



EMERGENCY PROCEDURES

For State Office Building located at:

For State of Vermont Employees and Visitors in State Office Buildings

**IN ANY POTENTIAL LIFE-THREATENING SITUATION,
IMMEDIATELY CALL 911**

The Emergency Procedures Plan (EPP) addresses natural and man-made emergencies, threats, and security risks to occupants of Vermont State office buildings. No matter your role, you should be familiar with the Emergency Procedures Plan (EPP), participate in training, know how to protect yourself in an emergency and how to properly assist others.

Every State building (owned or leased), *not* organization, will have a single EPP for that building.

Know the answers to the following questions **BEFORE** an emergency occurs:

- **Where are the Emergency Exits near me?**
- **How will visitors and employees with special needs be evacuated?**
- **Where are the Emergency Phone Numbers located in this plan?**

No matter what the crisis, THINK before you act, then act swiftly to limit your exposure to danger.

In any emergency, call 911.

INTRODUCTION

EMERGENCY TELEPHONE NUMBERS

Police - Fire - Medical	911
BGS State Security, state-wide (24/7)	802-828-0777
BGS Environmental Health & Safety Coordinator	802-828-4616
Burlington Security (Business hours only)	802-651-1611
Asa Bloomer Bldg (Rutland) Security (Business hours only)	802-353-2761
Waterbury State Office Complex Security (Business hours only)	802-241-1346
Northern New England Poison Control Center.....	800-222-1222
Vermont Emergency Management Watch Officer	800-347-0488

EMERGENCY TELEPHONE NUMBERS

If flooding occurs in, or directly threatens, your building:

- Notify a supervisor and your building's Emergency Coordinating Manager.
- If time allows, secure your area and vital records.
- Turn off all electronics. Remove or elevate computers.
- **USE EXTREME CAUTION** around appliances or outlets near water.
- If directed to evacuate, do so according to the "Evacuation" section.
- If water is entering the building, **EVACUATE IMMEDIATELY**.
- If power is out, **EVACUATE IMMEDIATELY**.
- When evacuating, do not walk or drive through standing water.

FLOODING

During an Earthquake

- Take cover underneath a desk or table. Protect your head and neck.
- Stay away from windows and objects that could fall on you. Do not stand in doorways.
- Stay inside. **DO NOT RUN OUTSIDE.** Falling debris may cause injury.
- Do Not Use Elevators.
- If outdoors, stay in an open area. DO NOT enter the building.
- If in a vehicle, pull over and stop away from taller objects.

After an Earthquake

If you are still in the building:

- Be prepared for AFTERSHOCKS.
- Give first aid to injured personnel.
- DO NOT MOVE VICTIMS unless absolutely necessary.
- Alert emergency personnel and/or supervisors to anything needing their attention.
- Replace telephone handsets, but DO NOT USE TELEPHONES except to report fires or medical emergencies.
- If in a damaged building, go outside and quickly move away from the building.
- Evacuate to an open field or parking lot. Do Not evacuate to another building.
- Wait for and follow instructions from Emergency First Responders.

* See "Evacuation" Section.

EARTHQUAKE

Before an Emergency

- Locate all fire extinguishers within your area. Learn how they disconnect from their hanger by picking them up.
- Learn how to use them following the "PASS" (Pull, Aim, Squeeze, Sweep) method.
- Know *all* exits out of the building, not just the common exits people use daily.

During an Emergency

- Upon any indicators of a fire, such as the smell of smoke, report from others, or sounding of the building's fire alarm, evacuate and inform others to do the same without delay.
- Assist visitors and people with disabilities during the evacuation.
- If the building's fire alarm system has not been activated, activate a fire alarm pull station as you are evacuating.
- Evacuate to your building's evacuation point. Link up with your Safety Warden (SW) for accountability.
- Assist others as needed.
- Do not leave the evacuation point until authorized by the Safety Warden; no exceptions.
- If outdoors, be prepared to guide traffic from approaching your evacuated group.
- If outdoors and within sight of an external entrance/exit to the building, monitor and verbally direct people from re-entering the building, but without approaching the building. Report any violations to your SW.

FIRE

Before an Emergency

- Be aware of how to identify a suspicious letter and package. See next tab.
- Be familiar with the revised 2019 Mail Handling Procedures.

During an Emergency

- Upon receipt of a letter or package that has indicators of being suspicious, set the item down. Do Not relocate it or move it in any way.
- Loudly inform co-workers and visitors of a suspicious letter/package and that the floor must be evacuated now.
- Evacuate. Alert your Supervisor, and Safety Warden.
- Call 911 after you evacuate the floor/area.
- Do not use a cell phone near a package.
- If you touched the letter/package, wash your hands.
- Have others restrict access to the floor/area.
- Move to evacuation point when directed.
- Upon arrival of police, meet with them and describe the letter/package.
- Call BGS State Security 802-828-0777.

Please refer to the revised 2019 Mail Handling Procedures for more specific instructions.

SUSPICIOUS LETTERS AND PACKAGES

Before an Emergency

- Understand your building's response plan to a Hostile Intruder.
- Understand that you have the authority to react to a Hostile Intruder without being told and with incomplete indicators.
- Know all exits out of the building; not just the common exits you use daily.

During an Emergency

- If there's an indicator to make you think there may be a hostile person in the building, self-evacuate, alerting others in the process.
- Attempt to notify your supervisor or Safety Warden without increasing your risk.
- If there's no viable escape route, HIDE and if time, BARRICADE.
- AS A LAST RESORT WHEN YOU LIFE IS IN IMMEDIATE DANGER, take committed aggressive action against the intruder.
- All employees should constantly re-evaluate their personal situation. As circumstances evolve, employees may change their initial decision to Run, Hide, or Fight.
- Evacuate to a safe area, even if it's not your designated evacuation site. Proceed to your evacuation site as conditions allow.
- After you evacuate, contact your Safety Warden, if possible.
 - Assist your Safety Warden as requested.
 - Assist any wounded.
- Do not leave the evacuation point until authorized to do so by First Responders or your Safety Warden.

HOSTILE INTRUDER

Copies of the **Bomb Threat Checklist**, pictured on the next page, are available from the BGS State Security. Each employee should have the checklist near their phone.

If a bomb threat is received by phone:

- Act calm. Keep the caller on the line as long as possible.
- DO NOT HANG UP, even if the caller does.
- Listen carefully. Be polite and show interest.
- Try to keep the caller talking to learn more information.
- If your phone has a display, copy the number and/or letters on the window display.
- Complete the Bomb Threat Checklist immediately. Write down as much detail as you can remember. Try to get exact words.
- When the call ends, DO NOT HANG UP! From a different phone, call 911.

If a bomb threat is received by handwritten note:

DO NOT handle or let anyone touch it. Call 911 and await instructions.

If a bomb threat is received by email:

Call 911 and await instructions.

Because a vast majority of bomb threats are hoaxes, threats that fall into the low category (generic, lack details, no time frame given, etc.) may not necessarily result in an immediate evacuation. The decision to evacuate is left to the building leadership, the Emergency Coordinating Manager, and responding law enforcement.

If the building is evacuated, push the Lock Down Button on the way out.

BOMB THREATS

 **BOMB THREAT CHECKLIST** 

Most bomb threats are received by phone. Bomb threats are serious until proven otherwise. Act quickly, but remain calm and obtain information with the checklist on the reverse of this card.

If a bomb threat is received by phone:

1. Act calm. Keep the caller on the line as long as possible. **DO NOT HANG UP**, even if the caller does.
2. Listen carefully. Be polite and show interest.
3. Try to keep the caller talking to learn more information.
4. If your phone has a display, copy the number and/or letters on the window display.
5. Complete this **Bomb Threat Checklist** immediately. Write down as much detail as you can remember. Try to get exact words.
6. Immediately upon termination of the call, do not hang up, but from a different phone, contact 911

- If a bomb threat is received by handwritten note:**
DO NOT handle or let anyone touch it
Call 911 immediately and await instructions
- If a bomb threat is received by email:**
Call 911 immediately and await instructions
DO NOT delete the email

SIGNS OF A SUSPICIOUS PACKAGE / LETTER

- | | |
|---------------------|--------------------------------------|
| Excessive Postage | Misspelled Words |
| No Return Address | Poorly Handwritten |
| Stains | Incorrect Titles |
| Strange Odor | Foreign Postage |
| Strange Sounds | Restrictive Notes such as: |
| Unexpected Delivery | “Do not x-ray”, “hand deliver”, etc. |

DO NOT

- Touch or move the suspicious letter / package
- Activate the fire alarm or *automatically* evacuate
- Use cell phone or radio near a suspicious package. The signal has a slight potential to detonate a bomb.

After the call has ended, do not hang the receiver up. Call 911 from different phone. After calling 911, alert your supervisor. Then call State Security at (802) 828-0777 (24/7)

BOMB THREAT CHECKLIST

BOMB THREAT CHECKLIST
ASK THE CALLER:

- Where is the bomb located? (Building, Floor, Room, etc.) _____
- When will it go off? _____
 - What does it look like? _____
 - What kind of bomb is it? _____
 - What will make it explode? _____
 - Did you place the bomb? Yes/No _____
 - Why? _____
 - What is your name/where are you? _____

EXACT WORDS OF THREAT:

- What date/time was the call received? _____
- Where is the caller located? (Background and level of noise) _____
- Estimated age of caller: _____
- Is voice familiar? If so, who does it sound like? _____
- Other points: _____
- _____

- | | |
|---|---|
| <p>CALLER'S VOICE:</p> <p>Calm Nasal</p> <p>Angry Stutter</p> <p>Excited Laughing</p> <p>Slow Raspy</p> <p>Rapid Deep</p> <p>Soft Ragged</p> <p>Loud Clearing Throat</p> <p>Lisp Deep Breathing</p> <p>Crying Cracked Voice</p> <p>Normal Disguised</p> <p>Distinct Accent</p> <p>Slurred Familiar</p> | <p>BACKGROUND SOUNDS</p> <p>Animal Noises</p> <p>Clear</p> <p>Factory Machinery</p> <p>House Noises</p> <p>Motor</p> <p>Music</p> <p>Office Machinery</p> <p>PA System</p> <p>Static</p> <p>Street Noises</p> <p>Train</p> <p>Voices</p> <p>Other: _____</p> |
|---|---|

- Threat Language:**
- Foul
 - Incoherent
 - Irrational
 - Message read by threat maker
 - Taped
 - Well Spoken

 **BOMB THREAT CHECKLIST** 

BOMB THREAT CHECKLIST

Before an Emergency

- Identify whether your building has AEDs, “Stop the Bleed” kit, and/or first aid kits.
- Know their location.

During an Emergency

- Call 911. Tell the 911 dispatcher the best door for First Responders to enter the building.
- Provide first aid within your abilities.
- Alert your Safety Warden and Supervisor.
- Be ready to be assigned to escort First Responders. Wait outside for the ambulance and possibly a fire engine.
- Be ready to be assigned to stand by one of the doors along the path to the patient. Open doors for approaching First Responders being led by another employee.
- Be ready to hold an elevator door upon hearing an ambulance or fire engine pull up outside. Keep other employees from using the elevator.
- Be ready to move furniture away from the patient to allow a three-foot wide 360-degree access.
- Don't be an audience. Leave the room/area of the patient if you are not actively assisting.
- Discourage others from taking photos/videos.
- If asked, secure the patient's personal bag/purse and turn them over only to a First Responder. If any keys or cell phones are identified as the patient's, secure those items inside the bag/purse. DO NOT look inside the bag/purse. If a medic asks about prescriptions, they can examine the contents of the bag/purse for any medications.

MEDICAL EMERGENCIES

Your state office building may be vulnerable to the effects of spills or releases of hazardous materials (HAZMAT). This could result in serious injury to state personnel and/or visitors. Accidents could occur on local streets or train tracks near your building, which might give rise to hazardous material incidents.

An accident resulting in a spill of hazardous materials on the premises will usually involve materials used at the facility. Safety Data Sheets are legally required to be available on-site. Any precautions or special procedures to be followed in the event of a spill or leak must be familiar to the appropriate personnel.

Hazmat spill or release - indoors:

- Activate the Fire Alarm.
- Call 911.
- Evacuate the area. (See "Evacuation" section)
- Notify BGS Environmental Health & Safety Coordinator, and BGS State Security.
- If time and safety permit, shut down equipment and secure the area and any vital records.
- Limit activity to protection of lives and evacuation of personnel.
- Do Not attempt to respond to a spill or leak.

Hazmat spill or leak - outside:

- Call 911.
- Alert the building Emergency Coordinating Manager (ECM) to initiate evacuation of the building or place the building on lock-down; whichever ensures occupants are not exposed to the hazardous liquid or gas.
- Notify State Security 802-828-0777.
- When First Responders arrive, provide copies of the Safety Data Sheets.

HAZMAT SPILL / LEAK

If there is a biological / blood spill in your facility, follow these procedures for proper clean-up.

Immediate Procedures:

- Close doors or block access to the affected area to prevent accidental exposure. Consider placing a guard.
- Contact your Supervisor.
- Contact your building Emergency Coordinating Manager (ECM).
- Alert BGS Custodial staff who are certified on Bloodborne Pathogen Clean-Up. Do not allow a clean up to occur if the source of the spill is unknown or potentially crime related.
- If the spill is from an unknown source or is potentially crime related, call 911 to notify local law enforcement.
- Call BGS State Security 802-828-0777.
- Go to www.bgs.vermont.gov/security and Report an Incident. (Click the big red button)

Biological Spill on Body:

- Remove any contaminated clothing.
- Carefully wash the exposed area with soap and water for 1 minute, taking care not to cause any injury or breakage to the skin.
- For contamination of mucous membranes (eyes, nose and mouth), flush contaminated area with running water for several minutes.
- Obtain medical assistance.
- Follow Workers Comp and 1st report of injury procedures for your agency/department.

Minor Cuts and Puncture Wounds (Including Needle Stick Injuries):

- Carefully wash the injury with soap and water for several minutes.
- Obtain medical assistance and recommendations about post-exposure medical treatment for potential bloodborne illness.
- Follow Workers Comp and 1st report of injury procedures for your agency/department.

Group Discussion:

- Identify any biological spill incidents that have occurred in the past, how were they handled?
- If a spill was to occur, who would you contact for the cleanup? If you are performing the cleanup, what necessary protective steps would you need to implement to ensure your safety?
- Determine if you or anyone in the group needs Bloodborne Pathogens training.
- Take time to assess your personal protective equipment and determine if you need to order more.

BIOLOGICAL SPILL

If your area is under a Tornado Warning

- Stop all work and seek protection immediately.
- Ensure all building occupants are informed.
- Direct people outside to move inside.
- Get to a small interior room on the lowest level of the building. Restrooms are recommended because the pipes strengthen the walls.
- Stay away from windows, doors, and outside/ exterior walls.
- Monitor local media and the National Weather Service to obtain updates.

During a Tornado

- Take additional cover by putting materials such as furniture and blankets around you.
- Drop to your knees. Sit on your ankles. Bend forward with your face toward the ground. Interlock your hands behind your head.

After a Tornado has passed

- If there is any damage to your building or people injured, call 911.
- If you are trapped, cover your mouth with a cloth to avoid breathing dust. Try to send a text or bang on a pipe or wall instead of just shouting.
- Attempt to account for your building's occupants. Provide aid as necessary.
- Evacuate if there is damage to the building or you smell gas/ propane in the area.
- Stay clear of fallen/broken utility lines.
- Watch for nails, torn edges of metal, and other sharp objects among the debris.
- Do not enter damaged buildings.
- Do not use your phone except for emergencies. Phone systems are often overwhelmed after a disaster. Use text messaging or social media to communicate with family and friends.

TORNADO

Evacuation

- If time allows, secure vital records and shut down electrical equipment.
- Proceed to the nearest exit or alternate exit, if necessary. Shut all doors as you leave.
- Assist disabled employees and visitors in exiting the building.
- Proceed quietly and orderly. Remove high heels to avoid tripping.
- DO NOT USE ELEVATORS.
- DO NOT OPEN DOORS if warm to the touch or if smoke is present.
- Once outside, assemble at a designated area and stay there. *No employee is authorized to leave the evacuation point until approved by the top on-site supervisor of that office.*
Record their name(s) and provide to the Emergency Coordinating Manager.

Evacuations with individuals with special needs

Involve the individual. They are the experts on their own disabilities, and how best to move them out of a building in an emergency. Make sure they understand what is happening, and what procedure must be followed.

Mobility

Persons having mobility challenges may or may not use wheelchairs. Each building should identify individuals who can assist individuals who have mobility challenges to evacuate the building.

Visual

Most blind or visually impaired individuals may or may not be familiar with the immediate work area. It may be necessary to:

- Explain the nature of the emergency.
- Offer to guide them. As you walk, explain your destination, where you are, any obstacles, which way you are going to turn, the number of steps, etc.
- Upon reaching safety, orient the individual to their surroundings. Ask if further assistance is needed. Stay with them.

Hearing/ Speech

- Communication varies with persons who are deaf, hard-of-hearing or speech impaired.
- Audible alarms may not be heard by them. It is important that everyone understands what is happening, how and where to proceed.
- To gain attention, turn light switch on and off, tap her/his shoulder, wave your hands, etc.
- Indicate through gestures, or in writing (short, concise words), what is happening and what to do. Example: "Fire – out rear door to the right and down. Leave NOW!"

People with special needs are unique. Through brief communication and asking questions, evacuations can be quick and safe.

EVACUATION

	Primary:	Alternate:
Emergency Coordinating Manager (ECM)	_____	_____
Team Leader/Floor Manager (optional)	_____	_____
Safety Warden	_____	_____
Safety Warden	_____	_____
Safety Warden	_____	_____
Safety Warden	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

YOUR BUILDING EVACUATION POINT IS:

The information included in this manual is not all inclusive, but covers most actions taken during emergencies. Common sense must prevail when instructions are not available or do not fit your particular needs.

If you have questions concerning a unique situation not covered in this manual, contact your Safety Warden or Emergency Coordinating Manager.

Contact BGS State Security at 802-828-0777 (24/7) for assistance or questions with all incidents. This number is also printed on the back of all BGS issued state identification badges.

Refer to your Agency/Department's Continuity of Operations Plan (COOP) for specific information on alternate facilities, communications, vital records, and mission essential functions.

For any/all incidents please complete an incident report at the following:
www.bgs.vermont.gov/security

For emergencies, always call 911.

BUILDING EMERGENCY CHAIN OF COMMAND

Assembly Area: designated area at which employees, visitors, and contractors assemble when evacuated from their building/site. Related Terms: Evacuation Point/Site, Evacuation Rally Point.

Building Safety Committee: The Building Safety Committee is composed of at least one representative from every department that occupies a specific State building (leased or owned). Each of the departmental representatives shall act as a liaison between their department and the Building Safety Committee. The Building Safety Committee is specific to one building not a department or agency. Also referred to as Safety Committee.

Chain of Command: The orderly line of authority within the ranks of the incident management organization.

Designated Official: The Designated Official (DO) is the highest-ranking State official of the primary or largest Agency or Department occupant located in a State Office Building. The DO may or may not be located at the facility/building. The DO provides leadership and oversight to ensure all three phases of emergency procedures planning are completed and that employees are trained and prepared for an emergency incident. In accomplishing this, the DO will facilitate communication flow between all organizations that occupy the building, including non-state tenants.

Disability (individual with). A person who has a physical or mental impairment that substantially limits one or more major life activities, a person who has a history or record of such an impairment, or a person who is perceived by others as having such an impairment.

Drill: A coordinated, supervised activity usually used to test a single specific operation or function in a single agency. Drills are commonly used to provide training on new equipment, develop or test new policies or procedures, or practice and maintain current skills. Typical attributes include the following: A narrow focus, measured against established standards; Instant feedback; Performance in isolation; Realistic environment.

Emergency Coordinating Manager: The Emergency Coordinating Manager (ECM) coordinates the emergency preparedness and planning efforts in a state occupied building. When a building is occupied by multiple Departments/Agencies, building-wide communications can be difficult during an emergency event. The ECM acts as liaison to local First Responders. The ECM disseminates pertinent emergency preparedness information and plans throughout their building. In addition, they provide local emergency first responders with a single, knowledgeable point of contact who can assist in contacting appropriate departmental personnel and state officials during an emergency.

Emergency Procedures Plan (EPP): An all-hazards document that specifies actions to be taken in the event of an emergency or disaster event; identifies authorities, relationships, and the actions to be taken by whom, what, when, and where, based on predetermined assumptions, objectives, and existing capabilities.

First Responder: A first responder is any emergency personnel who first arrives on the scene of an incident and takes action to save lives, protect property, and meet basic human needs. In most incidents, these responders are local police, fire, and emergency medical personnel.

LOCKDOWN: Lockdown is called when there is a threat or hazard inside or outside the building. Protocol that requires locking all doors in a building, turning off the lights and closing the blinds. No badge access is allowed into the building, except by First Responders.

Lockdown Button: A security device designed to minimize the time it takes to contact law enforcement and to secure a facility during an emergency situation. Lockdown buttons lock all doors with card readers. When a lockdown button is activated, some buildings will not allow badge access to exterior readers without a First Responder PIN. However, currently there are some buildings where badge access is still available at exterior readers.

LOCKOUT: Lockout is called when there is a threat or hazard outside the building. Protocol calls for locking all exterior doors. Entry to employees with badge access and visitors with scheduled appointments is allowed. Normal business operations can continue inside.

Panic Button: An electronic device designed to assist in alerting local law enforcement in emergency situations where a threat to persons or property exists.

Reconstitution: The process by which surviving and or replacement agency personnel resume normal agency operations from the original or replacement primary operating facility.

Safety Warden: Safety Wardens (SW) are volunteers within the building that provide leadership to personnel on their floor/wing/section during an emergency or other incident requiring employee movement. Buildings with less than 15 employees and in a single-story building are not necessarily required to fill this position. Buildings with multiple floors and/or sections/wings should identify one Safety Warden per floor/wing/section/cluster.

The Safety Warden guides occupants out of the building, performs a visual sweep of the area as they evacuate and reports the status of the evacuation to their ECM (i.e. were there any people with disabilities or injuries and where they were located).

Shelter-in-Place: Protocol that includes taking emergency refuge within the nearest designated safe area until notification or determination that the situation has been resolved.

GLOSSARY OF TERMS