

CONFIDENTIAL

DO NOT POST

Emergency Procedures

[Building Address]

[City, State]

**ASSIGNMENT OF RESPONSIBILITY MANAGERS/DIRECTORS**

The safety of all employees and other persons in the building is the highest priority.

The first department manager/director (see listing below) available in the building at the time of the emergency will assume the responsibility of “emergency coordinating manager” (ECM) coordinating messages and instructions to other departments, the Agency of Human Services Central Office, fire and police departments.

A Safety Warden (SW) is responsible for having a daily roster of personnel working in the building during normal business hours in order to identify staff from their department at the pre-determined evacuation location. This roster will help maintain communication with the ECM in order to minimize confusion. The ECM and SW should be the last to leave after checking the office area, restrooms and waiting areas to be sure everyone has been evacuated

After orientation, employees are expected to know what they are to do in case of an emergency and to follow instructions issued by the ECM

**EVACUATION**

When ordered to evacuate the building, all employees are expected to use the nearest safe exit. **DO NOT USE THE ELEVATORS.** A floor plan showing escape routes is posted in each office area as well as in waiting areas for clients. Employees should assist visitors and clients to evacuate properly, paying particular attention to persons with disabilities and/or difficulty vacating the premises. Designees will affix emergency closure signs to exit doors on leaving the building.

1. All employees will initially assemble [location of assembly].
2. The Safety Warden from each department will use the staff roster to report to the ECM (in yellow vest) that all staff and clients have been evacuated.
3. In the event of a major emergency, department managers or designees will assemble [assembly location] to share information and assess the situation.
4. **If the building is to be evacuated for an extended period of time, all employees except Department managers or designees are instructed to go to the following area to wait: [assembly location and phone number].**
5. Department Managers or designees are expected to stay in the immediate area and to notify their respective central offices that an emergency situation exists.
6. BGS **must** be informed of the occurrence of any situation listed in these procedures.

Emergency Contact List For Building Related Issues

|  |  |  |  |
| --- | --- | --- | --- |
| **Contact** | **Home Phone** | **Pager/Cell** | **E-Mail** |
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**Emergency access to the building is available via the Knox Box by contacting [Fire Department Name].**

**24/7 Statewide Security Phone Number: (802) 828-0777**  
**24/7 Statewide Security Pager (802) 240-0068**

FIRE

**Call 9-1-1 if there is a fire in the building and activate the fire alarm**. The building should be evacuated promptly; if time permits, the file cabinets, desks, etc. and all windows should be closed before leaving the office.

There is no need for the Department Managers or designee involved to notify the fire department as the alarm system does so automatically. The ECM and SW should be the last to leave after checking the office area, restrooms and waiting areas to be sure everyone has been evacuated.

TOXIC FUMES, GASES, AND VAPORS

1. If you smell a suspicious odor, evacuate the building immediately and call 9-1-1.
2. Notify the Building Emergency Coordinating Manager (ECM) that you have called the fire department regarding an odor.
3. Follow the recommendations of the fire department and evacuation procedure if necessary.
4. If the CO alarm sounds, pull the fire alarm.
5. Evacuate the building according to procedure.

#### WORKPLACE SAFETY

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1. If a staff person is being assaulted or is in imminent danger, call 911. Facilities with a “Panic Button” linked to Home Security should use that devise if calling 911 is unavailable or impractical due to the circumstances.
2. Any urgent events should be reported to the 24 hour BGS security phone at (802) 828-0777 (AFTER making a 911 call or engaging a “Panic Button”if applicable in situations described in #1) by an (ECM) if available. That line is answered by the on-duty security officer who can make the proper security notifications to other personnel.
3. When an incident occurs that involves a VT employee, VT property, or a visitor to a VT facility, the incident should be documented with the Security Division.
4. This can be done by going to the BGS website, choosing Office of Security from the menu, and selecting the “Red Report and Incident Button”. BGS Security incident report: <http://bgs.vermont.gov/security/incidentreport>
5. When you “submit” a BGS incident form, it goes to key members of the Security Division.
6. Below are categories of incidents identified when completing the report:

|  |  |  |
| --- | --- | --- |
|  | **Welcome to E-Alert**  **Please select from the following E-Alert applications.**   * AHS INCIDENT REPORT - AHS Employees ONLY * [Bomb Threat](https://sov.d3securityonline.com/VSOC/ealert/default.aspx?guid=913069DE-7372-43C5-A3D0-CB6D0DB7E4A4&t2=2398720f31e714cc960918ba5bd9e6a4210f04df) * [Burglary](https://sov.d3securityonline.com/VSOC/ealert/default.aspx?guid=4B00A309-784C-4D9F-BD3F-3745E736D85E&t2=77be9289ef88b441dcd8ed261c02e010581cfe27) * [Disturbance](https://sov.d3securityonline.com/VSOC/ealert/default.aspx?guid=0EF73738-FD0B-4380-8B53-E18D5C3E36B6&t2=26e12837d248e5b61471f85bcd691dd7ae255391) * [Escort](https://sov.d3securityonline.com/VSOC/ealert/default.aspx?guid=CC3BACDA-C9A7-4CF4-9914-9A6E80D4DC07&t2=66d10078b5c6399f26b14aa48eb37a8ab944f4e2) * [Fraud](https://sov.d3securityonline.com/VSOC/ealert/default.aspx?guid=809C15C3-C94E-4E58-861C-B1467CA492E0&t2=01f69854ce2ae198d1635244cd89a7fb51563b6a) * [Harassment](https://sov.d3securityonline.com/VSOC/ealert/default.aspx?guid=D8591927-EF2B-46A5-B3F0-63413A9B5BCA&t2=e5d5ce50e5a6b7689916ffba8ee35bb07fa502a5) * [Medical Emergency](https://sov.d3securityonline.com/VSOC/ealert/default.aspx?guid=EC07B69C-DD2C-458C-9B2B-B8807E5A462D&t2=85b41d9ac48c6eca9e0905624c9ed12d69809003) * [Property Damage](https://sov.d3securityonline.com/VSOC/ealert/default.aspx?guid=7396DC5F-80FE-4154-8F5B-FD05C13451E7&t2=bb21a65e00b07a26ca4e8e9d05fcae9036896c6d) * [Property Lost/Found](https://sov.d3securityonline.com/VSOC/ealert/default.aspx?guid=81B84E4C-9014-4FF6-A276-A218DFDB73A7&t2=756036b5679119baa55dbe0ffa0f4f6f2d237353) * [Robbery](https://sov.d3securityonline.com/VSOC/ealert/default.aspx?guid=E4334EC8-5CF9-49BF-BFE4-E7F67B40D1D6&t2=6dd7d2119e99d6434b788fcbd5335f54055ae0c8) * [Security Equipment Issues](https://sov.d3securityonline.com/VSOC/ealert/default.aspx?guid=F5628D4D-0249-491E-A34D-1E8FF6CDBBE8&t2=470d813a2fdcd55006dbdfe41c948d431b6e3e5d) * [Security Information](https://sov.d3securityonline.com/VSOC/ealert/default.aspx?guid=CC597D8C-692E-482E-B404-20B072AD57C5&t2=dc7817c89ca30ac7d2045781d90f8aea4835d230) * [Suspicious Activity](https://sov.d3securityonline.com/VSOC/ealert/default.aspx?guid=AE1E6A9D-80EC-4674-9256-E47C328A5237&t2=78fc356af30e648643f1664ec55e1c58df5c52ee) * [Threat](https://sov.d3securityonline.com/VSOC/ealert/default.aspx?guid=76CEB57D-7EE9-4022-B240-EB49E636A364&t2=55ab628a316736bdbe02587a860fa30f1cdb981a) * [Trespass](https://sov.d3securityonline.com/VSOC/ealert/default.aspx?guid=798051DE-9DE4-4AF5-91FE-2B6A145574AD&t2=fe6c039320eb18bf8ad5900a8d6d24c5c7868adc) * [Vehicle Complaint](https://sov.d3securityonline.com/VSOC/ealert/default.aspx?guid=7632D545-DEEF-4F96-AC8D-1EEB7BFEFDA8&t2=e746db321569c0b60d43f5bde874a0aeb16ca1a0) * [Workplace Violence](https://sov.d3securityonline.com/VSOC/ealert/default.aspx?guid=C2DF61A9-8487-422C-8C0C-5F3E9EADE5D6&t2=7856e162e43dc01317ed34f85dfca5fbaf2650fa) * [Other](https://sov.d3securityonline.com/VSOC/ealert/default.aspx?guid=A303F01D-D8ED-437C-9DDA-2D48239139D6&t2=e2a4c4335045c35ef9426134fc429895167abb36) |  |

EMPLOYEES of AHS should use the link at the top labeled for all security related issues

**AHS INCIDENT REPORT - AHS Employees ONLY**

Bottom of Form

1. Other examples of assistance from security and reasons to fill out this form include having a security detail assigned to the building site of the incident or threat, adding/replacing alarms on doors or windows, adding/replacing locks on doors or windows, temporarily re-assigning staff to a safer work location, modifying the site in some other manner, receiving assistance with no-trespass orders or other safety measures.
2. If assistance is being requested due to circumstances listed in #6, the Department Director should contact the Security Division by telephone after an incident report has been submitted.

Hostile Intruder

If you are to ever find yourself in the middle of a hostile intruder event, your survival may depend on whether or not you have a plan. The plan doesn’t have to be complicated. Remember ALICE

***ALICE is an acronym for: •Alert •Lockdown •Inform •Counter •Evacuate***

*There are three things you could do that make a difference:*

**A = ALERT** is when you first become aware of a threat. When you are alerted to the danger how tell others.

**L = LOCKDOWN** More than locking a door. Using furniture in the room to barricade the entrance to the room. Use other materials such as a belt or electrical cord to wrap around door knob or door closer to keep a person from opening the door

**I = INFORM** Throughout the event, someone who can continuously report real-time information about the incident if possible. Inform police to the whereabouts of the individual(s) and possible identity. Try to inform employees / visitors of the whereabouts so they can decide whether to barricade or flee

**C = Counter** As a last resort when life is in danger, use countering strategies to impact the intruder’s effectiveness. whether you’re alone or working together as a group. Attempt to incapacitate the shooter. Spread out. Act with physical aggression. Commit to your actions. Throwing objects at the intruder to distract. Physically overwhelm the intruder

**E = Evacuating** Employees have permission to evacuate – ‘off limit’ areas, breaking windows to escape. If there is an escape path, an option is to evacuate.

**Needless to say, a person must use their own discretion during an hostile intruder event as to whether they decide to take action; however, the Department of Homeland Security has outlined what they feel are the best practices for surviving an active shooter event**

POWE R OUTAGE

1. In the event of a power outage contact the ECM on-site.
2. The ECM will keep all departments within the building with up-to-date information on the status of the outage and the anticipated length of the outage.
3. Depending upon the length of the outage, the ECM will contact those listed on the Emergency Contact List for Building Issues (see page 2).
4. During weekend hours the Department of Corrections staff that becomes aware of a power outage will use the Emergency Contact List for the Maintenance Department to inform them of a power outage.

MEDICAL EMERGENCY

1. If a medical emergency occurs, call 911 immediately.
2. The Vermont Department of Health, Office of Local Health Clinical Procedures Manual includes this First Aid Policy (2012) which reads in part:
3. If there are Public Health Nurses (PHN) located in the building they may provide immediate intervention and assistance that s/he deems necessary and that s/he is competent to provide (examples: administration of epinephrine as ordered in VDH Emergency Protocol, CPR, vital signs, bleeding control by manual pressure/compression bandage, immobilization in position found), until the Emergency Medical Service arrives. PHNs are not expected to provide the services of a licensed ambulance crew or First Response Squad. PHNs are not expected to make medical assessments based on information gathered while offering of assistance. All information gathered should be shared with EMS when they arrive.
4. This policy relates to health related events involving people who may or may not be clients of the Health Department. The Public Health Nurse’s job responsibilities do not include the provision of non-urgent or routine First Aid services to staff or other people who may be in the office building. However, the PHN is a knowledgeable medical professional and may respond to health related events in their location of work.

NOTE: *All departments should have a complete first aid kit on site to include the following supplies: saline eye wash, gloves, CPR mask, 4x4 sterile bandages, ice packs, cloth tape, ammonia inhalants, roll of gauze, bandages, first aid cream, first aid guide, scissors, triangular bandages.*

SUSPICIOUS PACKAGES

All mail will be opened in a separate, secure location before being disseminated.

While the chances of encountering suspicious mail are very low, employees who identify any suspicious item should remember the Three Ps:

* Package: Isolate the area where the mail piece was found—do not touch it.
* People: Clear the area of people. Notify your supervisor.
* Plan: Follow your emergency plan.
* Know who to contact if your supervisor isn’t available.



BOMB THREAT

During the call:

1. **Don’t hang up.**
2. Stay as calm as possible.
3. Attempt to find out why the caller is upset: reason for the threat.
4. Identify the type of threat and who the threat is directed at.
5. Note and remember as many details as possible.
6. Try to calm down the caller.
7. Get as much information as possible about the threat and motives. (See “Bomb Threat Checklist” on next page.)

After the call:

1. Notify your supervisor immediately.
2. Write down the exact threat, the entire statement if possible.
3. Notify ECM
4. If directed to evacuate by emergency personnel, wait for instructions and proceeded in accordance with the “Evacuation Section”.
5. Supervisor will notify Division Director and the Emergency Contact List for Building Issues (see page 2).

Note: Elevators can be used if instructed by Emergency Personnel.

**BOMB THREAT CHECKLIST**

**CALLERS VOICE**

**CALLERS VOICE**:

**\_\_\_\_\_\_ Calm \_\_\_\_\_\_ Nasal**

**\_\_\_\_\_\_ Angr y \_\_\_\_\_\_ Stutter**

**\_\_\_\_\_\_ Excited \_\_\_\_\_\_ Lisp**

**\_\_\_\_\_\_ Slow \_\_\_\_\_\_ Raspy**

**\_\_\_\_\_\_ Rapid \_\_\_\_\_\_ Deep**

**\_\_\_\_\_\_ Soft \_\_\_\_\_\_ Clearing throat**

**\_\_\_\_\_\_ Laughter \_\_\_\_\_\_ Deep breathing**

**\_\_\_\_\_\_ Crying \_\_\_\_\_\_ Cracking voice**

**\_\_\_\_\_\_ Normal \_\_\_\_\_\_ Disguised**

**\_\_\_\_\_\_ Distinct \_\_\_\_\_\_ Accent**

**\_\_\_\_\_\_ Slurred \_\_\_\_\_\_ Familiar**

**\_\_\_\_\_\_ Squeaky \_\_\_\_\_\_ Whispered**

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

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

BACKGROUND SOUNDS:

BACKGROUND SOUNDS

**\_\_\_\_\_\_ Street \_\_\_\_\_\_ Factory machines**

**\_\_\_\_\_\_ Crockery \_\_\_\_\_\_ Animals**

**\_\_\_\_\_\_ Voices \_\_\_\_\_\_ Clear**

**\_\_\_\_\_\_ PA System \_\_\_\_\_\_ Static**

**\_\_\_\_\_\_ Music \_\_\_\_\_\_ Local**

**\_\_\_\_\_\_ House \_\_\_\_\_\_ Long distance**

**\_\_\_\_\_\_ Motor \_\_\_\_\_\_ Booth**

**\_\_\_\_\_\_ Office \_\_\_\_\_\_ Other**

**THREAT LANGUAGE**

THREAT LAN GUAGE:

**\_\_\_\_\_\_ Well Spoken (Educated) \_\_\_\_\_\_\_ Irrational threat maker**

**\_\_\_\_\_\_ Incoherent \_\_\_\_\_\_\_ Tape**

**\_\_\_\_\_\_ Foul \_\_\_\_\_\_\_ Message read by**

**Remarks \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

REPORT CALL IMMEDIATELY TO: State Security: 828-0777 and Police 911

**I HAVE A BOMB THREAT**

**CALLER ON THE PHONE**

**TELL THE SUPERVISOR OR**

**SAFETY AND SECURITY**

**COORDINATORS (SSC)**

**NOTIFY POLICE AT**

**911**

**STATE SECURITY AT**

**802-828-0777**

Panic Buttons

Panic buttons are devices used to summon law enforcement in an emergency where you are not able to dial 911. Panic buttons are not meant to replace calling 911. The preferred method of summoning law enforcement is by telephone so you are giving critical information to a dispatcher. Panic buttons should not be used for medical emergencies, for a medical emergency 911 is the communication method.

Panic button procedures when law enforcement arrives

|  |
| --- |
| Work with your local law enforcement agency determine what procedures employees would take when law enforcement arrives |

Panic button notification numbers

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Name | Department | Office | Cell | Home |
| Local Police |  |  |  |  |
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Lockdown buttons

lockdown buttons are used to deny in limit access in an incident such as a bomb threat, hostile intruder or other emergency where the movement throughout the building should be limited. Any employee can activate lockdown button in the event of an emergency.

Once a lockdown button is activated the employee should notify the ECM immediately. The ECM will make notifications to the required agencies such as law enforcement/office of security.

After an incident is over the ECM will be required to contact the office of security to reset the lockdown button.

The location of the lockdown buttons at this facility are:

List locations of lockdown buttons

Emergency Contact Numbers

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Manager/director** | **Department** | **Office** | **Home** | **Cell** |
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| **Location** | **Department** | **Phone Number** |
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Code Adam Alert

Steps to follow when an alert is announced that a Code Adam missing child has been announced

Step 1

Obtain a detailed description of the child

Name, age, gender, and race

Weight, height, hair and eye color

Describe what the child is wearing, specifically the color and type of clothing including shoe color and style

Step 2

The Emergency Coordination Manager will delegate Safety Wardens to specific locations to monitor all and entrances and exits to the facility

the emergency coordination manager will delegate safety wardens to conduct a search of the facility for the child.

The emergency coordination manager will contact local law enforcement and report the missing child and will also give them a description of the child

Step 3

If the child is found with someone other than Parent or Guardian: Use reasonable efforts to delay the departure of the person accompanying the child, but do not put yourself or others at risk.

Use of cell phone photos / Video

Yelling / Drawing attention to the person

Obtaining a good description of subject / vehicle

Step 4

When a child is found, the child will be brought to security officials or the ECM

They will reunite child with Parent or Guardian.

Security personnel will cancel “Code Adam” alert and notify local law enforcement

Code Adam Safety Warden List

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| --- | --- | --- |
| **SW Name** | **Post Location** | **Cell Number** |
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**[Building Address]**

**Emergency Telephone Tree**

[Manager/Director

and

Back-up]

[Manager/Director

and

Back-up]

CONFIDENTIAL

DO NOT POST

Person receiving call is responsible for calling those directly linked to their name. If a person cannot be immediately reached, temporarily skip that person and call the next person the tree. You are still responsible for trying to reach the person that you skipped.

**Each manager is responsible for contacting their central office to report situation.**

Tom Rotella

863-7444 (w)

655-5225 (h)

343-5994 (c)

Back up

Kelly Sargent

Tom Rotella

863-7444 (w)

655-5225 (h)

343-5994 (c)

Back up

Kelly Sargent

Tom Rotella

863-7444 (w)

655-5225 (h)

343-5994 (c)

Back up

Kelly Sargent

Karen Shea

524-7944 (w)

371-8563 (c)

Back up

Jan Appel

524-4787 (w)

Karen Shea

524-7944 (w)

371-8563 (c)

Back up

Jan Appel

524-4787 (w)

Karen Shea

524-7944 (w)

371-8563 (c)

Back up

Jan Appel

524-4787 (w)

Karen Shea

524-7944 (w)

371-8563 (c)

Back up

Jan Appel

524-4787 (w)