

CUSTOMER SERVICE CENTER

(601 West Jackson)

EVACUATION PROCEDURES

EMERGENCY RESPONSE PLAN



Rally Point is located **east of facility at SE corner of 5th Ave. and Jackson St**

Point of Contact:

Security Services – 506-3700

Public Records Administrator – Melanie Fay 506-3302

PURPOSE:

To establish general policies and procedures for emergency evacuation of the Customer Service Center and to specify staff responsibilities in all emergency situations.

POLICY:

The Appointed Authority and the Building Security team in cooperation with the Elected Official or designee, the Fire Department, or applicable law enforcement agency shall determine the type of evacuation appropriate in the event of an emergency or potential emergency. Employees must comply with all policies and procedures outlined by any

on-site Administrator, Manager or Supervisor, they will be in contact with Protective Services in order to advise them of the situations and request assistance.

DESCRIPTIONS:

Emergency Situation – Any circumstance that is out of the ordinary and requires that additional or specialized personnel be brought on site to deal with the situation.

Full Evacuation - The immediate exit of all occupants from the building upon an emergency, the signal of an emergency evacuation alarm or other signal determined by the Security or Appointed Authority personnel.

Fire Alarm Activation – The process of activating the Fire Alarm System by either automatic detection of smoke or particulates or by manual pull on a fire alarm box; indicated by warning sound throughout the building.

Shelter In Place – Take immediate shelter where you are. Seal the room. In other words, take immediate steps to prevent outside air from coming in.

Lockdown – In response to imminent external and/or internal acts of violence, secure the building, passageways and room. Take cover (physical protection, i.e., under a desk) and/or concealment (hide and remain silent to avoid detection).

Partial Evacuation - The immediate exit of all occupants from within a specified portion of a building upon the notice or signal determined by the Security or Appointed Authority personnel.

Occupants - All individuals within a building, including employees, visitors, contractors, vendors, and others.

Rally/Assembly Point – The area designated for each facility where building occupants gather during an evacuation to await authorization to re-enter the building; it must be at least 300 feet away from the building being evacuated.

Floor Warden/Alternate Floor Warden – The person(s) assigned to work an area of each floor that facilitates the safe and orderly evacuation of facility during emergency situations and drills. The Floor Warden is part of the Emergency Evacuation Team (EET).

Sweep Team – A team of two or more trained personnel that checks all bathrooms, meeting rooms, conference rooms, copy rooms and any non-routine area, for occupants and leads them to the nearest emergency exit in the event of an emergency evacuation. The Sweeper is part of the Emergency Evacuation Team (EET).

Areas of Refuge – A designated area in a building usually near the stair well that is used as a safe haven for mobility impaired persons requiring physical assistance in building evacuations.

Phone Threats – Keep the caller on the line as long as possible. Notify a co-worker or Supervisor by a motion, signal, note or press panic alarm, if available. The notified co-worker or Supervisor will be responsible for calling Protective Services at (602) 506-3700 or local law enforcement by dialing 9-9-1-1- from a county phone. Do **NOT** use a cellular phone inside the building.

Walk in Threat – If you are approached by a “walk-in threat”, do NOT argue with or antagonize the individual. Follow their instructions as fully as can be accomplished. If possible, signal a co-worker to contact Protective Services or local law enforcement or press panic alarm, if available.

Threat by Letter – Report the suspicious item to your Supervisor. The Supervisor will then contact Protective Services and/or local law enforcement. Isolate the item to prevent further disturbance; do **NOT** pick it up, but keep others away from the item itself.

COMMUNICATION PROTOCOLS:

It is extremely important to establish protocols and procedures for identifying incidents that impact the building and to ensure the appropriate information is immediately communicated to essential personnel at the right level(s) of appointed Authority. Such incidents may occur during both business and non-business hours. It’s also important to disseminate applicable information to all occupants of the facility as well to ensure all affected have situational awareness and are applying the correct emergency evacuation procedures.

To achieve this goal, the following **communication methods** will be utilized in an emergency:

1. Facility Fire Alarm
2. Provide information regarding missing staff members or individuals located in area of refuge to onsite authority (Security/Appointed Authority – Manager, Supervisor, Administrator)

INTRODUCTION:

Emergencies, disasters, accidents, and injuries can occur in any setting, at any time, and usually without warning. Being prepared physically and psychologically to handle emergencies is an individual responsibility as well as an organizational one.

The purpose of this evacuation plan is to acquaint the occupants of this facility with a plan for handling emergencies and to establish guidelines to follow. Once you are familiar with this information, you should be able to protect yourself and perhaps save the life of another.

Preparation is the key to minimizing the effects of emergencies. Know the answers to the following questions **BEFORE** you have to use the information:

1. **WHERE ARE THE EXITS?**
2. **WHERE ARE THE RALLY POINTS?**
3. **ARE EVERYONE ON MY FLOOR OR WORKSPACE ACCOUNTED FOR?**
4. **HOW WILL VISITORS AND EMPLOYEES WITH DISABILITIES BE EVACUATED?**

The time that you spend researching and answering these questions can save lives and protect resources. Preparation will minimize panic and confusion. No matter what the crises, **THINK** before you act, then act swiftly to limit your exposure to danger.

YOUR SAFETY IS OF PRIMARY IMPORTANCE!

All employees are encouraged to walk their areas and are responsible to become familiar with the following information:

1. Emergency evacuation plans and procedures.
2. Evacuation routes.
3. Locations of stairwells.
4. Designated rally points.
5. Locations of fire extinguishers.
6. Locations of pull stations.
7. Know your Floor Wardens.
8. Know your Sweep Team members.

EMERGENCY EVACUATION:

Employees:

1. Report the emergency to Appointed Authority.

2. Ensure you have your County Badge or ID card.
3. Encourage others in your work area to evacuate as well.
4. Use the nearest stairwell, DO NOT USE ELEVATORS.
5. Leave the building in a calm, orderly fashion - DO NOT RUN.
6. Meet at your designated rally point(s) - DO NOT WANDER OFF.
7. Follow directions from Security Officers and First Responders.
8. Do not re-enter the building until an "all clear" has been given by law enforcement, fire department officials, or building Security

IMPORTANT: There are times, depending on the nature of the incident, where you may be asked to shelter in place or only part of your building may be evacuated. There are other times where staging areas, incident command locations or evacuation routes may change. In these instances, follow the directions of the Appointed Authority and Security Officers or First Responders.

Floor Warden:

1. Facilitate the safe and orderly evacuation of employees and customers during emergency evacuations.
2. Direct employees to designated rally points.
3. Maintain knowledge of mobility impaired individuals and provide escort as needed
4. Ensuring employee accountability.
5. Report status of areas/floors, to include those awaiting assistance in stair wells to the on-site administrator or designated representative

Alternate Floor Warden: Alternate Floor Wardens assist Floor Wardens and will take over the Floor Warden's duties whenever a Floor Warden is not available.

Sweep Teams:

1. Physically check all public and employee work and common areas, to include elevator, halls, conference rooms, copy rooms and restrooms to ensure a complete evacuation.
2. Report to their Floor Warden the sweep status, to include the location and number of mobility impaired individuals and their buddies.
3. Proceed to designated rally point.

In the event that the Floor Warden or Alternate and/or Sweeps are not available, an on-site Supervisor or Lead will assume the responsibilities as required.

Mobility Impaired: Mobility impaired persons will be identified and accounted for during any emergency evacuation.

All mobility impaired person(s) will be directed and/or assisted to the nearest emergency fire exit stairwell (Area of Refuge), where they will await further rescue assistance. A designated Floor Warden or Sweep will remain with them at all times.

Rally Point is located east of facility at SE corner of 5th Ave. and Jackson St

Customer Service Center

(601 W. Jackson)

Rally Point: 5th Ave. and Jackson. Near Ice House



If you have any questions or concerns regarding emergency evacuations, please speak with your supervisor or contact the appointed authority below:

Melanie Fay – 506-3302

Facilities Supervisor – 372-3614