

**SECTION 7**

**EMERGENCY PLAN**

**EMERGENCY PROCEDURE GUIDE**

**PURPOSE**

To establish minimum standards for dealing with emergencies that threaten the safety and security of employees and the public.

**RESPONSIBILITY**

The Risk Manager shall be responsible for the development and coordination of general emergency response procedures.

**POLICY**

Each department must use this policy as a guide to establish emergency procedures suited to its particular needs and circumstances. To accomplish this, departmental management must address the following minimum standards:

1. Develop evacuation procedures for employees and members of the public that address the following areas:
  - a. Assignment of departmental responsibilities for carrying out an orderly evacuation.
  - b. Communication of information to the public (if yours is a building they use) on the emergency and instruction for evacuation.
  - c. Establishment of safe refuge areas for evacuated employees and the public.
  - d. Methods of accurately accounting for all employees and members of the public to ensure evacuation is complete.
2. Provide training and drills concerning your evacuation plan.
3. Establish contact with your local fire department. Review your proposed plans with them to ensure achievement of objectives and coordinate plan.

**EMERGENCY EVACUATION PLAN**

This information is to be used as a guide to develop an emergency evacuation plan that fits the physical characteristics, personnel, and possible emergency situations that may arise. All employees must be made aware these procedures have been established and must receive, at a minimum, basic instruction concerning them and what action they must take to initiate the proper emergency response.

When evacuation of a building is necessary it must be accomplished smoothly and swiftly, with clear and simple procedures. Panic is always a possibility, but must, and can, be avoided if personnel act in a calm and confident manner. Evacuation procedures must be practiced in advance, using simulated emergencies, to develop an effective and efficient team that can respond properly to emergency conditions.

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## RISK MANAGEMENT MANUAL

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Local authorities such as the fire chief can order evacuations. In those cases the evacuation procedures would be under the control of the local authority. Until a local authority takes over, the highest-ranking managerial person on the premises has the responsibility for deciding if, and how, an evacuation will take place.

An evacuation can be partial (one room, one floor, one wing, etc.) or can be a total evacuation of the entire building. Ordinarily, partial evacuations are all that is required and can be either horizontal or vertical. Horizontal evacuations move people across floors to safe refuge areas, such as stairwells or separate fire areas behind fire doors. Vertical evacuations move people either up or down stairwells. Do not use elevators for evacuation as controls are unreliable (cars tend to stop at the fire floor) and the elevator shafts may fill with smoke due to a chimney effect.

During evacuations the movement of people must be accomplished calmly and deliberately with efforts taken to avoid rushing, running or pushing that could quickly lead to panic. All citizens and employees must be directed to a pre-arranged safe assembly point so that everyone can be accounted for. It may be necessary to assign certain individuals to check the work areas to be sure everyone has left the area. When using stairways advise people to stay to the right to allow for firefighters ascending, use the handrails, and allow entry of persons from other floors. By alternating individual entries the flow of traffic will move smoothly.

During and after evacuations it is essential our employees and members of the public be given factual information to avoid rumors and faulty judgement. By providing the true facts they are in a better position to form judgements as to their own safety and to more readily accept directions from management.

Evacuation procedures are one of the most critical issues facing a department and therefore must be given careful thought and planning. The procedures adopted by each department and building must be instilled in the mind of each employee so that their response under emergency conditions is automatic. There will be no time to read a manual when the emergency actually occurs. Emergency evacuation procedures are to be posted in each department for that department.

The following is a process to follow in completing an evacuation plan.

**Step 1:** Develop a plan to create floor plan diagrams of each area. These diagrams should show the most direct route of exit from the area. They should also identify the location of fire extinguishers and alarms (if any).

In the plan, indicate the way employees will become familiar with the floor plans. Also, indicate the method for familiarizing new employees with the floor plans, locations of fire alarms, extinguishers, escape routes and emergency exits. Provide the new employee with a copy of the floor plan where they work.

**Step 2:** Assign responsibilities for the various tasks involved with an evacuation. These involve:

- How the alarm should be sounded. (i.e. verbal warnings, phoning 9-911, audible sound)
- What is the responsibility of the person finding the cause? (i.e. If it's a fire, do they attempt to extinguish, begin warning others, call 9-911, tell others on their way out of the building, etc.)

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## RISK MANAGEMENT MANUAL

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- Identify people to carry out other assignments such as:
  - notification of other employees and the public,
  - collecting cash and other essential information, i.e. computer back up tapes
  - verifying that everyone has exited a particular area
  - closing fire doors and windows (provided this can be done safely)
  - notifying fire department personnel of fire location
  - Someone at the assembly area that can determine if everyone has been accounted for.

Step 3: The plan should explain how fire drills should be conducted. Fire drills should be conducted one time per year at a minimum. Comprehensive training in this area is essential and should include all employees. Drills should be announced in advance to prevent panic and confusion. Their purpose is to thoroughly instill in the minds of everyone the correct procedure to take to ensure safety of life to everyone in the building. **DRILLS SHOULD NOT BE TAKEN LIGHTLY.** It is the only means of practicing this crucial procedure. When the alarm sounds, every employee has a duty to perform, regardless of where he/she may be.

- If an alarm company monitors the fire alarm, advise them of your intentions in advance of the drill. Also advise and involve the Fire Department in the drill, whenever possible.
- Station management observers at strategic locations throughout the building to observe. Begin the drill from the “reporting of a fire” by someone in the affected area.
- Drill steps – The drill coordinator will choose an employee and present them with a fire problem. They are to handle it as if it were an actual fire.
- The employee will be judged on whether they understand and can carry out the task of the first person on the scene. They should be able to:
  - **sound an alarm** by using either a Fire Alarm Box (the box monitored by the alarm company. Be sure to clear this with the alarm company first.), the telephone, or some other audible alarm,
  - **check** the fire area and remove anyone in immediate danger,
  - **close** all doors that will confine the fire to the immediate area.
  - All other employees are to **evacuate** the building according to the plan.
  - A **critique** should follow each drill to discuss the operation and methods for improvement. Constructive criticism will resolve problems such as not hearing an alarm, fire extinguishers blocked or unusable, exits and hallways blocked, etc.
  - If extinguishers are used, they should be serviced before being replaced. This critique should be shared with all employees.
  - Complete Fire Drill Report as part of the critique.

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## RISK MANAGEMENT MANUAL

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### FIRE DRILL REPORT

Department Area \_\_\_\_\_ Date \_\_\_\_\_

#### **INSTRUCTIONS**

1. Place "yes" in space if conditions are satisfactory, and "no" in space if unsatisfactory.
2. Mark only those items that are applicable to your individual unit.
3. If you have suggestions as to how items can be corrected, please make notation under Remarks and Recommendations.

#### **COMMUNICATION**

\_\_\_\_\_ Alarm reported from fire area to someone to call fire department?

Time \_\_\_\_\_

\_\_\_\_\_ Alarm transmitted to fire department and affected areas?

Time \_\_\_\_\_

\_\_\_\_\_ All clear sounded to all areas? Time \_\_\_\_\_

\_\_\_\_\_ Was alarm heard in all areas?

#### **ORDERS**

\_\_\_\_\_ People with assigned responsibilities responded and performed them?

\_\_\_\_\_ Someone met the fire department?

\_\_\_\_\_ Were elevators brought down to main floor and held?

#### **CONTAINMENT OF FIRE**

\_\_\_\_\_ All doors closed?

\_\_\_\_\_ Extinguisher from your area taken to scene of fire?

\_\_\_\_\_ Extinguisher used under appropriate circumstances?

#### **EVACUATION**

\_\_\_\_\_ All exits and passageways leading to exits kept clear?

\_\_\_\_\_ Employees and visitors escorted to a safe area and accounted for?

\_\_\_\_\_ People with assignments to check areas completed them properly?



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## RISK MANAGEMENT MANUAL

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### **FIRE FIGHTING**

**The Fire Department shall have primary responsibility for extinguishing fires.**

Small fires (the size of a small garbage can) may be extinguished by staff trained in the use of fire extinguishers after an alarm has been given and evacuation of the building is underway. All doors and windows should be closed to keep the fire isolated and all hallway fire doors are to be closed. No one should fight a fire alone.

### **BOMB THREATS**

Although many bomb threats are hoaxes, they should all be treated as though they are real. If a bomb or suspicious object is found, DO NOT MOVE, JAR OR TOUCH IT!! A professional in explosive ordinance disposal should be called. Establish a sterile area or danger zone of about 300 feet vertically and horizontally around the object. Evacuate that area. Check to see that all doors and windows are open to avoid flying glass.

#### **WRITTEN BOMB THREAT**

A department will not usually receive a bomb threat in the form of a letter or telegram; however, should this occur, the message and envelope should be handled carefully and at the corners to preserve fingerprints and other available evidence. Protect the document and the envelope and give it to the supervisor or manager. Contact the nearest bomb disposal unit and determine what services are available.

If the letter was delivered by messenger, detain the messenger for police questioning if possible. If the messenger has left the area, the employee accepting the note should immediately complete an incident/accident report describing the circumstances, the time the message was received, known witnesses and a detailed description of the messenger.

#### **ORAL BOMB THREAT**

Any employee who becomes aware of a bomb threat through personal contact, or by overhearing someone make such a threat, should advise a supervisor or manager quickly and quietly, making every effort not to alarm other employees or citizens. The police should be called promptly.

The person issuing the threat should be kept under observation, if possible, and the person's physical characteristics noted. These include race, sex, age, height, weight and build, color of hair and eyes, a description of clothes and jewelry and any other identifying features like a beard, scars, limp or voice characteristics.

If the person leaves the building before he/she can be stopped or their identity determined, record the mode of transportation and the direction. This would include a bus number, the cab company and number, an automobile description (make and model, license plate number and state) and the number of persons in the vehicle.

These facts should be furnished to the supervisor or manager immediately for communication to the police.

#### **TELEPHONE BOMB THREAT**

A person normally calls to report that a bomb is set to explode in your building because:

- The caller placed the bomb, or has learned of the placement of the bomb, and wants to reduce personal injury or property damage, or

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## **RISK MANAGEMENT MANUAL**

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- The caller wants to disrupt normal business activity by creating an atmosphere of panic and anxiety at your facility.

Bomb threats are most often received at the switchboard on the publicly listed telephone number. The call is usually brief so that there is no chance to trace the number. Therefore, try to record all information accurately in order to provide the fire department and the police with documented information. A Telephone Procedures Bomb Threat Checklist should be used to make a detailed record of the call.

### **CALL TAKER INSTRUCTIONS**

When a bomb threat is received by phone, the operator should remain calm and respond in the following manner while filling out the Bomb Threat Checklist:

- Try to have another employee monitor the call to duplicate any information obtained through the call.
- Listen to every word spoken and pay attention to background noise.
- Ask the caller to repeat the message to keep him/her on the line as long as possible.
- Tell the caller of the large number of people located in the building and describe the many innocent people who may be killed or injured.
- Engage the caller in conversation through brief questions to determine the following:
  - Expected explosion time
  - Location of the bomb
  - Type of explosives used
  - How the bomb can be recognized
  - What would set it off
  - The caller's motive for setting the bomb
  - What would influence him/her to change their tactic

When the caller hangs up, be sure the supervisor or manager has all the details so they can inform the police. This incident should not be discussed with unauthorized personnel in order to avoid rumors or unnecessary panic.

### **SUPERVISOR/MANAGER INSTRUCTIONS**

Notify the police, the fire department, Facilities Management and Risk Management immediately. The police or fire department may request you also notify other agencies such as the FBI.

Start a chronological record of actions and events. Carefully review all the facts obtained, evaluating the validity of the information furnished by the caller. Discuss the call with the police to determine whether a partial or complete evacuation of the building should be ordered.

As soon as possible, complete the telephone bomb threat checklist with the employee who took the call while the events are still fresh in his/her mind.

Based on the amount of information received about the bomb location, decide whether to make a localized or general search. (For more details see the section entitled "Search Procedure").

If the caller indicated that he/she would call back, the telephone company security office should be advised.

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## **RISK MANAGEMENT MANUAL**

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Request that Facilities Management locate floor plans and have available at the scene.

Notify appropriate personnel to institute a search.

Set up a command post at the switchboard or other designated location.

In the event the news media appears on the scene, a special room should be set aside to hold a press conference. The County PIO should be contacted by phone for release of any information to the press.

### **SEARCH PROCEDURES**

The Sheriff's Office is the coordinator of all searches. It will decide what areas are to be searched and ensure that specific areas are completely searched. The SO person in charge will establish a search center and floor plans will be made available as aids in setting up search areas.

A search of the property is made easier if all closets and other rooms not in regular use are kept locked routinely except when actually in use.

Management personnel with master keys should assemble at the search center. All search personnel will be given a description of the object of the search (if available) at this central location. If the item is a bomb, instruct everyone not to touch or disturb any suspicious objects, but to report them to the search center.

Give professional personnel complete authority when they arrive. Personnel who know the layout of the buildings well can give special assistance.

### **GENERAL SEARCH PROCEDURES**

Divide the building into sections using the floor plan diagram.

The search is made easier if personnel are assigned areas with which they are familiar

Appoint an overseer for each floor. If the floor area is quite large, it should be divided into several sections with an overseer for each section. Each overseer reports their results to search control as the search progresses. Search control overseers mark on the plans those areas cleared and those still questionable to keep up with the progress of the search.

Never use a larger search force than is absolutely necessary.

Do not assume that only one explosive device has been planted. If one is found, continue searching operations until the whole area is checked.

Experience has shown that stairwells and restrooms are the areas where most explosive devices are found in public buildings. These areas should be searched immediately.

### **SPECIFIC SEARCH PROCEDURES FOR EXPLOSIVE DEVICES**

Before entering a room or area, divide the site into two sections, drawing an imaginary line between two objects in the room. Starting at floor level, searchers should advance into the room working away from each other and checking every item in the room up to a height of eye level.

If the search to eye level height reveals nothing of significance, the area up to the ceiling should be checked in the respective sections. Continue upward to inspect areas above false or dropped ceilings, behind ceiling light fixtures and behind pictures.

After the area or room search is completed, the team should report to the overseer and move to the next assigned space.

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## RISK MANAGEMENT MANUAL

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Areas not to overlook:

- Restrooms
- Kitchenettes
- Lunch rooms
- Boiler rooms
- Electrical rooms
- Locker rooms
- Lobby
- Rooftop
- Storage areas
- Trash receptacles
- Stairwells
- Conference rooms
- Any place that has quick access to the outside with minimal detection

Conference/meeting room searches require that all seats be checked on hands and knees. Look for cuts in the upholstery where an item may be hidden.

Flashlights or battery-powered lanterns are essential. For example, searchers entering darkened areas should NOT turn on lights until after the wall switch and connecting light fixtures have been examined. The switches may be wired to trigger an explosion.

Do not use two-way portable radio communication at this time.

The discovery of unidentified pieces of wire, any materials that could be used to prepare a bomb, paint chips, or heavy dust apparently caused by recent removal of a vent are reason enough to call for experienced bomb personnel.

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**RISK MANAGEMENT MANUAL**

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**RECORD OF BOMB THREAT CALL**

Date \_\_\_\_\_ Time \_\_\_\_\_ of call.

Origin of call, if possible:

Local \_\_\_\_\_ Long Distance \_\_\_\_\_ Booth \_\_\_\_\_ Internal \_\_\_\_\_

Exact language used \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Male \_\_\_\_\_ Female \_\_\_\_\_ Adult \_\_\_\_\_ Child \_\_\_\_\_ Juvenile \_\_\_\_\_ Age (est.) \_\_\_\_\_

Speech: Slow \_\_\_\_\_ Excited \_\_\_\_\_ Loud \_\_\_\_\_ Rapid \_\_\_\_\_ Disguised \_\_\_\_\_  
Broken \_\_\_\_\_ Normal \_\_\_\_\_ Accent \_\_\_\_\_

Background noises \_\_\_\_\_

Ask the following, if possible:

- Exact location of the bomb \_\_\_\_\_
- Time set for detonation \_\_\_\_\_
- What does it look like \_\_\_\_\_
- What is the explosive \_\_\_\_\_
- Why was it placed \_\_\_\_\_

Elicit as much information as possible about the bomb and its location.

Upon receipt of bomb threat, immediately notify the following:

Manager  
Supervisor

Do not discuss the call with other personnel.

### UTILITY OUTAGES

#### ELECTRIC POWER

In the event of a power failure, the following steps should be considered:

- If an outage lasts more than five minutes, contact the electric company to determine the reason and duration of the outage.
- Notify Facilities Management
- In buildings with elevator, determine if anyone has been trapped in it
- Check any emergency generator to make sure it is operating properly.
- Shut off all non-essential major equipment over 110 volts (i.e. stove)
- If the power failure is not the fault of the County, consider asking the electric company to issue a credit for demand charges.
- An emergency box should be provided at the front office where flashlights, keys, etc. are stored.
- Do not use candles or allow guests to use candles for temporary light.
- During extended outages, set up a central communication center.

### NATURAL DISASTERS

#### EARTHQUAKE

##### **Before an Earthquake:**

Fasten heavy appliances and furniture securely to either the wall or the floor. Bolts or other strong supports should be provided for boilers, water heaters, stoves and other gas appliances since fire damage can result from broken gas lines at appliance connections.

Remove heavy object from high shelves. Secure heavy, hanging objects.

Install effective latches in cupboards. Positive catches, toggles and touch latches deter the opening and spilling of contents.

Obtain provisions for an emergency:

- Keep a first aid kit and be familiar with first aid procedures.
- Have battery-powered radios and flashlights in a convenient place. Keep additional batteries on hand.

##### **Earthquake Planning:**

Know the location of your gas and water shut-off valves as well as the electric control panels. Make sure all maintenance personnel learn how to turn them off.

Establish a checkpoint or gathering area in an open area outside the building for employees and visitors in the event of an emergency, once it is safe to evacuate.

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## RISK MANAGEMENT MANUAL

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### **During an Earthquake:**

Drop, cover and hold on. Perform the earthquake safety measure you have practiced. Immediately drop to the floor, get under a sturdy piece of furniture or protect your head and neck, and hold on to a secure object for the duration of shaking.

If you are indoors, stay indoors. If outdoors, stay outdoors. Many injuries occur as people enter or leave buildings or attempt to relocate to a perceived safer area.

When inside, take protective action in the immediate vicinity:

- In a one-story building the inner halls are the safest places with door frames and corner walls being next.
- In a high rise building corridors surrounding the center of the building and near support columns tend to be the safest place.
- Get under a piece of sturdy furniture that is strongly secured.
- Stay away from windows, mirrors and outside doors.
- Beware of falling objects.
- Evacuate if told to do so. Use stairs rather than elevators.

When outdoors, be alert to potential dangers:

- Stay in the open. Keep away from anything that might fall (such as walls, parapets and cornices on buildings, overhead wires, signs, lamp posts, and windows).
- Avoid rockfalls if you are near steep slopes.

### **Additional precautions:**

Do not use candles, matches or other open flames.

If in a moving vehicle, slowly pull over to the shoulder and set the hand brake. Remain inside until the shaking is over. Try to avoid being on bridges and under overpasses.

### **After an Earthquake:**

Check yourself and people nearby for injuries. Provide first-aid as needed and in a manner consistent with your level of training.

Check water, gas and electric lines. If damaged, shut off supply lines. Check for leaking gas by odor or soapy water only. If it is detected, open all windows and doors, leave immediately and report to maintenance personnel.

Turn on the radio for emergency instructions. Do not use the telephone; it will be needed for high-priority messages.

Do not flush toilets until sewer lines are checked. Extreme care should be taken to maintain sanitary conditions. Wastes should be deeply buried or stored in tightly-sealed trash containers or plastic bags. Refuse should be kept out of reach of hungry and homeless animals that might scatter it.

Stay out of damaged building and be alert to the possibility of falling walls or building decorations.

Approach damaged structures with caution.

Expect aftershocks. They may cause additional damage.

## **ROBBERY AND THEFT**

### **ROBBERY**

#### **During the robbery:**

- Remain calm and do not resist.
- Follow the instructions of the robber.
- Do not antagonize the robber in any way.
- Give the robber exactly what is asked for – no more.
- Activate alarms, but ONLY IF SAFE TO DO SO.
- Do not make any quick or unnatural movements that will startle the robber.

Observe closely:

- physical description
- physical characteristics (limps, right handed, tattoos, etc.)
- clothing
- weapon
- vehicle (ONLY IF SAFE TO DO SO)
- direction of travel

Attempt to keep any note used during the robbery.

#### **After the robbery:**

1. Contact police immediately.
2. Protect the scene (areas where the robber entered, stood, exited). Lock doors to the area if possible.
3. Ask witnesses to stay until police arrive. If unable to do so, get names, addresses and telephone numbers.
4. While waiting for the police to arrive, write down descriptions, times and statements made by the robbers. Do not compare statement or notes with other employees until after the departure of the police department.
5. The manager shall prepare an incident report.

### **THEFT**

All thefts, whether it be from an office or vehicle must be reported. An incident/accident report should be completed.

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## **RISK MANAGEMENT MANUAL**

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The theft should be reported to the police department and all pertinent information relative to the case submitted to them for their investigation.

In the case of a theft involving a visitor no statement of responsibility should be made. Only gather the facts. Assistance and cooperation should be given to police department personnel conducting their investigation.

Generally speaking, theft of personal items from a personal vehicle is the responsibility of the owner.

### **FIRST AID/CPR TRAINING**

The purpose of First Aid/CPR training is to provide employees with the means to respond to emergencies until emergency services can be provided. This training often helps to minimize the injury, provide temporary life support and stabilize the injured.

Classes are offered on a regular basis through-out the year. Class size is limited so pre-registration is required. Please consult the Training Calendar for the times and locations. The Clackamas County training of the American Red Cross course takes a full day. The day is split with CPR requiring approximately 4.25 hours and First Aid requiring approximately 3 hours of the day.

Employees successfully completing the class will receive a certificate showing they have met the requirements. CPR certification is valid for 1 year and First Aid certification for 3 years. Individuals can re-certify by challenging the course. Challenging is successfully completed by passing a review test.

It is required by the Oregon Occupational Safety and Health Administration that each workplace has a plan for providing prompt medical treatment. For locations that are not in close proximity to a medical facility this means having at least one person on premises with first aid training. We recommend that there also be at least one person with CPR training. The person's name and phone number is to be posted on a central bulletin board for easy reference in the event there is a situation requiring their help.