

Policy for Emergency Response

The effective date of this Administrative Policy and Procedure is (date).

Name of Individual Approving

_____ Signature of head of agency/facility for approval

Purpose:

The purpose of this policy is to establish the Emergency Response protocols for responding to emergencies such as, fires, bomb threats, suspicious packages, security concerns and medical emergencies.

Policy:

<Organization Name> has the responsibility to respond to emergencies within the workplace in a prompt and professional manner. It is the policy that all employees must know their roles and responsibilities in the event of an emergency and respond accordingly.

Procedures:

Responding to Fire, Fire Alarms, and Evacuations:

1. Employees should immediately dial 911 if smoke is seen or smelled, a fire is spotted or any condition is observed that could cause a threat to life or property.
2. Upon notification by the Fire Department or if the fire alarm sounds, all employees should evacuate the building. **Ensure you have an evacuation plan in place for all facilities.**
3. Under an order of evacuation, no employee should remain behind.
4. Evacuate the building by stairwell only to a pre-designated location and check in with your supervisor or designated lead.

Responding to a Bomb or Other Threat:

1. All employees will treat any bomb or other threat as real. All threats must be treated as genuine threats to safety. No bomb or other threat call or fax should be taken as a joke or disregarded.
2. If an employee receives a bomb or other threat, the employee must immediately notify his/her supervisor who will then contact local law enforcement by dialing 911 to report the incident and give the location.
 - a. Threats by telephone: If an employee receives a bomb or other threat by telephone, the employee should keep the caller on the line as long as possible,

notifying a co-worker or supervisor by a motion, signal or note. The co-worker or supervisor will be responsible for calling local law enforcement.

- b. Walk-in Threat: When confronted by a “walk-in” threat, DO NOT argue with or antagonize the perpetrator. Follow his/her instructions as fully as can be accomplished. If possible, signal to a co-worker to contact local law enforcement.
 - c. Threat by Letter: Employees **should not** handle any suspicious looking letter or package unnecessarily. Employees should report the suspicious item to their supervisor, who will contact local law enforcement and isolate the item to prevent further disturbance.
3. The employee who received the bomb threat must make him/herself available to speak with law enforcement personnel upon arrival.
 4. Law enforcement personnel on the scene will brief those in the search party to look for unusual or out-of-place items. Suspicious items should not be touched. If a suspected device is discovered or location, the premises shall be evacuated immediately.
 5. If the site has been evacuated, law enforcement shall be responsible for deciding when to re-enter the facility.
 6. Keep in mind that it is not necessary to evacuate in all circumstances.

LAW ENFORCEMENT PERSONNEL MAY MODIFY PROCEDURES.

Threats Directed at Employees or Clients, and Other Security Concerns:

1. In the event that an employee is threatened while at work, the employee should promptly notify his/her supervisor and, if security is available on-site at the facility. If it is determined that the threat is serious, law enforcement should be called and a report made.
2. If you do not have onsite-security, employees should summon the site supervisors and, in an emergency, law enforcement should be summoned by calling 911.
3. In the event that an employee has an Order of Protection that includes protection at the employee’s place of work, the employee should notify his/her supervisor and provide the supervisor with a copy of the order and a photograph of the person ordered to stay away (if possible). The employee’s supervisor shall ensure that the appropriate personnel is notified. In the event that the person ordered to stay away from the employee comes to the employee’s place of work, the receptionist or other employee who sees the person shall notify Security (if applicable) and local law enforcement.
4. In the event that a client is threatened, the employee witnessing the threat shall notify his/her supervisor and Security (if onsite). If the threat is determined to be serious, the employee, employee’s supervisor or Security shall contact local law enforcement. If the threat becomes an incident with injuries employees should fill out an incident report.

Responding to Suspicious Package/Substance:

1. In the event that an employee comes in contact with a suspicious package or substance, the employee shall promptly notify his/her supervisor and Site Commander if applicable. Do not touch or move the item or disturb the scene in any way.
2. The employee's supervisor or Site Commander shall notify law enforcement by dialing 911 and give the location of the package/substance.
3. Employees should evacuate at the direction of law enforcement.

Responding to a Medical Emergency:

1. In the event of a medical emergency call 911 to notify of the emergency. If an employee is trained in emergency medical procedures, the employee may provide emergency medical treatment as appropriate until emergency personnel arrive on scene.

Definitions:

Site Commander: The individual designated at each location that is responsible for overseeing the security and safety of the public, employees and the the facility. The Site Commander shall be the employee with the highest authority on-site. (i.e. Program Manager, supervisor, Division Administrator)

Suspicious Package: Envelopes and packages (mailed or hand delivered) believed to be a possible threat to life and/or property. Suspicious packages may or may have any of, but is not limited to the follow characteristics:

1. Marked with restrictive endorsements, such as "Persona, Confidential, or Do not x-ray
2. Have protruding wires or aluminum foil, strange odors or stains
3. Show a city or state in the postmark that doesn't match the return address
4. No return address
5. Foreign mail, airmail, and special deliveries
6. White, brown powder on or inside
7. Are of unusual weight for their size, lopsided or oddly shaped
8. Are marked with threatening language
9. Have inappropriate or unusual labeling
10. Have excessive postage or packaging material such as masking tape or string
11. Have misspellings of common words
12. Have incorrect titles or title without a name
13. Have handwritten or poorly typed address