

EMERGENCY RESPONSE MANUAL

Community Legal Center

March 2006

This manual provides information and direction to all staff, clients and others who may be in the Community Legal Center building during an emergency. Please read this manual, write the name of your employee lifeguard and alternate, and keep this in your work area for future reference.

Emergency Telephone Numbers

From CLC reception dial 2309 (system page all floors), then announce "Lawyer to reception, lawyer to reception."

Recorded emergency information ext. 3448

NOTE: you will need to **DIAL 9** before the numbers listed below.

Life Threatening Emergency911
Salt Lake City Police 799-3000
Salt Lake City Fire and Paramedics..... 799-4231
Salt Lake County Sheriff..... 535-5441
Utah Power (power outage) 888-221-7070
Salt Lake City Public Utilities (the water department)..... 483-6700
Questar (the gas company) 800-541-2824
Building Coordinator Kai Wilson ext. 3600
Alternate Contact Eric Mittelstadt ext. 3348, 573-3636 cell
Ken Bresin ext. 3303, 403-7745 cell

Employee Lifeguard Coordinator: Kai Wilson

Employee Lifeguards:

Basement: Mary Lyman ext. 3304 alternate Kai Wilson ext. 3600

1st floor: _____ (DLC) _____ (PHP)

2nd floor: Eric Mittelstadt ext. 3348 (ULS)
 Summer Kraft ext. 3107 (LAS) alternate _____

3rd floor: Marty Blaustein ext. 3328 alternate Barbara Baker ext. 3318
 Alex McBean ext. 3373

EMERGENCY TELEPHONE NUMBERS

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THREATS, PROPERTY DAMAGE AND PHYSICAL VIOLENCE

Threats consist of words or actions used to scare, intimidate, force or manipulate others into believing violence will be used. If you are faced with a threat:

- Notify your supervisor or system page + “Lawyer to [wherever you are]”.
- If violence is imminent, dial 9-911 or notify a building coordinator.
- If you cannot perform #2, alert a coworker to do so.
- Document the threat, including the words and behavior of all parties.

Property damage consists of the intentional abuse, mutilation or destruction of materials or property. If you observe property damage that constitutes a threat, follow the procedure outlined above.

Physical violence consists of the use of force (pushing, hitting, kicking, etc.) with or without a weapon, directed against an individual. Physical violence in any form is unacceptable in the work place. If you see it, follow the procedure for threats listed above.

DISTURBANCES/INCIDENTS/SUSPICIOUS PERSONS/ MEDICAL EMERGENCIES

Entrance to the Community Legal Center is restricted, but there is always the possibility for unusual incidents to occur. If you see someone causing a disturbance or something unusually suspicious and consider it threatening, report it to:

- % Your supervisor or a building coordinator (Kai ext. 3600, Eric ext. 3348)
- % **9-911** if it is an emergency
- % Police at **9-799-3000**

Be courteous in providing assistance to visitors who appear to need direction. However, if they cannot readily identify the office they wish to visit and if they are sufficiently suspicious in other ways, you will need to decide if the circumstances justify calling for emergency assistance.

During an actual disturbance, attempt to diffuse the situation by remaining calm and rational. Avoid confrontation and do not get angry or argue. If you cannot handle the situation, immediately call the above numbers as the situation allows. Do not risk yours or someone else's safety by attempting unnecessary heroics.

Be as observant as possible. Attempt to form a mental image or description of the person (scars, hair color, eyes, mannerisms, etc.) to assist in apprehension.

Resist being taken hostage unless your life would be placed in jeopardy by not cooperating.

If you encounter a sleeping or intoxicated person call your supervisor.

MEDICAL EMERGENCY

Contact **9-911** for medical problems beyond minor first aid. Whenever paramedics or an ambulance is called to the building, notify reception, who will admit paramedics to the building.

First aid kits are located at:

1 st floor:	CLC reception; DLC, and SE corner offices
2 nd floor:	LAS, ULS
3 rd floor:	NE corner office, SW corner office (Bev)
Basement:	credenza in Board Room

MEDICAL EMERGENCY

HOSTAGES

Upon observing or receiving information about a person being taken hostage, immediately notify the Salt Lake City Police by dialing **9-911**. **Call only if you are out of range of the captors and the call will not endanger others.**

If you are taken hostage:

- % Be cautious of heroics! Don't act foolishly
- % Be cooperative without acting submissive or confrontational
- % Keep your cool and try to relax by thinking of other things
- % Avoid eye contact and the appearance of observing your captors while trying to observe all you can for later identification and prosecution
- % Don't make threats or arouse the hostility of your captors
- % Be reluctant to give up your identification or clothes
- % Try to drink water and eat to maintain your strength
- % Look for protective cover in the event an attempt is made to rescue you
- % If a rescue attempt occurs and shots are fired:
 - ◆ drop to the ground and keep your hands on your head
 - ◆ don't stand up or try to help
 - ◆ fully cooperate with authorities until you can be properly identified

POWER OUTAGE

Power outages will be called in to Utah Power by the Community Legal Center Property Manager.

If trapped between floors in the elevator, remain calm, use the phone or sound the alarm to notify others. Follow the instructions of the building property manager personnel who come to your aid.

Loss of computer files during an outage is unavoidable, save and back up your work often.

BURGLARY/THEFT/ROBBERY

As soon as a burglary is discovered, leave the scene. Do not disturb or touch anything. Notify your supervisor. After hours call Salt Lake City Police (9-799-3000) immediately.

After police officers have investigated the scene, you and your supervisor should inventory to determine the amount of money or property stolen.

Report all thefts of personal, agency, or Community Legal Center property to your immediate supervisor or manager for appropriate action.

ROBBERY

If a robbery is taking place, it is important to **remain calm and act rationally**. **Cooperate** fully with the robber, particularly if a weapon is displayed, and do not endanger your life or others through unnecessary heroics.

If possible call **9-911** to notify Salt Lake City Police. Summon your supervisor or a building coordinator, if that can be done without endangering you or others.

Resist any attempt to be taken hostage, unless your life would be placed in immediate danger by not cooperating.

Be as observant as possible without being too obvious. Recollection of details will assist in apprehension and prosecution.

BOMB/SUSPICIOUS PACKAGE THREAT

A bomb threat may be received by anyone. ***Vital information that may save lives and property can be gained from the caller.***

If you receive such a call be calm and courteous and listen carefully. Take notes if possible without becoming distracted from what the caller is saying. Do not interrupt; don't place the caller on hold or attempt to transfer the call. If possible, quietly attract the attention of someone nearby, indicate to him or her the nature of the call, and have that person notify a supervisor, **or call 9-911** from another phone. Inform the caller that detonation could cause serious injury or loss of life.

If the caller is agreeable to further conversation, or after the call is over, ***complete the Bomb Threat Call Checklists*** found on the following two pages.

Notify your supervisor and the appropriate emergency personnel immediately.

If requested to do so by a supervisor, bomb squad, or security personnel, search your immediate work area. If you locate a suspicious article, **DO NOT TOUCH IT!** Leave the area immediately and notify your supervisor and bomb squad officers.

Out of place containers or receptacles may indicate the presence of a bomb. If a suspicious article is found, supervisory personnel will determine if the building should be evacuated and if standard evacuation procedures should be followed. **PUBLIC ACCESS AREAS ARE MOST VULNERABLE DUE TO EASE OF ACCESS BY PEOPLE (RESTROOMS ARE COMMONLY TARGETED AREAS). NEVER HANDLE A SUSPICIOUS ITEM, LEAVE IT ALONE AND CALL 9-911.**

When dealing with letters, parcels, or unusual packages, the following factors may indicate a bomb or hazardous device. You should be suspicious of:

- %Protruding wires or tinfoil
- %Excessive security material such as tape, string, etc.
- %Rigid, lopsided or uneven envelopes
- %Markings such as "confidential," "personal," etc.
- %Excessive postage or weight
- %Oily stains or discoloration, vapors or odors
- %Foreign mail, air mail and special deliveries
- %Hand written or poorly typed addresses or no return addresses
- %Incorrect title or a title but no name
- %Misspellings of common words
- %Visual distractions

BOMB THREAT

BOMB THREAT CALL CHECKLIST (1)

QUESTIONS TO ASK

EXACT WORDING OF THREAT

1. When is bomb to explode? _____

2. Where is it right now? _____

3. What does it look like? _____

4. What kind of bomb is it? _____

5. What will cause it to explode? _____

6. Did you place the bomb? _____

7. Why? _____

8. What is your address? _____

9. What is your name? _____

Note if (and how) the caller seems familiar with the building by description of bomb location. _____

Sex of caller _____ Age _____ Race _____

Time call received _____ Time call hung up _____

BOMB THREAT CALL CHECKLIST (1)

BOMB THREAT CALL CHECKLIST (2)

Fill out completely, immediately following bomb threat. Put a check by each that applies.

CALLER'S VOICE:

<input type="checkbox"/> Calm	<input type="checkbox"/> Crying	<input type="checkbox"/> Deep	<input type="checkbox"/> Disguised
<input type="checkbox"/> Angry	<input type="checkbox"/> Normal	<input type="checkbox"/> Ragged	<input type="checkbox"/> Accent
<input type="checkbox"/> Slow	<input type="checkbox"/> Distinct	<input type="checkbox"/> Clearing	<input type="checkbox"/> Familiar
<input type="checkbox"/> Rapid	<input type="checkbox"/> Slurred	<input type="checkbox"/> throat	<input type="checkbox"/> (who did it
<input type="checkbox"/> Soft	<input type="checkbox"/> Nasal	<input type="checkbox"/> Deep	<input type="checkbox"/> sound
<input type="checkbox"/> Loud	<input type="checkbox"/> Stutter	<input type="checkbox"/> breathing	<input type="checkbox"/> like?)
<input type="checkbox"/> Intoxicated	<input type="checkbox"/> Lisp	<input type="checkbox"/> Cracking	
<input type="checkbox"/> Laughing	<input type="checkbox"/> Raspy	<input type="checkbox"/> voice	_____

BACKGROUND SOUNDS:

<input type="checkbox"/> Street	<input type="checkbox"/> House	<input type="checkbox"/> Animal	<input type="checkbox"/> Clear
<input type="checkbox"/> noises	<input type="checkbox"/> noises	<input type="checkbox"/> noises	<input type="checkbox"/> Phone
<input type="checkbox"/> Crockery	<input type="checkbox"/> Motor	<input type="checkbox"/> Static	<input type="checkbox"/> booth
<input type="checkbox"/> Voices	<input type="checkbox"/> Office	<input type="checkbox"/> Local	<input type="checkbox"/> Music
<input type="checkbox"/> PA system	<input type="checkbox"/> Machinery	<input type="checkbox"/> Cell	<input type="checkbox"/> Other
	<input type="checkbox"/> Factory		

THREAT LANGUAGE:

<input type="checkbox"/> Well	<input type="checkbox"/> Irrational	<input type="checkbox"/> Was the	<input type="checkbox"/> Taped
<input type="checkbox"/> spoken	<input type="checkbox"/> Incoherent	<input type="checkbox"/> message	
<input type="checkbox"/> Foul		<input type="checkbox"/> read?	

REMARKS: _____

Name of individual receiving call: _____

Date: _____ Telephone #: _____

Department: _____

BOMB THREAT CALL CHECKLIST (2)

EARTHQUAKE

DURING AN EARTHQUAKE STAY CALM - DUCK AND COVER

If you are indoors, stay inside and find protection in a doorway, or crouch under a desk or table, away from windows or glass dividers; avoid masonry walls (brick) and chimneys (fire places).

Outside: Stand away from buildings, trees, telephone and electric lines.

In a vehicle: Drive away from underpasses/overpasses; stop in safe area; stay in vehicle.

NOTE: Stay under cover for 3 minutes after quaking stops to allow for after shocks.

EVACUATION (3 minutes after shaking has stopped)

Follow directions as listed in the Evacuation Routes section of this manual.

The potential dangers upon exiting the building are:

- % Falling telephone and electrical poles
- % Ruptured gas lines
- % Falling trees
- % Falling lamp posts and street lights
- % Falling blocks, roofing or other exterior building components
- % Falling glass

Watch for falling objects, as you exit the building.

Do not return to the building until it has been declared safe or you are directed to do so.

EARTHQUAKES

FIRE

The Community Legal Center's alarm sends a signal to Peak Alarm Company who notifies the fire department. If you detect a fire by sight or smell and the alarm is not sounding, activate the fire alarm at a pull box, dial **9-911** and report the fire. **It is imperative to notify the fire department by dialing 9-911.**

Fire extinguisher and pull box locations are indicated on the attached floor plans. You should familiarize yourself with the fire extinguishers and pull boxes at least in your immediate work area.

In the event of a fire:

- % Keep yourself between the fire and the nearest exit -- do not get trapped.
- % Feel doors before opening them. If a door is hot, don't open it.
- % If there is smoke, crawl to your exit. Cleaner air is near the floor.
- % The last person out of a room should close the door.
- % Provide visitors directions and help to the nearest exit.

If your clothing should catch on fire:

- % **Stop** where you are. Do not run.
- % **Drop** to the ground.
- % **Roll** to smother the flames.

If you see someone on fire, use a coat or blanket to smother the flames.

If you become trapped and cannot get to a fire escape stairwell where fresh air is available, go to an exterior window and break it. All doors should be closed around you and sealed tightly to prevent smoke penetration (use drapes, coats, etc.). Wait at the window, signal for help. If there is no smoke outside the window, open it and call for help. If necessary, break the window to attract attention.

BIOLOGICAL HAZARD or CHEMICAL RELEASE

Upon discovery of a suspected biological hazard or suspected chemical release in the vicinity of the Community Legal Center:

- % Immediately notify your supervisor or a building coordinator
- % Do not activate the fire alarm
- % Inform your supervisor
- % Follow the instructions of the first responders

If you receive a threat about a biological hazard or chemical release, follow the instruction for a bomb threat and complete the bomb threat checklists in this manual.

If you experience a biological or chemical agent release call 9-911 and follow the instructions of the operator. The 911 operators are well trained to talk you through the procedures.

Observe the following general guidelines when experiencing a biological hazard release or toxic chemical release:

- % Remain calm and observant
- % Isolate the container, device, or envelope
- % Evacuate **yourself** to a location that would minimize exposure of you or your clothing to anyone else
- % Make every attempt to stop or limit the spread of the hazardous material
- % Warn others not to come near you or the hazardous material
- % Follow the instructions of the first responders

BIOLOGICAL HAZARD OR CHEMICAL RELEASE

EVACUATION

The primary means of ordering an evacuation - usually in response to a fire, bomb threat, or an earthquake is a **fire alarm** (see attached floor diagrams for alarm locations) or intercom announcement (**system page all floors, ext. 2309**).

All employees should become familiar with the primary and alternate evacuation routes described below and on the floor plans in the back of this manual. During evacuation use the stairs. **Do not use the elevator** as the primary means of evacuation. **Elevator chases act as chimneys during fires.** Unless special circumstances warrant, the stairs will be used for **all** evacuations. Assigned employee lifeguards may enlist your assistance to evacuate disabled individuals. You will be told at that time if the elevators are available for use in their evacuation.

Once you are ordered to evacuate:

- % Do not collect items such as car keys, purses or coats.
- % Calmly, cautiously and quickly go out of the building along assigned routes.
- % Move away from the building to your assigned assembly area.

Do not evacuate the building *during* an earthquake; wait 3 minutes after the shaking stops before evacuating. See page entitled, "Earthquakes."

Assemble with others from your organization near the building in the empty parking lot north of the CLC. It is imperative that you assemble in your designated assembly area for accountability and to keep the areas close to the building clear for emergency operations. The first priority of the Fire Department is the rescue of trapped individuals. Often a person is thought to be missing or trapped because they failed to report immediately to their assigned area. If you are directed to another task, send word to your assembly area.

Note: Failure to evacuate when the fire alarm sounds or when ordered to evacuate constitutes a disciplinary offense.

Employee lifeguards, assigned by management, are trained in emergency evacuation duties and will take charge of floor evacuations.

EVACUATION ROUTES: The grand staircase and the fire escape stairwell are the only routes to the exterior doors from the upper floors (floors 2 and 3). The fire escape stairwell exits on the north of the building. Individuals on the first and second floors are to exit the building using the east and west doors if they are available. Individuals in the basement of the building are to use the northwest emergency stairwell or the stairs to the 1st floor, and then the east and west doors if they are available. There is also a north exit from the first floor through the People Helping People office and a south exit from the first floor through DLC's southwest suite. Otherwise, exit by the closest door available and report to your assembly area.

EVACUATION

IN-PLACE SHELTERING

In-place sheltering is the opposite of an evacuation and requires employees to lock down their offices and stay put until directed otherwise. In-place sheltering may become necessary due to a variety of events. These events may include the following:

- % Severe Weather
- % Hazardous Materials Spills
- % Suspicious Persons
- % Civil Unrest

Should the need arise, the order for in-place sheltering will likely be issued through an electronic message system, the voice mail system, or directly by a supervisor or building coordinator. The order may also come from police or fire personnel.

The following steps must be taken if an order to shelter in place is issued.

1. Close and lock all doors leading into your office area.
2. Alert others in your office of the order.
3. Close all exterior windows.
4. Gather all personnel into a central location.
5. Do not use the telephone for non-essential purposes (such as contacting the media).
6. Do not investigate unusual or suspicious noises outside your office area.

As needed or when the situation is resolved, emergency personnel will contact each office with new instructions or information. It may become necessary to evacuate the building, in which case the fire alarm will be activated and the evacuation procedures outlined in this manual should be followed.

IN-PLACE SHELTERING

PERSONAL WORKPLACE DISASTER SUPPLIES KIT

If you are interested in creating your own kit, the following supplies are recommended by the American Red Cross.

Flashlight with extra batteries

Use the flashlight to find your way if the power is out. Do not use candles or any other open flame for emergency lighting.

Battery-powered radio

News about the emergency may change rapidly as events unfold. You also will be concerned about family and friends in the area. Radio reports will give information about the areas most affected.

Food

Enough non-perishable food to sustain you for at least one day (three meals), is suggested. Select foods that require no refrigeration, preparation or cooking, and little or no water. The following items are suggested:

- Ready-to-eat canned meals, meats, fruits, and vegetables.
- Canned juices.
- High-energy foods (granola bars, energy bars, etc.).

Water

Keep at least one gallon of water available, or more if you are on medications that require water or that increase thirst. Store water in plastic containers such as soft drink bottles. Avoid using containers that will decompose or break, such as milk cartons or glass bottles.

Medications

Include usual non-prescription medications that you take, including pain relievers, stomach remedies, etc.

If you use prescription medications, keep at least three-day's supply of these medications at your workplace. Consult with your physician or pharmacist how these medications should be stored, and your employer about storage concerns.

First Aid Supplies

In addition to the first aid kits noted in the **Medical Emergency** section, you may want to provide yourself with the following essentials:

- (20) adhesive bandages, various sizes.
- (1) 5" x 9" sterile dressing.
- (1) conforming roller gauze bandage.
- (2) triangular bandages.
- (2) 3 x 3 sterile gauze pads.
- (2) 4 x 4 sterile gauze pads.
- (1) roll 3" cohesive bandage.
- (2) germicidal hand wipes or waterless alcohol-based hand sanitizer.
- (6) antiseptic wipes.
- (2) pair large medical grade non-latex gloves
- Adhesive tape, 2" width.
- Anti-bacterial ointment.
- Cold pack.
- Scissors (small, personal).
- Tweezers.
- CPR breathing barrier, such as a face shield

Tools and Supplies

- Emergency “space” blanket (mylar).
- Paper plates and cups, plastic utensils
- Non-electric can opener.
- Personal hygiene items, including a toothbrush, toothpaste, comb, brush, soap, contact lens supplies, and feminine supplies.
- Plastic garbage bags, ties (for personal sanitation uses) .
- Include at least one complete change of clothing and footwear, including a long sleeved shirt and long pants, as well as closed-toed shoes or boots.
- If you wear glasses, keep an extra pair with your workplace disaster supplies.

General Information

- Your kit should be adjusted based on your own personal needs.
- Do not include candles, weapons, toxic chemicals, or controlled drugs unless prescribed by a physician

RESPONSIBILITIES OF EMPLOYEE LIFEGUARDS

Employee lifeguards have the following responsibilities during evacuations:

- Quickly search office areas to ensure no one is left.
- Shut doors to the halls.
- Check restrooms and break areas in your area of assignment.
- Ensure evacuation assistance is provided as necessary for anyone needing it, and direct evacuation of disabled individuals.
- Encourage the orderly, calm evacuation of the building and assist other employee lifeguards as necessary.
- Once at the designated location, take the following action.
 1. Determine if all the employees from your division are present. If not, attempt to identify their last known location. (example: in another office, out for an appointment, in the emergency stairwell needing evacuation assistance)
 2. Send one lifeguard from each office to the lifeguard coordination site to report on the status of your office. The lifeguard coordination site will be located near the sidewalk east of the assembly area (building in the empty parking lot north of the CLC) unless that area has been determined to be unsafe. In which case, the rendezvous will be moved to a location close to the building coordinator aka incident commander.

Prior to an emergency:

- % Ensure each employee in your area has an Emergency Response Manual for the Community Legal Center.
- % Ensure each employee in your area has a “buddy” aka another employee for whom they assume the responsibility of locating, accompanying during an evacuation, keeping track of, and reporting their absence or location to the lifeguard.
- % Ensure the names of the employee lifeguards and alternates are written in the spaces on the first page of this manual.
- % Attend training on evacuation procedures.

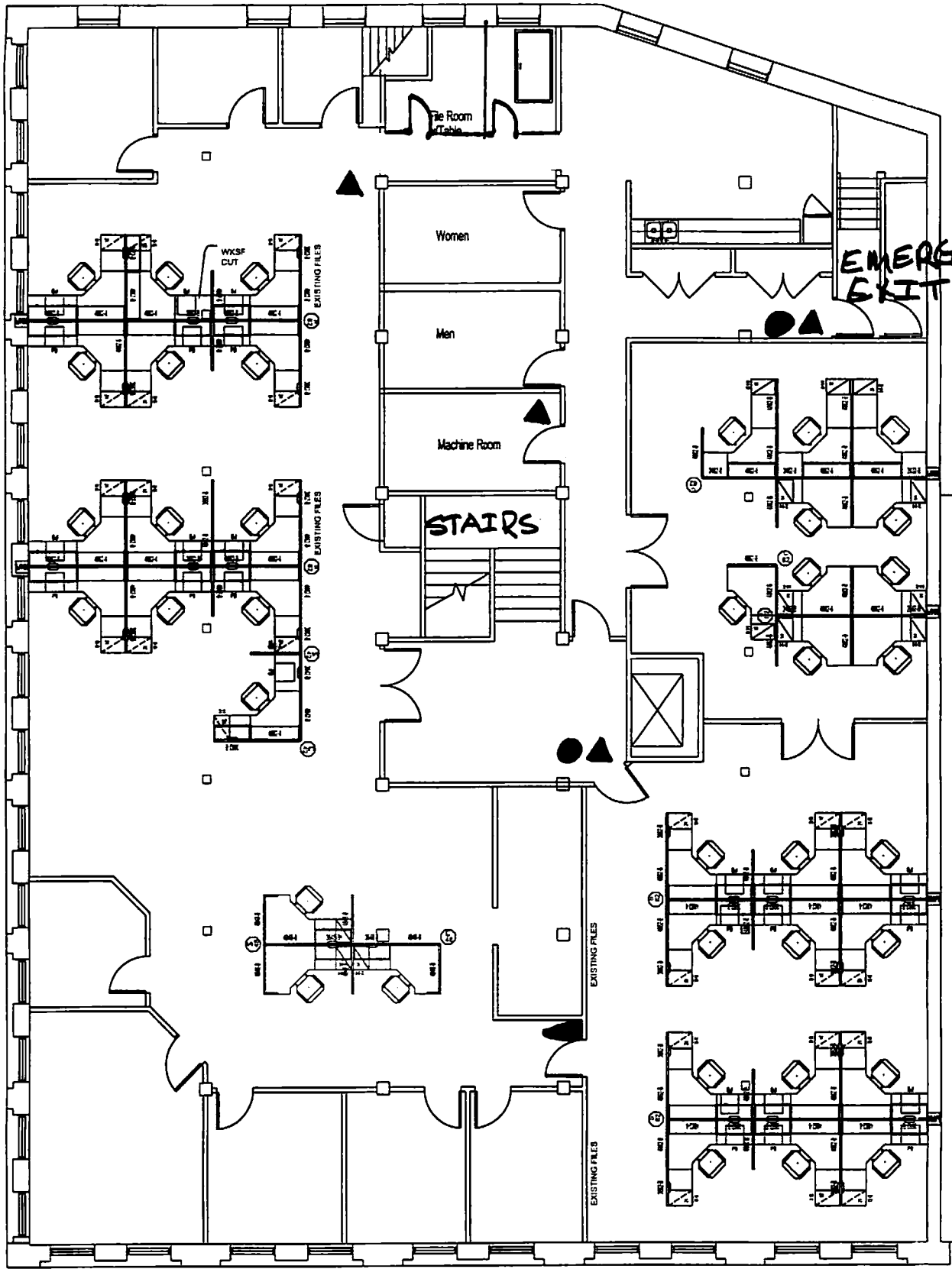
Lifeguard coordinator: Kai Wilson

Lifeguards:

Basement:	Mary Lyman ext. 3304	alternate Kai Wilson ext. 3600
1 st floor:	_____ (DLC)	_____ (PHP)
2 nd floor:	Eric Mittelstadt ext. 3348 (ULS) Summer Kraft ext. 3107 (LAS)	alternate _____
3 rd floor:	Marty Blaustein ext. 3328 Alex McBean ext. 3373	alternate Barbara Baker ext. 3318

RESPONSIBILITIES OF EMPLOYEE LIFEGUARDS

W



EMERGENCY EXIT

STAIRS

Women

Men

Machine Room

File Room
Table

EXISTING FILES

EXISTING FILES

EXISTING FILES

EXISTING FILES

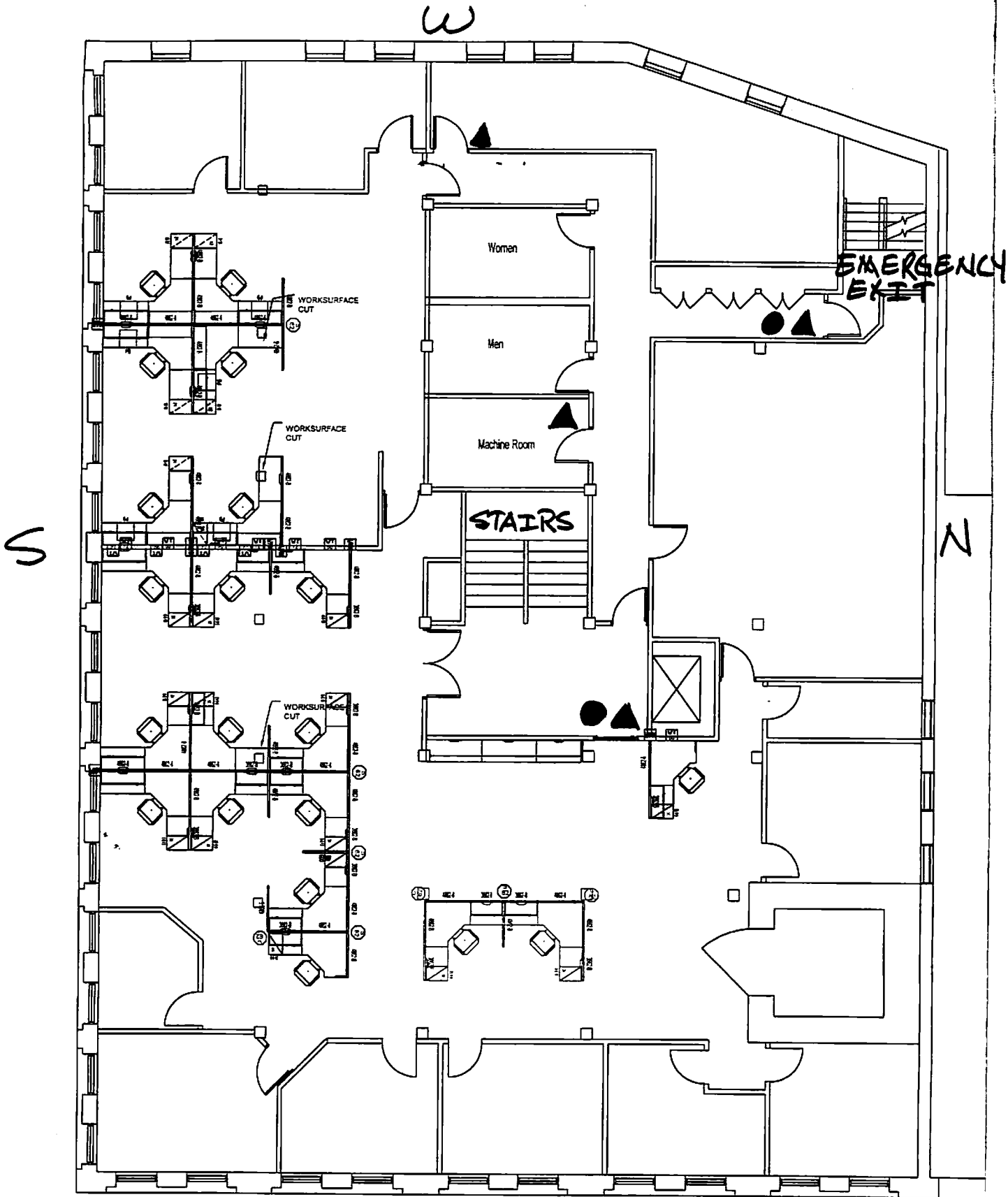
S

N

E

- ▲ Fire Extinguisher
- Fire Alarm Pull Box

3rd Floor

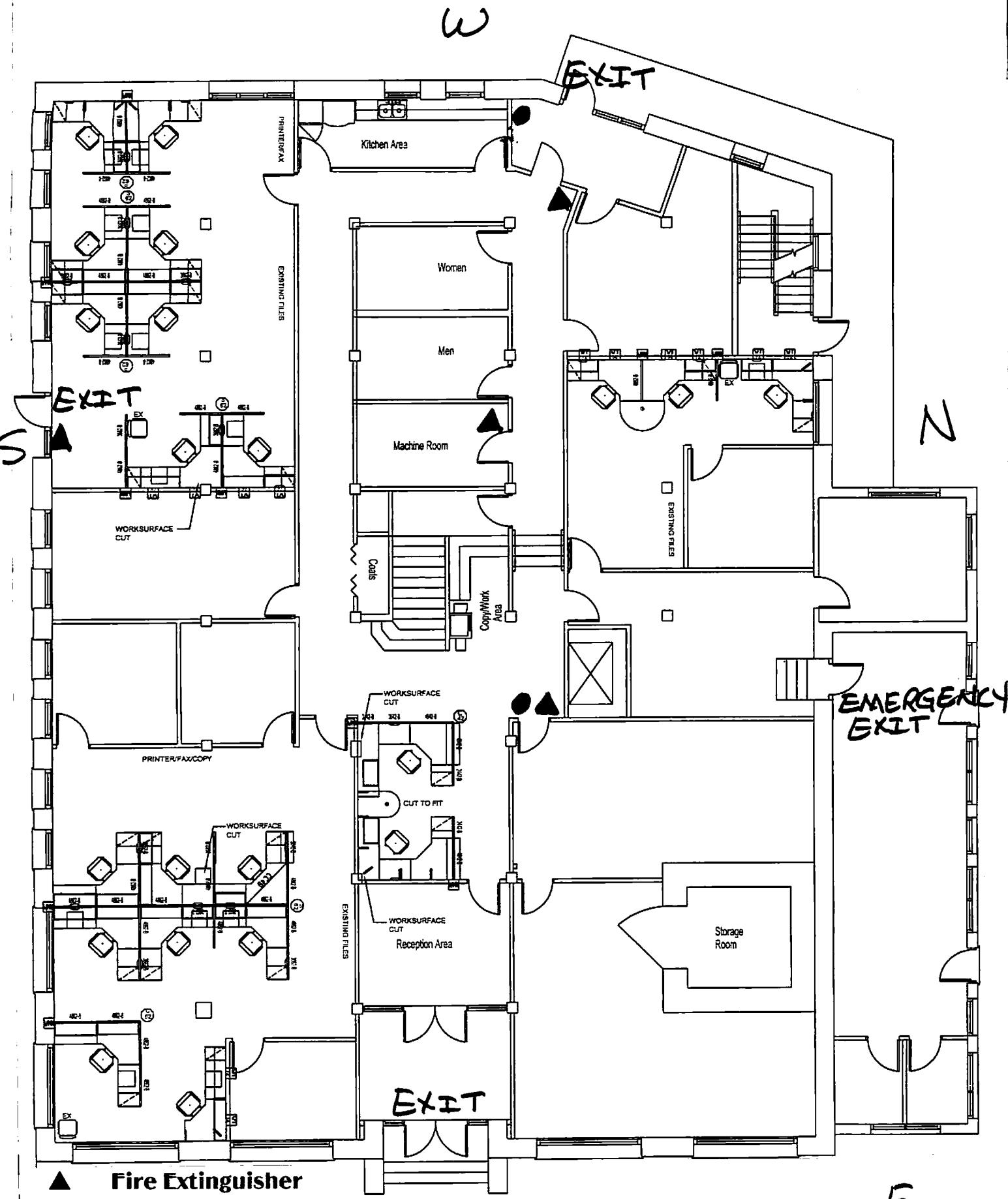


▲ Fire Extinguisher

● Fire Alarm Pull Box

2nd Floor

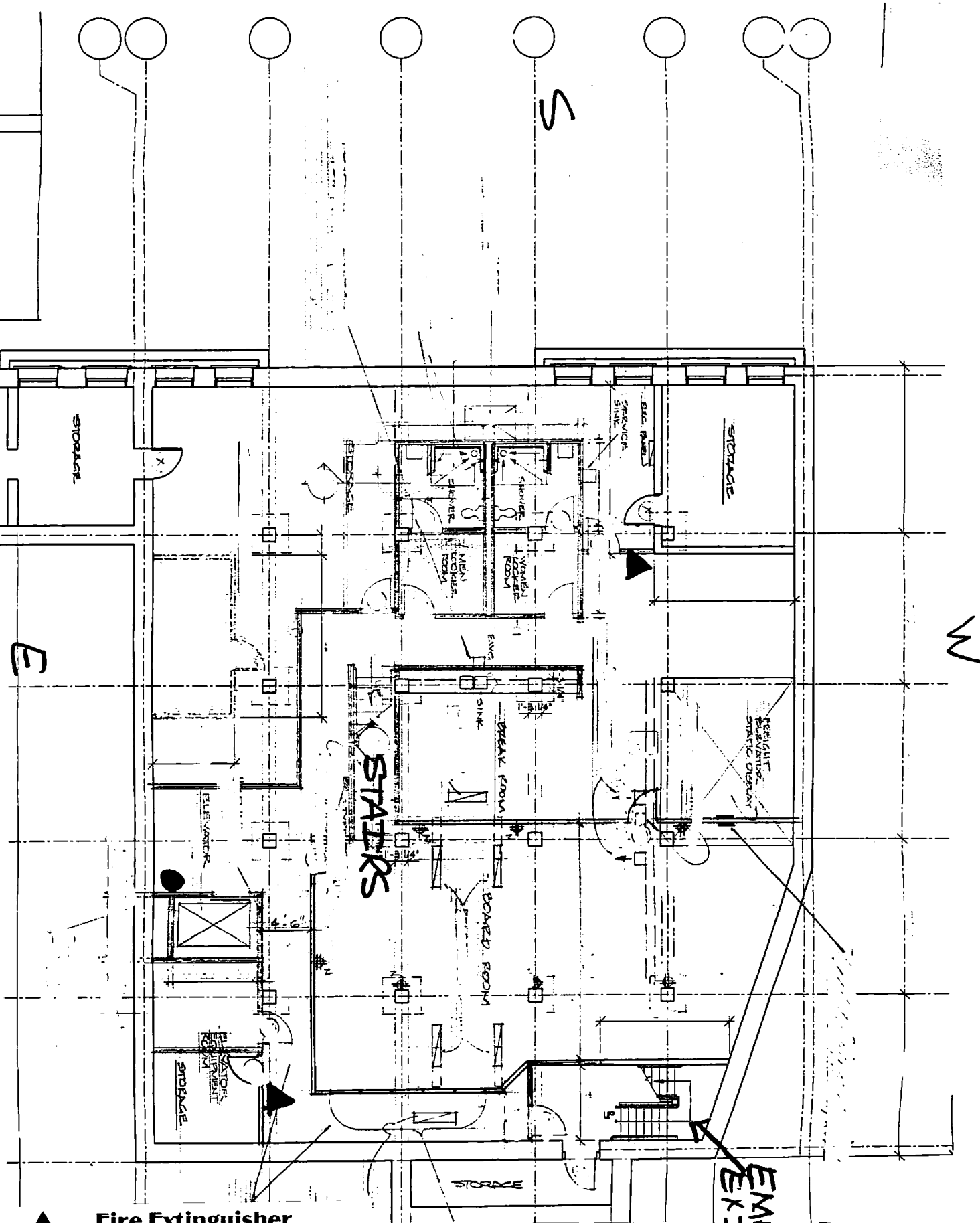
E



- ▲ Fire Extinguisher
- Fire Alarm Pull Box

Main Floor

E



▲ Fire Extinguisher

● Fire Alarm Pull Box

Basement

EMERGENCY EXIT

N