

Occupant Emergency Program Guide



U.S. General Services Administration
Public Buildings Service
Federal Protective Service

n the fall of 1989, two major disasters struck the United States and its territories. Hurricane Hugo battered the Virgin Islands, Puerto Rico, and the southern Atlantic coastline. Several weeks later, a major earthquake violently rocked California. Many lives were lost, and millions of dollars in property were destroyed.

Disasters like these are well publicized, both nationwide and around the world. However, many disasters of lesser drama—fires, explosions, bomb threats, and medical emergencies—seldom receive more than minimal press coverage. Whether we are aware of these incidents or not, it is important to understand that they all threaten lives and property. The potential for destruction or loss of life can come upon us without warning. To minimize the impact of any disaster, everyone must be “prepared.”

The General Services Administration is assigned the responsibility of assisting all Federal agencies in preparing for emergencies and disasters. This responsibility is detailed in the Federal Property Management Regulations (FPMR), and in Executive Order 12656, “Assignment of Emergency Preparedness Responsibilities.”

GSA carries out this responsibility through its Office of Physical Security and Law Enforcement. Each Federal agency is required by the FPMR to prepare and maintain a current and comprehensive emergency response plan. GSA’s Physical Security Specialists in Regional and District offices nationwide are available to help Government agencies develop and maintain these plans.

This *Occupant Emergency Program Guide* was prepared to assist agencies with their emergency planning. It contains basic guidelines and information and is applicable or adaptable to most facilities.

Emergency preparedness programs must be in place in all Federally occupied facilities, and should be reviewed and updated annually. GSA encourages all agencies to utilize this guide as a reference for developing and reviewing emergency plans. Agencies are encouraged to contact the local offices, listed in the back of this booklet, for guidance and assistance in preparation of these plans.



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Occupant Emergency Programs

More than 900,000 people work in approximately 6,800 Federally owned or leased Federal buildings. Countless visitors pass through these facilities each year. The U.S. General Services Administration (GSA) is the agency responsible for ensuring the safety and security of all of these people while they are on Federal property.

The Federal Property Management Regulations (FPMR) specifically require GSA to assist Federal

agencies who occupy these facilities in establishing and maintaining an Occupant Emergency Program (OEP). The FPMR defines an OEP as “. . . a short-term emergency response program [that] establishes procedures for safeguarding lives and property during emergencies in particular facilities.”

An OEP has two components. The first is the development of procedures to protect life and property in Federally occupied

space under certain emergency conditions. The second is the formation of an Occupant Emergency Organization within each agency, comprised of employees designated to undertake certain responsibilities and perform the specific tasks outlined in their OEP.

NOTE: The relevant sections of the FPMR are contained within the Appendix of this booklet.

Occupant Emergency Plans

This publication provides a step-by-step guide to assist Federal agencies in meeting FPMR occupant emergency requirements. As each agency completes development of an OEP, all pertinent information should be published as a directive entitled *Occupant Emergency Plan for (Name of Facility)* and copies distributed to all individuals responsible for action in the event of an emergency.

The published Occupant Emergency Plan directive should contain a sign-off sheet, similar to the one on this page. Verification that those responsible for managing and performing tasks during an emergency is necessary to ensure that those individuals are aware of their responsibilities.

For small, one-level facilities, emergency information (telephone numbers, responsible individuals, coordinators, etc.) may be entered on GSA Form 3415, Occupant Emergency Plan (abbreviated), shown on the following page. This form may not be used for facilities with more than 500 employees, unless its use is approved by the individual primarily responsible for the Occupant Emergency Program.

Responsible Officials' Sign-Off Sheet

By their signatures below, the following officials certify that they have participated in the development of this Occupant Emergency Plan and fully understand the procedures to be followed in an emergency affecting the facility and employees for which they are responsible.

| | |
|-------------------------------|------------------------|
| Designated Official: | Name _____ |
| | Signature _____ |
| | Title _____ |
| Building Manager: | Name _____ |
| | Signature _____ |
| Tenant Agencies: | Agency _____ |
| | Ranking Official _____ |
| | Signature _____ |
| | Agency _____ |
| | Ranking Official _____ |
| | Signature _____ |
| | Agency _____ |
| | Ranking Official _____ |
| | Signature _____ |
| | Agency _____ |
| | Ranking Official _____ |
| | Signature _____ |
| Physical Security Specialist: | Name _____ |
| | Signature _____ |

Emergency Telephone Numbers

Building Command Center _____

Alternate _____ Off-site _____

Building Mana

Fire Departme

Police:

Federal Protec

Local Police I

Bomb Dispos

Military _____

Local Police _____

Hazardous M

CHEMTREC:

(Also list num
centers.)

Utilities:

Gas _____

Electric _____

Water _____

Telephone _____

Building Information Sheet

Building name _____

Building number _____

Address _____

Year building completed _____

Type of construction _____

Number of flo

Mezzanine(s) _____

Basement(s) _____

Gross floor ar

Net assignable

Government o

Other tenants

Fire alarm sys

Automatic spr

Voice commu

Elevator captu

Smoke detecti

Standpipe syst

Other fire pro

Emergency lig

Occupant Information Sheet

Begin with the lowest floor and work upward. Because agencies move, this sheet must be reviewed and updated accordingly.

Primary occupant agency _____

Number of Federal occupants _____

Number of other occupants _____

Total occupancy _____

Floor

Command Centers

Building Name _____

Address _____

Primary Command Center:

Location _____

Telephones _____

Alternate Command Center:

Location _____

Telephones _____

Command Center, Alternate Site:

Location _____

Telephones _____

Responsibility

The FPMR places responsibility for managing emergencies in a Federally owned or leased facility upon a "Designated Official," who is "... the highest ranking official of the primary occupant agency or ... a designee selected by mutual agreement of occupant agency officials." (Section 101-20.003, Definitions). This person must supervise the development of the Occupant Emergency Plan and the staffing and training of the Occupant Emergency Organization.

Emergency Telephone Numbers

All personnel in the building should know whom to contact in case of emergency. A list of emergency telephone numbers should be available to everyone. One way to ensure that everyone has and keeps a copy is to publish the list in the Federal telephone directory, preferably on the inside of the front cover or on the first page. The list also should be published with the Occupant Emergency Plan for the facility. Of course, it should be updated as assignments change.

Building/Occupant Information

The Occupant Emergency Plan should contain specific information about the building's construction and its occupants in narrative form or on a Building Information Sheet and Occupant Information Sheet. Floor plans should be included, with evacuation routes clearly marked.

The Command Center

Emergency operations are directed from a Command Center. The Center should be centrally located and easily accessible for effective communication and control. A possible location would be the building's control center where the alarm panel is located. The Center should have good communications capability, including at least two telephones and, if possible, portable radios and

paggers. Messengers should be available to augment communications systems.

Provision should be made for an alternate Command Center, in case the main one is incapacitated, and for a Command Center at the site to which employees would be transferred if the facility had to be evacuated.

Include the locations and telephone numbers of the Command Centers and alternate sites.

| OCCUPANT EMERGENCY PLAN (Abbreviated) | | | | DATE |
|---|--------|--|-------------|----------------------|
| <i>(This form is provided as a suggested guide for storefront and/or ground level small office space)</i> | | | | |
| AGENCY | | ADDRESS | | |
| FIRE | POLICE | MEDICAL ASSISTANCE | | |
| FEDERAL PROTECTIVE SERVICE | | BUILDING MANAGER | | |
| OFFICIAL IN CHARGE | | DUTY PHONE | OTHER PHONE | |
| EMERGENCY ORGANIZATION INFORMATION (Coordinators, Monitors, and Bomb Search Officer) | | | | |
| NAME | DUTY | OFFICE PHONE | OTHER PHONE | |
| 1. | | | | |
| 2. | | | | |
| 3. | | | | |
| 4. | | | | |
| EMERGENCY PLAN GUIDANCE | | | | |
| Know Evacuation Routes | | Know the Plan of Action | | |
| FIRE OR SMOKE | | BOMB THREAT | | |
| 1. Sound building alarm. 2. Call Fire Department _____ 3. Notify Official in Charge _____ 4. Notify Buildings Manager _____ 5. Notify Federal Protective Service _____ 6. Assist Fire Department. 7. Close windows and doors (<i>Do not lock!</i>) | | 1. Record information on back of this form. 2. Notify Official in Charge _____ 3. Notify Police _____ 4. Notify Federal Protective Service _____ 5. Notify Buildings Manager _____ 6. Search immediate area and public areas for suspicious objects 7. If suspicious package or bomb found: a. Do not touch. b. Notify Bomb Squad _____ c. Evacuate area. | | |
| EARTHQUAKE | | | | |
| 1. Take cover under table, desk, or in doorway. 2. Do not run outdoors. | | | | |
| SEVERE WEATHER | | CIVIL DISTURBANCE | | |
| 1. Secure objects outside building. 2. Prepare to move to place of safety. 3. Stay away from large windows. 4. For tornado, open windows. 5. Know location of utility shutoff valves and switches. 6. Stay tuned to weather reports. 7. Standby for further instructions. | | 1. Notify official in charge. 2. Secure doors. 3. Notify Police _____ 4. Notify Federal Protective Service _____ 5. Notify Buildings Manager _____ | | |
| NOTE: In all emergencies, be prepared to assist the handicapped. <i>Bomb Threat Checklist on Reverse Side</i> | | | | |
| GENERAL SERVICES ADMINISTRATION | | | | GSA FORM 3415 (2-80) |

The Occupant Emergency Organization

Emergency response procedures in each facility are coordinated by an Occupant Emergency Organization. This organization generally consists of a Command Center Team, Floor Teams, and a Damage Control Team. Procedures also must be spelled out and responsibilities assigned for handling emergencies that occur during nights, weekends, and holidays. The organization's members and their titles and telephone numbers should be noted on forms such as the ones shown here.

Organization personnel should be provided with visual identifiers such as colored safety hats and/or arm bands. Occupants should be familiar with these identifiers and their significance.

In setting up the organization, it may prove useful to remember a few general points:

- The organization should be limited in size. Carefully determine how many positions are needed and define their duties clearly. It's important to have enough help in an emergency, but too many people could get in the way and prevent fast, efficient action.
- The organization should consist of and use the existing hierarchy of the occupant agencies. In other words, the same officials who run the agencies on a day-to-day basis should assume leadership positions during an emergency since they reflect an agency's greatest leadership, experience, and skill and have ultimate responsibility for the safety and well being of their employees.
- Emergency organization members usually are selected by position, not by name. This automatically allows for continuity since positions are normally filled by someone when the in-

cumbent is absent. The acting official assumes the incumbent's role in the emergency organization as well. Selection by position also eliminates the need for assigning alternates.

The Command Center Team

All emergency operations are directed by the Command Center Team from the building's Command Center. In a

large facility, this team would include the Designated Official, an Occupant Emergency Coordinator, a Floor Team Coordinator, a Damage Control Team Coordinator, a Medical Coordinator, an Administrative Officer, and Technical Advisors. In a small facility, some positions, such as Administrative Officer, Medical Coordinator, and Floor Team Coordinator, may not be needed; or one person could perform several functions.

Command Center Team

(Update as necessary and check quarterly)

Building _____
Address _____

Designated _____
Title _____
Name of _____
Telephone _____

Occupant _____
Title _____
Name of _____
Telephone _____

Floor Team _____
Title _____
Name of _____
Telephone _____

Damage _____
Title _____
Name of _____
Telephone _____

Medical _____
Title _____
Name of _____
Telephone _____

Floor Team/_____ Floor (continued) (Elevator Monitors)

Complete a sheet of elevator monitors for each floor where elevators may be captured. Buildings with automatic elevator-capturing systems will need elevator monitors only for the floor where elevators are captured.

| Elevator _____ | Floor Monitor _____ |
|-----------------|---------------------|
| Telephone _____ | Title _____ |
| Elevator _____ | Telephone _____ |
| Telephone _____ | Skills _____ |
| Elevator _____ | Area _____ |
| Telephone _____ | Title _____ |
| Elevator _____ | Telephone _____ |
| Telephone _____ | Skills _____ |
| Elevator _____ | Area _____ |
| Telephone _____ | Title _____ |
| Elevator _____ | Telephone _____ |
| Telephone _____ | Skills _____ |
| Elevator _____ | Stairwell _____ |
| Telephone _____ | Title _____ |
| Elevator _____ | Telephone _____ |
| Telephone _____ | Skills _____ |
| Elevator _____ | Monitors _____ |
| Telephone _____ | |

Floor Team—Floor _____

Complete one sheet per floor. Modify the sheet to correspond to your building's unique layout as many area and stairwell monitors as your building requires.

| | |
|-----------------|----------------------------------|
| Area _____ | Title _____ |
| Telephone _____ | Skills _____ |
| Leader _____ | Telephone _____ Work hours _____ |
| Alternate _____ | Telephone _____ Work hours _____ |
| Name _____ | Telephone _____ Work hours _____ |
| Skills _____ | |

Damage Control Team

In Federally owned buildings, this team would include the Building Manager and include the building operator's personnel. Additional teams may be required.

| | |
|-----------------|----------------------------------|
| Leader _____ | Telephone _____ Work hours _____ |
| Alternate _____ | Telephone _____ Work hours _____ |
| Name _____ | Telephone _____ Work hours _____ |
| Skills _____ | |

Command Center Team

(Update as necessary and check quarterly)

Building _____
Address _____

Designated Official:

Title

Name of incumbent

Telephone: Office _____ Home _____

Occupant Emergency Coordinator:

Title

Name of incumbent

Telephone: Office _____ Home _____

Floor Team Coordinator:

Title

Name of incumbent

Telephone: Office _____ Home _____

Damage Control Team Coordinator:

Title

Name of incumbent

Telephone: Office _____ Home _____

Medical Coordinator:

Title

Name of incumbent

Telephone: Office _____ Home _____

Administrative Officer:

Title

Name of incumbent

Telephone: Office _____ Home _____

Technical Advisor:

Title

Name of incumbent

Telephone: Office _____ Home _____

(List as many technical advisors as are available to cover all contingencies.)

Special consideration must be made for rapid transportation of team members from their work stations to the Command Center and for quick notification of team members of an emergency.

Duties of the Command Center Team members are outlined in the following paragraphs.

Designated Official

- Develop emergency plan and coordinates with all tenants.
- Selects and trains Occupant Emergency Organization members.
- Ensures that appropriate procedures are followed during emergencies.
- Identifies and establishes working relationships with Federal, State, and local agencies that might respond to an emergency in the facility.
- Initiates activities to prepare occupants for emergencies and inform them of response procedures.

Occupant Emergency Coordinator

- Assists Designated Official.
- Acts for Designated Official during absences.
- Performs delegated duties of the designated official.
- Serves as liaison between Designated Official and other members of the Command Center Team.

Floor Team Coordinator

- Assists the Occupant Emergency Coordinator.
- Coordinates planning of occupant movement between floors during an emergency.
- Coordinates floor, wing, stairwell, elevator, and other monitor activities (see "Floor Teams").

The Occupant Emergency Organization

Damage Control Coordinator

- Assists the Occupant Emergency Coordinator.
- Identifies utilities, alarm systems, communications equipment, and other pertinent systems and equipment in the building.
- Makes recommendations on the use of facilities and equipment.
- Maintains emergency call list for utilities and hazardous substances.
- Directs Damage Control Team activities.

Medical Coordinator

- Assists the Occupant Emergency Coordinator.
- Identifies available medical emergency services.
- Maintains first aid equipment.
- Arranges CPR, first aid, and other paramedical training.
- Maintains list of personnel with CPR and paramedical training.

Administrative Officer

- Assists the Occupant Emergency Coordinator.
- Records enacted emergency procedures.
- Maintains organization records and updates them monthly.
- Provides required administrative services.

Technical Advisors

- Building Manager (GSA or Lessor)
 - Works with the Occupant Emergency Coordinator.
 - Provides information about the building and the operation of its mechanical systems.

- Physical Security Specialist
 - Works with the Occupant Emergency Coordinator.
 - Provides advice on security and law enforcement matters.
 - Serves as liaison with Federal and local law enforcement agencies.
- Other occupants familiar with the building's utilities and mechanical systems.

Floor Teams

Occupant Emergency Plans are, for the most part, carried out by Floor Teams assigned to each floor of a facility. A typical Floor Team in a large facility would include a Floor Monitor, Wing or Area Monitors (one for each major area of the floor), Stairwell Monitors, Elevator Monitors (for each floor where elevators may be captured), Monitors for the Handicapped, and Exit Monitors (for street- and ground-

level floors). Small or single-story facilities may not need all of these monitors. Duties of the Floor Team members are outlined in the following paragraphs.

Floor Monitors

- Assist the Floor Team Coordinator. Maintain communication with Command Center during an emergency; provide progress reports on evacuation; notify Command Center when floor is completely cleared.
- Designate exact boundaries of floor areas and assign responsibilities for these areas.
- Make necessary changes in floor organization with the approval of the Floor Team and Occupant Emergency Coordinators.
- Ensure that evacuation routes are clearly identified and posted on bulletin boards, corridor intersections, and office exits and are known to occupants.

Floor Team—Floor _____

Complete one sheet per floor. Modify the sheet to correspond to your building's unique layout. In particular, appoint as many area and stairwell monitors as your building requires.

Floor Monitor _____

Title _____

Telephone _____

Skills _____

Area _____ Monitor _____

Title _____

Telephone _____

Skills _____

Area _____

Title _____ Monitor _____

Telephone _____

Skills _____

Stairwell _____ Monitor _____

Title _____

Telephone _____

Skills _____

Monitors for the Handicapped

Monitor Telephone

- Direct orderly flow of persons during fire drills and emergencies along prescribed routes, including orderly exit from the building at the first or ground floor.
- Ensure that all persons have vacated the floor.

Area or Wing Monitors

- Work with Floor Monitor; notify Floor Monitor when area has been completely cleared.
- Ensure that evacuation routes are clearly identified and made known to occupants.
- Direct orderly flow of persons during drills and emergencies, along the prescribed evacuation routes.
- Ensure that area or wing is completely vacated, when required.
- Ensure that windows and doors are closed, lights on, and electrical appliances off during fire evacuations.
- Ensure that windows and doors are left open and lights on during bomb threat evacuations.
- Supervise Stairwell Monitors and Monitors for the Handicapped; maintain list of handicapped persons, providing revisions to the Floor Monitor. (List should include name, telephone extension, room number, and type of handicap.)

Stairwell Monitors

- Support the Area/Wing Monitor.
- If evacuating because of a bomb threat, search stairwell.
- Control movement of persons on stairways, keeping them in single file and moving steadily at a walking pace; instruct persons to grasp handrails.
- Keep door open to stairway until the area/wing is clear.
- Restrict and monitor use of stairwells and escalators as necessary.

**Floor Team/ _____ Floor (continued)
(Elevator Monitors)**

Complete a sheet of elevator monitors for each floor where elevators may be captured. Buildings with automatic elevator-capturing systems will need elevator monitors only for the floor where elevators are captured.

Elevator _____ Monitors _____
 Telephone _____
 Elevator _____ Monitors _____
 Telephone _____
 Elevator _____ Monitors _____
 Telephone _____
 Elevator _____ Monitors _____
 Telephone _____
 Elevator _____ Monitors _____
 Telephone _____
 Elevator _____ Monitors _____
 Telephone _____
 Elevator _____ Monitors _____
 Telephone _____
 Elevator _____ Monitors _____
 Telephone _____
 Elevator _____ Monitors _____
 Telephone _____
 Elevator _____ Monitors _____
 Telephone _____
 Elevator _____ Monitors _____
 Telephone _____

- Assign Monitors for the Handicapped, one per handicapped person.

Elevator Monitors

- Assist Floor Monitors.
- Be familiar with the provisions of GSA Bulletin FPMR D-198 covering emergency plans for using elevators to evacuate handicapped persons.
- Be familiar with manual operation of elevators.

- Capture assigned elevator and permit use only as directed by floor monitor.

- During fire evacuation, direct persons attempting to use elevator to appropriate stairway; relinquish control of elevator to firefighting personnel when they arrive.

- If emergency personnel are arriving by elevator, meet them and direct them to the scene of the emergency.

The Occupant Emergency Organization

- Assist the evacuation of handicapped personnel by elevator if elevator has been approved for use.

Elevator Monitors

- Support Area Monitors.
- Be familiar with the provisions of GSA Bulletin FPMR D-198 covering emergency plans for using elevators to evacuate handicapped persons.
- Know the locations and telephone numbers of the handicapped persons to be assisted, types of handicaps, and the locations of crutches, wheelchairs, and other support devices.
- Know which elevators may be used for evacuation of handicapped persons.

- Assist handicapped persons from their workplaces to the elevator, down, and out of the building. If elevator cannot be used, assist person to an area adjacent to the nearest safe stairway and get or await help.

Exit Monitors

- Work with Floor Monitors.
- Ensure that exits are open and free of hindrances.
- Deny unauthorized access to the building.
- Direct orderly movement of persons to safety areas.
- Assist in evacuation of handicapped persons.

Damage Control Team

The Damage Control Team consists of the Building Manager and other people familiar with the facility's construction, equipment, and overall operating system. Team members report to the Damage Control Coordinator. Generally, their job is to control dangerous conditions until further help arrives and to assess potential and real damage. This may include the following duties:

- Ensure that appropriate response organization (Fire Department, Police Department, medical, hazardous materials, etc.) has been notified;
- Initiate reasonable fire suppression or confinement using facility portable fire extinguishers;
- Assist emergency response personnel;
- Disconnect utilities or equipment;
- Conduct bomb search;
- Protect or remove equipment, records, hazardous substances, etc;
- Perform rescue and first aid; and
- Make emergency repairs;

Damage Control Team

In Federally owned buildings, this team would include the Building Manager's personnel. In leased facilities, it would include the building operator's personnel. Additional teams may be required for large buildings.

Leader _____

Telephone _____ Work hours _____

Alternate _____

Telephone _____ Work hours _____

Name _____

Telephone _____ Work hours _____

Skills _____

Name _____

Telephone _____ Work hours _____

Skills _____

Name _____

Telephone _____ Work hours _____

Skills _____

Name _____

Telephone _____ Work hours _____

Skills _____

Name _____

Telephone _____ Work hours _____

Skills _____

Nights/Weekends/Holidays

In the event of an emergency at night, over the weekend, or on a holiday, the senior Federal official present should act as the "Designated Official" and initiate appropriate action. This person will need to coordinate with the senior Federal Protective Officer or contract guard on the premises and with appropriate maintenance personnel.

Communications

Of high-priority concern to members of the Occupant Emergency Organization are the primary and alternate means of communication that will be used (1) to activate the organization; (2) to inform building occupants of the nature of an emergency and what action to take; and (3) to coordinate activities during the emergency.

In some cases, the building's fire

alarm system may be sufficient means of notifying the organization and the occupants. However, such a general alarm may not be available or appropriate, and telephones, public address systems, and/or messengers may prove more feasible. If telephones are used, a Communications Coordinator should be appointed to set up a system of contacting all members of the emergency

organization. This person could also be responsible for updating lists of telephone numbers.

Multilevel buildings may have emergency telephone systems for coordinating emergency activities. However, most buildings must rely on the normal telephone system, the public address system, the fire alarm, and messengers.

Child Care Centers in Federal Facilities

The Designated Official and a Physical Security Specialist should work with the director of a child care center in a Federal facility to develop and post emergency response procedures. Center staff should know whom to contact in the event of a medical emergency, how the center will be notified of a fire or

other danger that may require evacuation, the location of fire alarm boxes and fire extinguishers, the primary and secondary evacuation routes, and the locations of safe areas.

Each staff member should be assigned a specific group of children

for whom he or she is to be responsible during an emergency. Center staff should conduct practice drills over the prescribed evacuation routes so children won't be unprepared or unduly alarmed should a real emergency occur.

Typical Emergencies and Responses

Most emergencies can be handled routinely if people know the procedures established to get the right help fast. The services needed for each kind of emergency must be identified and the telephone numbers kept within easy reach and updated periodically. Members of the Occupant Emergency Organization should be familiar with the capabilities, limitations, and response times of each such emergency service.

If a potentially necessary service is not readily available, the Occupant Emergency Organization should develop the required capability.

Outlined below are some typical emergencies that could occur in a Federal facility and require quick response. Actual response procedures for a particular facility should be conducted in a manner similar to those discussed on pages 12 through 19.

Medical Emergency

When medical assistance is needed, Occupant Emergency Organization members and other identified occupants may be the fastest source of first aid/cardiopulmonary resuscitation. Also, all Federal Protective Officers are qualified in first aid/CPR.

The facility's Health Unit usually can provide immediate medical attention. Local physicians and emergency medical units are normally closer than a hospital; the area should be surveyed to determine their availability, and their telephone numbers should be on the Emergency Call List. Local police, fire, and rescue squads can provide ambulance services and paramedics; police and fire department personnel can also maintain order during an emergency requiring large-scale medical services.

Rescue

Federal Protective Officers/Physical Security Specialists and the facility's

Damage Control Team and technical advisors may be capable of handling a rescue. The Damage Control Team and technical advisors are familiar with floor plans and mechanical systems and should be notified immediately in the event of mechanical or other entrapment. Local fire departments normally have the most rescue experience and training.

Fire

Be sure that all occupants know the locations of fire alarm boxes and fire extinguishers, how/when to use them, and the procedures to follow when they hear the fire alarm. Occupants should also know whom they should notify after they have turned in an alarm so that the Command Center Team can be activated. Federal Protective Officers and members of the Damage Control Team are trained in fighting small fires. Once the fire department arrives, the fire official in charge will assume command.

Hazardous Substances

The Hazard Communication Standard (29 CFR 1910.1200) establishes uniform requirements for evaluation of all hazardous chemicals used in U.S. workplaces and communication of this information to the appropriate personnel. This Standard was designed to ensure that (1) employers receive the information they need to inform and train employees properly and to design and put in place employee protection programs and (2) that employees receive necessary hazard information so they can participate in the development of protective measures in their workplaces and support them once they are in place.

Under the Standard, employers are required (1) to label all hazardous chemicals in their workplaces and list them on Material Safety Data Sheets (MSDSs) and (2) to develop, publish,

and implement a hazard communication program, including employee training.

The Designated Official must maintain an inventory of hazardous materials used in chemical laboratories and hazardous material storage areas in the building. This inventory should include the following information for each chemical that poses a potential health or physical hazard:

1. Substance name and trade name;
2. National Stock Number/Chemical Abstracts Service (CAS) Number, if applicable;
3. Name and location of user;
4. Quantity used per day/week/month;
5. Container size; and
6. Quantity of chemical normally in use and stored.

The Chemical Transportation Center (CHEMTREC), a service of the Chemical Manufacturers Association, provides 24-hour information on handling accidents in the transportation of chemicals and has been declared the official "Hotline" for this type of emergency by the U.S. Department of Transportation.

During emergencies, Federal Protective Officers can provide first aid and help control access to the building.

Suspicious Object/Bomb

Occupants, because of their familiarity with the space where they work, can most easily spot something that does not belong there. They should be warned, however, not to touch suspicious objects but to report them immediately upon discovery to the Federal Protective Service.

Federal Protective Officers have primary search responsibility if a bomb is suspected in Federally occupied space. They, as well as local police, can help in training for bomb searches and provide leadership during

Evacuation Information

Persons Authorized To Order Evacuation

Designated Official _____

Occupant Emergency Coordinator _____

Federal Protective Service Official _____

Building Manager _____

Fire Department Official in Charge _____

Evacuation Signals

Fire: Describe method of notification for complete or partial evacuation.

Explosion or Gas Leak: Describe method of notification for complete or partial evacuation.

Suspicious Object: Describe method of notification for complete or partial evacuation.

Alternate Site (describe or give address)

Telephone numbers

Building Reentry

Method of recalling employees:

Building entry control method:

Drill Schedule:

Dates:

a search. The bomb disposal unit of the local police would, in most instances, provide the quickest response for defusing or otherwise disposing of a bomb. However, if a military team is easily reachable, it should be called. Personnel of the Bureau of Alcohol, Tobacco, and Firearms also have knowledge of explosives and should be notified.

Evacuation of occupants may be necessary.

Unlawful Act

All occupants should report suspicious persons, unlawful acts, or other incidents requiring a response to the nearest FPS office or local authority. The FPS, through their law enforcement and security personnel, will advise occupants as to which authority will provide the most immediate response to ensure a safe work environment.

Damage Control, Repair, and Restoration of Services

The Damage Control Team and the Buildings Manager will know where to get help in controlling damage and restoring services. Federal Protective Officers can help isolate and extinguish small fires and control access to endangered or damaged areas.

Evacuation/Relocation

Properly trained Floor Team Coordinators, Area/Wing Monitors, Stairway Monitors, and Elevator Monitors can lead the safest and fastest evacuation of a building.

Federal Protective Officers and/or local police can control traffic and crowds during an evacuation. If evacuation is ordered because of a fire, the local fire department official in charge will assume command.

Recommended Responses to Specific Types of Emergencies

Fire

Since elevators may be automatically captured and returned to the main floor in event of a fire alarm, they may not be available for use by members of the Command Center Team. This should be taken into account in planning.

Command Center Team

Designated Official/Occupant Emergency Coordinator

- Go to Command Center.
- Activate Command Center Team.
- Verify fire department notification/response.
- Verify FPO notification/response.
- Brief responding personnel.
- Coordinate activities.

Floor Team Coordinator

- Go to Command Center.
- Activate Floor Teams.
- Verify occupant status.
- Coordinate Floor Team activities.

Damage Control Team Coordinator

- Go to Command Center.
- Activate Damage Control Team.
- Determine building conditions (environmental/structural).

Medical Coordinator

- Go to Command Center.
- Advise regarding medical assistance.

Administrative Officer

- Go to Command Center.
- Monitor and record alarm sequence.
- Record activities.

Floor Team/Fire Floor

Floor Monitor

- Activate fire alarm (if not already done).

- Supervise evacuation.
- Verify evacuation.
- Report to Floor Team Coordinator.

Area Monitors

- Evacuate area occupants.
- Inspect area to assure total evacuation.
- Report status to Floor Monitor (including relocation of handicapped).

Elevator Monitors

- Direct occupants attempting to use elevators to the nearest safe stairwell.
- Assist in elevator evacuation of the handicapped if elevator use for this purpose has been authorized.

Stairway Monitors

- Inspect stairway for smoke or other obstruction; if obstructed, direct occupants to another stairway.
- Keep occupants moving in a single file down the stairway.
- Report status to Area Monitor.

Monitors for the Handicapped

- Evacuate handicapped to safe area.
- Report status to Area Monitor.

First Floor Team

- Lead fire department to control center.
- Restrict building access.
- Assist with occupant evacuation.

Elevator Monitors

- Report to First Floor Monitor.
- Capture assigned elevators. (Depending upon type of elevator control system, this may be accomplished either automatically or require use of a special key or the regular call button. Elevator monitors must be able to operate elevators in the emergency mode and

have access to any special keys required. After capture, use of elevators can be authorized only by the fire department, Designated Official, or Occupant Emergency Coordinator.)

Other Floor Teams

If floor is to be evacuated, follow Fire Floor Team instructions; if not, stand by for instructions.

Damage Control Team

- Report to Damage Control Coordinator.
- Activate emergency systems:
 - Alarm systems;
 - Smoke control;
 - Fire extinguishment; and
 - Emergency power.

Fire Announcements

Fire Drill Evacuation

May I have your attention please.

May I have your attention please.

This is a fire drill.

When the bell rings, proceed to the nearest stairwell and walk down to the _____ floor.

Please do not use the elevators.

Walk down the stairs to the _____ floor and please do not use the elevators.

Wait in the lobby and halls of the _____ floor for further instructions.

Fire Drill Termination

May I have your attention please.

May I have your attention please.

The fire drill is over.

Please return to your work station.

The fire drill is over.

Please return to your work station.

Partial Building Evacuation

(Usually for buildings over six stories)

Fire Floor and Floor Above Fire

May I have your attention please.

May I have your attention please.

A fire has been reported on the _____ floor. While this report is being verified, please proceed to the stairways and walk down to the _____ floor. Wait on the _____ floor for further instructions. Please do not use the elevators, as they may be needed. Please do not use the elevators, but proceed to the stairway.

(Repeat entire announcement at least once.)

Other Floors

May I have your attention please.

May I have your attention please.

A fire has been reported on the _____ floor. People from other floors may be entering your area. Please remain at your desks while they are in your area. You are in a safe area.

(Repeat entire announcement at least once.)

Complete Building Evacuation

May I have your attention please.

May I have your attention please.

A fire has been reported in the building. While this report is being verified, please proceed to the stairways and evacuate the building to the relocation site. Wait at the relocation site for further instructions. Please do not use the elevators as they may be needed. Please do not use the elevators but proceed to the stairway.

(Repeat entire announcement at least once.)

Hazardous Materials (Spills, Leaks)

In case of explosion follow instructions under Bomb Explosion.

Command Center Team

Designated Official/Occupant Emergency Coordinator

- Activate Command Center Team.
- Order evacuation.
- Notify fire department.
- Notify Federal Protective Service.
- Notify appropriate utility company or hazard materials expert.
- Go to relocation site Command Center.
- Hold occupants at relocation site.
- Do not permit reentry until determined safe by proper authorities.
- In case of explosion follow instructions under Bomb Explosion.

All Other Team Members

- Go to relocation site.

Floor Teams

Floor Monitors

- Activate Floor Teams.
- Supervise evacuation.
- Report to Floor Team Coordinator at relocation site Command Center.

Area Monitors

- Coordinate area evacuation.
- Report conditions to Floor Monitors.
- Accompany area occupants to relocation site.
- Hold occupants and await instructions.

Stairwell Monitors

- Control evacuation via stairways.
- Report to Area Monitors.

Monitors for the Handicapped

- Assist handicapped to relocation site.
- Remain with handicapped.
- Report to Area Monitors when possible.

Elevator Monitors

- Go to relocation site.
- Report to Floor Monitor.

Damage Control Team

- Report to Damage Control Coordinator at relocation site Command Center.

Bomb Threat

Command Center Team

Designated Official/Occupant Emergency Coordinator

- Go to Command Center.
- Verify FPO notification/response.

Floor Team Coordinator

- Go to Command Center.
- Activate appropriate Floor Teams.
- Inform other Floor Teams.

Damage Control Coordinator

- Go to Command Center.
- Activate Damage Control Team.

Medical Coordinator

- Go to Command Center.

Administrative Officer

- Go to Command Center.

Floor Teams/Affected Floors

Floor Monitors

- Initiate evacuation/relocation.
- Supervise and verify evacuation.
- Report to Floor Team Coordinator.

Area Monitors

- Instruct occupants to search their work areas.
- Evacuate/relocate occupants.
- Inspect area to ensure total evacuation.
- Search assigned public areas and exit routes.
- Verify status of handicapped occupants.
- Report to Floor Monitors.

Stairwell Monitors

- Inspect stairwells and exit routes.
- Lead occupants to safe area.
- Report to Area Monitors.

Floor Teams/First, Ground Floors

- Control building access.
- Keep people away from building perimeter.

Floor Teams/ Unaffected Floors

- Control occupant movement, according to instructions received from Command Center.

Damage Control Team

- Search assigned areas including maintenance, storage, outside, and rooftop areas.

| TELEPHONE BOMB THREAT CHECKLIST Important: REMAIN CALM | | CODE NUMBER |
|---|--|---|
| SECTION I – INSTRUCTIONS | | |
| 1. Follow instructions received from your supervisor, Federal Protective Officer, or the designated official. | 2. If you are ordered to evacuate, take with you any drafts, forms, or reports you may have prepared regarding the threat. | |
| SECTION II – PERTINENT DATA | | |
| 1. TIME BOMB IS SET TO EXPLODE _____ a.m. _____ p.m. | 4. LOCATION OF BOMB a. Building _____ b. Floor _____ c. Area _____ | |
| 2. DESCRIBE TYPE OF BOMB | 5. EXPLAIN WHY CALLER WISHES TO INJURE OR KILL INNOCENT PERSONS | |
| 3. DID CALLER INDICATE KNOWLEDGE OF THE FACILITY? <input type="checkbox"/> NO <input type="checkbox"/> YES (Explain) _____ | | |
| SECTION III – DESCRIPTION OF CALLER'S VOICE | | |
| <input type="checkbox"/> MALE <input type="checkbox"/> FEMALE <input type="checkbox"/> YOUNG <input type="checkbox"/> OLD <input type="checkbox"/> MIDDLE-AGED <input type="checkbox"/> CALM <input type="checkbox"/> NERVOUS <input type="checkbox"/> REFINED <input type="checkbox"/> ROUGH <input type="checkbox"/> ACCENT <input type="checkbox"/> SPEECH IMPEDIMENT (Describe) _____ | EXACT WORDS OF CALLER _____ _____ _____ | |
| DO YOU RECOGNIZE VOICE? <input type="checkbox"/> NO <input type="checkbox"/> YES (Whose voice is it?) _____ | | |
| SECTION IV – BACKGROUND NOISE | | |
| <input type="checkbox"/> TRAFFIC <input type="checkbox"/> HORNS <input type="checkbox"/> WHISTLES <input type="checkbox"/> MUSIC <input type="checkbox"/> BELLS <input type="checkbox"/> AIRCRAFTS <input type="checkbox"/> TAPE RECORDER <input type="checkbox"/> MACHINERY | <input type="checkbox"/> RUNNING MOTOR (Type) _____ <input type="checkbox"/> OTHER _____ | |
| SECTION V – TELEPHONE LINE DATA | | |
| 1. LINE ON WHICH CALL WAS RECEIVED | <input type="checkbox"/> LISTED NUMBER? | <input type="checkbox"/> UNLISTED NUMBER? |
| 2. IS THIS A NIGHT NUMBER? | <input type="checkbox"/> NO <input type="checkbox"/> YES (Whose number?) _____ | |
| 3. HAS A BOMB THREAT CALL BEEN PREVIOUSLY RECEIVED ON THIS NUMBER? <input type="checkbox"/> NO <input type="checkbox"/> YES (Explain) _____ | | |
| SECTION VI – REPORTING OF THREAT (Caution: DO NOT TALK TO OTHERS about incident.) | | |
| 1a. NAME OF PERSON RECEIVING CALL | 2. REPORT THREAT TO: | |
| b. DIVISION AND TELEPHONE NUMBER | a. FEDERAL PROTECTIVE SERVICE DIVISION | b. DESIGNATED OFFICIAL |
| c. TIME AND DATE CALL RECEIVED | c. BUILDINGS MANAGER | |

Suspicious Package (Possible Bomb)

Command Center Team

Designated Official/Occupant Emergency Coordinator

- Go to Command Center.
- Activate Command Center Team.
- Verify FPO notification/response.
- Evacuate or relocate occupants.

Floor Team Coordinator

- Go to Command Center.
- Notify appropriate Floor Team(s).

Damage Control Coordinator

- Go to Command Center.
- Notify Damage Control Team.

Medical Coordinator

- Go to Command Center.

Administrative Officer

- Go to Command Center.
- Record activities.

Floor Teams/Affected Floors

Floor Monitors

- Carry out evacuation or relocation plan.
- Supervise evacuation.
- Verify evacuation.
- Report to Floor Team Coordinator.

Area Monitors

- Coordinate area evacuation.
- Determine location of suspicious object; avoid using stairwells, elevators or escalators in immediate area.
- Inspect area to assure total evacuation.
- Report status, including relocation of handicapped, to Floor Monitor.

Stairwell Monitors

- Inspect stairwells and exit routes.
- Lead occupants to safe area.
- Report status to Area Monitors.

First Floor Team

Floor Monitors

- Control building access.
- Keep people away from building perimeter to avoid blast effects.

Elevator Monitors

- After evacuation, capture elevators.
- Hold elevators and assist emergency units.
- Report to First Floor Monitor.

Floor Teams/Unaffected Floors

- After evacuation, restrict use of elevators, escalators and stairwells.

Suspicious Package Announcements (Possible Bomb)

Affected Floor

May I have your attention please.
May I have your attention please.
We have found a suspicious package on the _____ floor. Occupants of the _____ floors, please walk to the _____ (floor or relocation site). Use stairways. Do not attempt to use the elevators. Wait at the relocation site for further instructions. Please do not use elevators, but proceed to the stairways.
(Repeat at least once)

Other Floors

May I have your attention please.
May I have your attention please.
An emergency has been reported on the _____ floor. People from other floors may be entering your area. Please remain at your workstations while they are in your area. You are in a safe area.
(Repeat at least once)

Message at End of Emergency

May I have your attention please.
May I have your attention please.
The emergency is over.
Please return to your workstation.
(Repeat)

Natural Disaster— Advance Notice Command Center Team

Designated Official/Occupant Emergency Coordinator

- Activate Command Center Team.
- Review plans and decide course of action.
- Notify occupants.

Damage Control Coordinator

- Activate Damage Control Team for damage prevention work.

Floor Team Coordinator

- Review plans with Floor Monitors.

Technical Advisors

- Go to Command Center.
- Provide advice in area(s) of expertise.

Damage Control Team

- Protect windows and doors.
- Secure outdoor objects.

Natural Disaster— No Warning Command Center Team

Designated Official/Occupant Emergency Coordinator

- Activate Command Center Team.
- Notify occupants.

Floor Team Coordinator

- Go to Command Center.
- Coordinate and assist Floor Teams.

Damage Control Coordinator

- Go to Command Center.
- Activate Damage Control Team.

Medical Coordinator

- Go to Command Center.
- Advise regarding medical assistance.

Administrative Officer

- Go to Command Center.
- Record activities.

Technical Advisors

- Go to Command Center.
- Provide advice in area(s) of expertise.

Floor Teams

Elevator Monitors

- Capture assigned elevators.
- Restrict use until determined safe (mechanical safety inspection may be required).

Damage Control Team

- Assess damage.
- Determine needs for controlling dangerous conditions.
- Provide repair, rescue, and first aid services as directed.
- Isolate unsafe areas.
- Report to Damage Control Coordinator.

Demonstration Command Center Team

Designated Official/Occupant Emergency Coordinator

- Go to Command Center.
- Notify Federal Protective Service.
- If no Federal Protective Service unit is in the area, notify the local police department.
- Notify Floor Team Coordinator.

Floor Team Coordinator

- Go to Command Center.
- Activate ground level Floor Team.

Floor Team/Ground Level

- Secure perimeter doors.
- Avoid any interaction with demonstrators.
- Prevent any occupant interaction with demonstrators.
- Follow instructions of responding Federal Protective Officers and/or local police.

Medical/First Aid Emergency

Command Center Team

Designated Official/Occupant Emergency Coordinator

Limited emergency

- Notify Floor Monitor.
- Notify Medical Coordinator.

Widespread emergency

- Go to Command Center.
- Activate Command Center Team.

Medical Coordinator

Limited emergency

- Go to scene.
- Ensure that appropriate assistance has been called.
- Recommend follow-up action.
- Report to Designated Official.

Multiple injuries

- Go to scene.
- Advise regarding medical assistance and ensure that appropriate assistance has been summoned.
- Report to Designated Official.

Floor Team Coordinator

(for widespread emergency)

- Go to Command Center.
- Coordinate and assist Floor Teams.

Damage Control Coordinator

(for widespread emergency)

- Go to Command Center.
- Activate Damage Control Team.

Administrative Officer

(for widespread emergency)

- Record activities.

Floor Team

(for widespread emergency)

- Provide first aid/CPR.
- Obtain medical assistance (see emergency call list).
- Notify Occupant Emergency Coordinator.
- Notify Federal Protective Service.
- Reserve elevators for emergency use.
- Meet responding emergency unit at ground floor.
- Verify medical assistance response.
- Report to Floor Team Monitor.

Damage Control Team

(for widespread emergency)

- Provide first aid/CPR and rescue services.
- Report to Damage Control Coordinator.

Appendix

Reproduce the following forms as required to include in your local Occupant Emergency Plan.

Responsible Officials' Sign-Off Sheet

By their signatures below, the following officials certify that they have participated in the development of this Occupant Emergency Plan and fully understand the procedures to be followed in an emergency affecting the facility and employees for which they are responsible.

Designated Official:

Name _____

Signature _____

Title _____

Building Manager:

Name _____

Signature _____

Tenant Agencies:

Agency _____

Ranking Official _____

Signature _____

Agency _____

Ranking Official _____

Signature _____

Agency _____

Ranking Official _____

Signature _____

Agency _____

Ranking Official _____

Signature _____

Physical Security Specialist:

Name _____

Signature _____

OCCUPANT EMERGENCY PLAN (Abbreviated)

(This form is provided as a suggested guide for storefront and/or ground level small office space)

DATE

| | | | |
|----------------------------|--------|--------------------|-------------|
| AGENCY | | ADDRESS | |
| FIRE | POLICE | MEDICAL ASSISTANCE | |
| FEDERAL PROTECTIVE SERVICE | | BUILDING MANAGER | |
| OFFICIAL IN CHARGE | | DUTY PHONE | OTHER PHONE |

EMERGENCY ORGANIZATION INFORMATION (Coordinators, Monitors, and Bomb Search Officer)

| NAME | DUTY | OFFICE PHONE | OTHER PHONE |
|------|------|--------------|-------------|
| 1. | | | |
| 2. | | | |
| 3. | | | |
| 4. | | | |

EMERGENCY PLAN GUIDANCE

Know Evacuation Routes

Know the Plan of Action

| FIRE OR SMOKE | BOMB THREAT |
|---|---|
| <ol style="list-style-type: none"> 1. Sound building alarm. 2. Call Fire Department _____ 3. Notify Official in Charge _____ 4. Notify Buildings Manager _____ 5. Notify Federal Protective Service _____ 6. Assist Fire Department. 7. Close windows and doors <i>(Do not lock)</i> | <ol style="list-style-type: none"> 1. Record information on back of this form. 2. Notify Official in Charge _____ 3. Notify Police _____ 4. Notify Federal Protective Service _____ 5. Notify Buildings Manager _____ 6. Search immediate area and public areas for suspicious objects. 7. If suspicious package or bomb found: <ol style="list-style-type: none"> a. Do not touch. b. Notify Bomb Squad _____ c. Evacuate area. |
| EARTHQUAKE | |
| <ol style="list-style-type: none"> 1. Take cover under table, desk, or in doorway. 2. Do not run outdoors. | |
| SEVERE WEATHER | CIVIL DISTURBANCE |
| <ol style="list-style-type: none"> 1. Secure objects outside building. 2. Prepare to move to place of safety. 3. Stay away from large windows. 4. For tornado, open windows. 5. Know location of utility shutoff valves and switches. 6. Stay tuned to weather reports. 7. Standby for further instructions. | <ol style="list-style-type: none"> 1. Notify official in charge. 2. Secure doors. 3. Notify Police _____ 4. Notify Federal Protective Service _____ 5. Notify Buildings Manager _____ |

NOTE: In all emergencies, be prepared to assist the handicapped.
Bomb Threat Checklist on Reverse Side

TELEPHONE BOMB THREAT CHECKLIST
Important: REMAIN CALM

CODE NUMBER _____

SECTION I – INSTRUCTIONS

1. Follow instructions received from your supervisor, Federal Protective Officer, or the designated official.
2. If you are ordered to evacuate, take with you any drafts, forms, or reports you may have prepared regarding the threat.

SECTION II – PERTINENT DATA

| | |
|---|---|
| 1. TIME BOMB IS SET TO EXPLODE _____ a.m. _____ p.m. | 4. LOCATION OF BOMB a. Building _____ b. Floor _____ c. Area _____ |
| 2. DESCRIBE TYPE OF BOMB _____ _____ _____ | 5. EXPLAIN WHY CALLER WISHES TO INJURE OR KILL INNOCENT PERSONS _____ _____ _____ |
| 3. DID CALLER INDICATE KNOWLEDGE OF THE FACILITY? <input type="checkbox"/> NO <input type="checkbox"/> YES (<i>Explain</i>) _____ | |

SECTION III – DESCRIPTION OF CALLER'S VOICE

| | |
|---|--|
| <input type="checkbox"/> MALE <input type="checkbox"/> FEMALE <input type="checkbox"/> YOUNG <input type="checkbox"/> OLD <input type="checkbox"/> MIDDLE-AGED <input type="checkbox"/> CALM <input type="checkbox"/> NERVOUS <input type="checkbox"/> REFINED <input type="checkbox"/> ROUGH <input type="checkbox"/> ACCENT <input type="checkbox"/> SPEECH IMPEDIMENT (Describe) _____ | EXACT WORDS OF CALLER _____ _____ _____ _____ |
| DO YOU RECOGNIZE VOICE? <input type="checkbox"/> NO <input type="checkbox"/> YES (<i>Whose voice is it?</i>) _____ | |

SECTION IV – BACKGROUND NOISE

| | |
|--|--|
| <input type="checkbox"/> TRAFFIC <input type="checkbox"/> HORNS <input type="checkbox"/> WHISTLES <input type="checkbox"/> MUSIC <input type="checkbox"/> BELLS <input type="checkbox"/> AIRCRAFTS <input type="checkbox"/> TAPE RECORDER <input type="checkbox"/> MACHINERY | <input type="checkbox"/> RUNNING MOTOR (<i>Type</i>) _____ <input type="checkbox"/> OTHER _____ |
|--|--|

SECTION V – TELEPHONE LINE DATA

1. LINE ON WHICH CALL WAS RECEIVED LISTED NUMBER? UNLISTED NUMBER?

2. IS THIS A NIGHT NUMBER? NO YES (*Whose number?*) _____

3. HAS A BOMB THREAT CALL BEEN PREVIOUSLY RECEIVED ON THIS NUMBER?
 NO YES (*Explain*) _____

SECTION VI – REPORTING OF THREAT
(Caution: DO NOT TALK TO OTHERS about incident.)

| | |
|--|---|
| 1a. NAME OF PERSON RECEIVING CALL _____ DIVISION AND TELEPHONE NUMBER _____ | 2. REPORT THREAT TO: a. FEDERAL PROTECTIVE SERVICE DIVISION _____ b. DESIGNATED OFFICIAL _____ c. BUILDINGS MANAGER _____ |
| c. TIME AND DATE CALL RECEIVED _____ | |

Emergency Telephone Numbers

Building Command Center _____

Alternate _____ **Off-site** _____

Building Manager _____

Fire Department _____

Police:

Federal Protective Service _____

Local Police Department _____

Bomb Disposal:

Military _____

Local Police _____

Hazardous Materials Information:

CHEMTREC: 800-424-9300 (from Washington, DC, 483-7616)

(Also list numbers of state and local agencies, local number for Environmental Protection Agency, and poison control centers.)

Utilities:

Gas _____

Electric _____

Water _____

Telephone _____

Emergency Telephone Numbers (continued)

Medical, On-Site:

Health Unit _____

Doctors _____

Nurses _____

First Aid/CPR _____

(See also Floor Team lists)

Medical, Off-Site:

Hospital _____

Ambulance _____

Doctors _____

Paramedical _____

Add numbers of other emergency services available locally.

Building Information Sheet

Building name _____

Building number _____

Address _____

Year building completed _____

Type of construction _____

Number of floors _____

Mezzanine(s) _____

Basement(s) _____

Gross floor area _____ square feet

Net assignable floor area _____ square feet

Government occupied floors _____

Other tenants _____

Fire alarm system and signals _____

Automatic sprinkler system _____

Voice communications systems _____

Building Information Sheet (continued)

Elevator capture and recall system _____

Smoke detection system _____

Standpipe system _____

Other fire protection systems, such as heat-detection system, fire pumps, etc.

Emergency lighting system _____

Security alarm system _____

Power generators _____

Main/auxiliary water valves _____

Main/auxiliary gas valves _____

Command Centers

Building Name _____

Address _____

Primary Command Center:

Location

_____, _____, _____

Telephones

Alternate Command Center:

Location

_____, _____, _____

Telephones

Command Center, Alternate Site:

Location

_____, _____, _____

Telephones

Command Center Team

(Update as necessary and check quarterly)

Building _____

Address _____

Designated Official:

Title

Name of incumbent

Telephone: Office

Home

Occupant Emergency Coordinator:

Title

Name of incumbent

Telephone: Office

Home

Floor Team Coordinator:

Title

Name of incumbent

Telephone: Office

Home

Command Center Team (continued)

Damage Control Team Coordinator:

Title

Name of incumbent

Telephone: Office

Home

Medical Coordinator:

Title

Name of incumbent

Telephone: Office

Home

Administrative Officer:

Title

Name of incumbent

Telephone: Office

Home

Technical Advisor:

Title

Name of incumbent

Telephone: Office

Home

(List as many technical advisors as are available to cover all contingencies.)

Floor Team—Floor

Complete one sheet per floor. Modify the sheet to correspond to your building's unique layout. In particular, appoint as many area and stairwell monitors as your building requires.

Floor Monitor _____

Title _____

Telephone _____

Skills _____

Area _____ Monitor _____

Title _____

Telephone _____

Skills _____

Area _____

Title _____ Monitor _____

Telephone _____

Skills _____

Stairwell _____ Monitor _____

Title _____

Telephone _____

Skills _____

Stairwell _____ Monitor _____

Title _____

Telephone _____

Skills _____

Monitors for the Handicapped

Monitor

Telephone

Handicapped person/handicap

Telephone

Monitor

Telephone

Handicapped person/handicap

Telephone

**Floor Team/_____ Floor (continued)
(Elevator Monitors)**

Complete a sheet of elevator monitors for each floor where elevators may be captured. Buildings with automatic elevator-capturing systems will need elevator monitors only for the floor where elevators are captured.

Elevator _____ Monitors _____

Telephone _____

Elevator _____ Monitors _____

Telephone _____

Elevator _____ Monitors _____

Telephone _____

Elevator _____ Monitors _____

Telephone _____

Elevator _____ Monitors _____

Telephone _____

Elevator _____ Monitors _____

Telephone _____

Elevator _____ Monitors _____

Telephone _____

Elevator _____ Monitors _____

Telephone _____

Elevator _____ Monitors _____

Telephone _____

Elevator _____ Monitors _____

Telephone _____

Elevator _____ Monitors _____

Telephone _____

Elevator _____ Monitors _____

Telephone _____

Evacuation Information

Persons Authorized To Order Evacuation

Designated Official _____

Occupant Emergency Coordinator _____

Federal Protective Service Official _____

Building Manager _____

Fire Department Official _____ Charge

Evacuation Signals

Fire: Describe method of notification for complete or partial

Explosion or Gas Leak: Describe method of notification for complete or partial evacuation

Suspicious Object: Describe method of notification for complete or partial evacuation

Damage Control Team

In Federally owned buildings, this team would include the Building Manager's personnel. In leased facilities, it would include the building operator's personnel. Additional teams may be required for large buildings.

Leader _____

Telephone _____ **Work hours** _____

Alternate _____

Telephone _____ **Work hours** _____

Name _____

Telephone _____ **Work hours** _____

Skills _____

Name _____

Telephone _____ **Work hours** _____

Skills _____

Name _____

Telephone _____ **Work hours** _____

Skills _____

Name _____

Telephone _____ **Work hours** _____

Skills _____

Name _____

Telephone _____ **Work hours** _____

Skills _____

Federal Property Management Regulations

Part 101-20. Management of Buildings and Grounds (Only relevant parts are included)

101-20.003 Definitions

(g) The “Designated Official” is the highest ranking official of the primary occupant agency of a Federal facility; or, alternatively, a designee selected by mutual agreement of occupant agency officials.

(i) The term “emergency” includes bombings and bomb threats, civil disturbances, fires, explosions, electrical failures, loss of water pressure, chemical and gas leaks, medical emergencies, hurricanes, tornadoes, floods, and earthquakes. The term does not apply to civil defense matters such as potential or actual enemy attacks. Note: Civil defense emergencies are addressed by the Federal Emergency Management Agency.

(v) “Occupant Emergency Organization” means the emergency response organization comprised of employees of Federal agencies designated to perform the requirements established by the Occupant Emergency Plan.

(w) “Occupant Emergency Plan” means procedures developed to protect life and property in a specific Federally-occupied space under stipulated emergency conditions.

(x) “Occupant Emergency Program” means a short-term emergency response program. It establishes procedures for safeguarding lives and property during emergencies in particular facilities.

101-20.103. Physical protection and building security

101-20.103-1. Standard protection

For properties under its custody and control, GSA will provide standard protection services by:

(g) Coordinating a comprehensive Occupant Emergency Program.

101-20.103-4. Occupant Emergency Program

(a) The Designated Official (as defined in 101-20.003(g)) is responsible for developing, implementing, and maintaining an Occupant Emergency Plan (as defined in 101-20.003(w)). The Designated Official’s responsibilities include establishing, staffing, and training an Occupant Emergency Organization with agency employees. GSA shall assist in the establishment and maintenance of such plans and organizations.

(b) All occupant agencies of a facility shall fully cooperate with the Designated Official in the implementation of the emergency plans and the staffing of the emergency organization.

(c) GSA shall provide emergency program policy guidance, shall review plans and organizations annually, shall assist in training of personnel, and shall otherwise ensure proper administration of Occupant Emergency Programs (as defined in 101-20.003(x)). In leased space, GSA will solicit the assistance of the lessor in the establishment and implementation of plans.

(d) In accordance with established criteria, GSA shall assist the Occupant Emergency Organization (as defined in 101-20.003(v)) by providing technical personnel qualified in the operation of utility systems and protective equipment.

101-20.103-5. Initiating action under Occupant Emergency Programs

(a) The decision to activate the Occupant Emergency Organization shall be made by the Designated Official, or by the designated alternate official. Decisions to activate shall be

based upon the best available information, including an understanding of local tensions, the sensitivity of target agency(ies), and previous experience with similar situations. Advice shall be solicited, when possible, from the GSA buildings manager, from the appropriate Federal Protective Service official, and from Federal, State, and local law enforcement agencies.

(b) When there is immediate danger to persons or property, such as fire, explosion, or the discovery of an explosive device (not including a bomb threat), occupants shall be evacuated or relocated in accordance with the plan without consultation. This shall be accomplished by sounding the fire alarm system or by other appropriate means.

(c) When there is advance notice of an emergency, the Designated Official shall initiate appropriate action according to the plan.

(d) After normal duty hours, the senior Federal Official present shall represent the Designated Official or his/her alternates and shall initiate action to cope with emergencies in accordance with the plans.

Occupant Emergency Plan Check List

If you can't check any of the following questions, your Occupant/Emergency Plan needs strengthening. Contact your Building Manager and/or the GSA Physical Security and Law Enforcement Office nearest you if you need help.

- Did an advisory committee of appropriate officials (Building Manager, Federal Protective Service, etc.) assist in developing the plan? Is this committee still available for consultation?
- Has an emergency organization been established, preferably following existing lines of authority?
- Are emergency organization members designated by position rather than by person?
- Do organization members know their own responsibilities as well as who has decision-making authority in any given situation?
- Has a procedure been established to notify organization members?
- Are emergency procedures easy to implement rapidly?
- Has a Command Center location been established?
- Are communications at the Command Center adequate?
- Do emergency organization members know under what circumstances they are to report to the Command Center?
- Are employees who do not have assigned duties excluded from the Command Center?
- Are emergency telephone numbers posted in the Command Center and throughout the building? Published in the telephone book?
- Are procedures established for handling serious illness, injury, or mechanical entrapment?
- Do organization members know what medical resources are available and how to reach them?
- Have all occupants been told how to get first aid/CPR fast?
- Do occupants know what to do if an emergency is announced?
- Are evacuation procedures established and familiar to all employees?
- Have special procedures been established for evacuation of the handicapped?
- Are fire-reporting procedures established and familiar to all employees?
- Have firefighting plans been developed which coordinate internal and external resources?
- Do occupants know to whom they should report an unlawful act? Any other emergency incident?
- Do employees know what procedures to follow if they receive a telephone bomb threat?
- Are bomb search responsibilities and techniques specified in the plan?
- Are procedures established for reporting the progress of a search, evacuation, etc.?
- Have procedures been established for bomb disposal?
- Have emergency shutdown procedures been developed?
- Have plans been made for capture and control of elevators?
- Have arrangements been made for emergency repair or restoration of services?
- Have drills and training been adequate to ensure a workable emergency plan?
- In leased space, is the responsibility of the owner/lessor clearly defined? If contract guards are used, have their authority and responsibilities been defined.
- Are floor plans and occupant information readily available for use by police, fire, bomb search squads, and other emergency personnel?
- Has a hazard communication program been implemented in accordance with 29CFR 1910.1200?
- Has a inventory been compiled of all hazardous materials used in individual workplaces and stored anywhere in the building?
- Are emergency telephone numbers displayed and/or published where they are readily available? Are they reviewed and updated frequently?

GSA Law Enforcement Offices

Central Office

Office of Physical Security and
Law Enforcement (PS)
General Services Administration
18th and F Sts., NW
Room 2314
Washington, DC 20405

National Capital Region

Washington, DC, and nearby
Maryland and Virginia

Federal Protection Division (WPS)
Southeast Federal Center
3rd and M Streets, SE
Building, 159E, Second Floor
Room 211
Washington, DC 20407

Region 2

New York, New Jersey, Puerto Rico,
Virgin Islands

Law Enforcement Branch (2PML)
26 Federal Plaza, Room 17-130
New York, NY 10278

Maine, Vermont, New Hampshire,
Massachusetts, Rhode Island,
Connecticut

Law Enforcement District
(2PML-XL)
Tip O'Neill Building
10 Causeway Street, Room 108
Boston, MA 22222

Region 3

Pennsylvania, Delaware, Maryland,
Virginia, West Virginia

Law Enforcement Branch (3PML)
Roberty N.C. Nix Federal Building
and U.S. Post Office
9th and Market Sts. Room 3345
Philadelphia, PA 19107

Region 4

North Carolina, South Carolina,
Georgia, Tennessee, Alabama,
Mississippi, Florida, Kentucky

Law Enforcement Branch (4PML)
Summit Building
401 West Peachtree, Suite 2500
Atlanta, GA 30365

Region 5

Ohio, Michigan, Wisconsin, Indiana,
Illinois, Minnesota

Federal Protection Division (5PS)
230 South Dearborn Steet
Room 3540
Chicago, IL 60604

Region 6

Kansas, Missouri, Iowa, Nebraska

Law Enforcement Branch (6PML)
1500 East Bannister Road
Room 2137
Kansas City, MO 64131

Region 7

Texas, Louisiana, Arkansas,
Oklahoma, New Mexico

Law Enforcement Branch (7PML)
819 Taylor Street, Room 14A14
Fort Worth, TX 76102

Colorado, Utah, Wyoming,
Montana, North Dakota, South
Dakota

Law Enforcement District
(7PXML)
Denver Federal Center, Building 1
Denver, CO 80225

Region 9

California, Arizona, Nevada, Hawaii,
Guam, Northern Mariana Islands

Law Enforcement Branch (9PML)
525 Market Street, 30th Floor
San Francisco, CA 94105

Washington, Oregon, Idaho, Alaska

Law Enforcement District
(9PX-3L)
916 Second Ave., Room 2610
Seattle, WA 98174