



STATE OF ARIZONA **EMERGENCY RESPONSE PROCEDURES**

State Risk Management

DO NOT FILE

Revision 1.3

**Post in Open, Conspicuous Area
In Any Life-Threatening Situation Immediately**

CALL 9-1-1

EMERGENCY PHONE NUMBERS • INTRODUCTION

NEWS MEDIA

FIRE

EARTHQUAKE

EVACUATION

FLOODING • CIVIL DISTURBANCES

MEDICAL EMERGENCIES

HAZARDOUS MATERIALS

SUSPICIOUS MAIL/OTHER THREATS

BOMB THREAT CHECKLIST

VIOLENCE IN THE WORKPLACE

EMERGENCY RESPONSE TEAM

EMERGENCY PHONE NUMBERS

Police - Fire - Paramedics (local)	9-1-1*
In Case of an Emergency, Contact:	
Capitol Police – Phoenix	602-542-4580
Security	
Building Manager	
Agency Emergency Coordinators	
Arizona Poison Control	1-800-362-0101
TDD Emergency Number	9-1-1 (Voice/TDD)
(Telecommunications Device for the Deaf) TDD Capitol Police	602-542-4593/TDD

*Note: The Capitol Communications System allows direct dial of 9-1-1-there will be a slight delay, STAY on the line.

INTRODUCTION

Emergencies, disasters, accidents and injuries can occur in any setting and at any time, 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 guide is to acquaint you with a plan for handling emergencies and to establish guidelines to follow at work and at home. 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. **WHERE ARE THE EXITS???...HOW WILL VISITORS AND EMPLOYEES WITH DISABILITIES BE EVACUATED???...ARE VITAL RECORDS PROTECTED???...WHERE IS THIS PLAN KEPT, AND WHERE WITHIN THIS PLAN ARE ITS EMERGENCY PHONE NUMBERS???...**

The time that you spend researching and answering these questions can save lives and resources. Preparation will minimize panic and confusion. It will also allow a planned response rather than an undirected reaction. No matter what the crisis, **THINK** before you act, then act swiftly to limit your exposure to danger.

PLEASE READ THIS GUIDE THOROUGHLY BEFORE AN EMERGENCY OCCURS AND BECOME ACQUAINTED WITH YOUR EMERGENCY RESPONSE TEAM MEMBERS AND EMERGENCY PHONE NUMBERS.

State Emergency Planning personnel have established procedures for you. **YOUR SAFETY IS OF PRIMARY IMPORTANCE!**

If a catastrophic event occurs, the Capitol Police or local law enforcement will call the Division of Emergency Management. 1-800-411-ADEM (24 hour)

EMERGENCY PHONE NUMBERS • INTRODUCTION

NEWS MEDIA

- 1) To avoid misinformation, it is essential that all inquiries from the news media be directed to the Public Information Officer (PIO) for your agency, if applicable. Otherwise, all media contacts should be directed to the highest ranking person available in your agency.
- 2) All employees not involved in the information chain are not to discuss the situation with anyone, except as necessary.
- 3) Contact the following agency Public Information Officers (PIOs) in the order shown:

_____	Work: _____
_____	Cell: _____
_____	_____
_____	Work: _____
_____	Cell: _____

NEWS MEDIA

FIRE ON YOUR FLOOR

- Call 9-1-1 and report location of fire.
- Activate fire alarm, alert others, move everyone away from area of fire.
- Follow your evacuation procedure and floor warden instructions.
- If your clothing catches fire ...
STOP ... DROP ... ROLL

WHEN A FIRE ALARM IS ACTIVATED

- Proceed to the nearest **EXIT. FOLLOW DIRECTIONS OF EMERGENCY PERSONNEL/FLOOR WARDENS.**
- Do not attempt to save possessions at the risk of personal injury.
- Feel the top of the door, if it is hot, or smoke is visible, **do not open.**
- **DO NOT USE ELEVATORS.**
- Proceed out of the building to your nearest designated assembly area and await further instructions.
- **DO NOT BREAK WINDOWS.** Oxygen feeds fires.
- Stay low if moving through smoke.
- **ALL** fires, regardless of size, must be reported to local Fire Department or Capitol Police.

IF TRAPPED IN A ROOM

- Place cloth material around/under door to prevent smoke from entering.
- Close as many doors as possible between you and the fire.
- **DO NOT** open or break windows unless necessary to escape (outside smoke may be drawn in).
- Be prepared to signal your location through window.

IF CAUGHT IN SMOKE

- Drop to hands and knees and crawl; hold breath as much as possible; breathe through a filter (blouse, shirt, jacket, etc.) and breathe through nose.

ADVANCING THROUGH FLAMES

- If forced to advance through flame: hold your breath; move quickly; cover head and hair; keep head down; and keep eyes closed as much as possible.

FIRE

DURING AN EARTHQUAKE

- Take cover underneath a desk or table.
PROTECT YOUR HEAD AND NECK.
- Stay away from windows and objects which could fall on you.
- Stay where you are - **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.

AFTER AN EARTHQUAKE - AFTERSHOCKS

IF YOU ARE STILL IN THE BUILDING:

- Be prepared for AFTERSHOCKS.
- **Do not** return to your office until directed.
- 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 THE PHONE** except to report fires or medical emergencies.
- Go to the interior of the building staying away from the exterior walls. Avoid glass and equipment.
- Wait for and follow instructions from Emergency Personnel.
- Be prepared to evacuate if necessary. (See “**Evacuation**” section.)

EARTHQUAKE

EVACUATION

- If safe, secure vital records and shut down electrical equipment.
- Take personal items with you if you are at your workstation. **DO NOT RETURN TO RETRIEVE.**
- Proceed to your predetermined exit or alternate exit if necessary. Shut all doors as you leave.
- The Floor Warden is responsible for ensuring that all staff and visitors evacuate the area.
- Assist disabled employees or visitors.
- Proceed quietly and orderly.
- **DO NOT USE ELEVATORS.**
- **DO NOT OPEN DOOR** if hot or if smoke is present.
- Once outside, assemble at a designated area and stay there; your supervisors will need to have a tally of their personnel.

EVACUATION OF PERSONS REQUIRING ASSISTANCE

It is very likely that evacuations will involve individuals requiring assistance. The following information will be helpful in safe evacuation and communication during an emergency.

Above all else, involve the individual. They are the experts on their own limits and how best to move them out of a building in an emergency. Make sure he/she understands what is happening, and what procedure must be followed. Many disabled people are vulnerable to respiratory complications—remove them from smoke or fumes immediately.

PERSONS REQUIRING MOBILITY ASSISTANCE:

Persons requiring mobility assistance may or may not use wheelchairs. Individuals requiring assistance, who can ambulate in varying degrees, will need to be located in the area of refuge for the fire department to evacuate. Ask her/him for instructions. Always consult wheelchair users regarding:

- The number of people needed for assistance.
- Some wheelchair users will use catheter leg bags, braces, oxygen, prosthetics, or have other assistive equipment that will require additional care during an evacuation.

PERSONS REQUIRING VISUAL ASSISTANCE:

Persons requiring visual assistance may or may not be familiar with their immediate work area, it is necessary to:

- Explain the nature of the emergency.
- Offer to guide her/him. 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 her/his surroundings. Ask if further assistance is needed. Stay with her/him.

PERSONS REQUIRING ASSISTANCE WHO ARE DEAF, HARD OF HEARING OR SPEECH DISABLED

Communication varies with persons who are deaf, hard of hearing or speech disabled. Audible alarms may not be heard. It is important that everyone understand 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!”

ABOVE ALL, REMEMBER THROUGH BRIEF COMMUNICATION AND ASKING QUESTIONS, EVACUATION CAN BE QUICK AND SAFE.

EVACUATION

FLOODING

In the likelihood of flooding, where the safety of employees and visitors is threatened, Management will monitor National Weather Service and other emergency advisories to determine necessary action such as closure of certain State offices.

In the event that the closing of a State office is necessary, the Department of Administration Director will communicate with all affected agencies regarding authority for such closure.

Information concerning closure of State offices will be released by the Department of Administration Public Information Officer (PIO).

IF FLOODING OCCURS IN YOUR BUILDING:

- Notify a supervisor and appropriate agency.
- Secure your area and vital records. Prepare to receive and comply with directions from Emergency Response Personnel.
- **USE EXTREME CAUTION** around appliances or outlets near the leak and/or water.
- If you know the source of the water and can safely stop it, do so **CAUTIOUSLY**.
- If directed to evacuate, do so according to your evacuation plan.

CIVIL DISTURBANCES

Civil Disturbances are generally a threatening individual or demonstrations, marches, groups and assemblies that have become riotous.

- Restrict both employee and visitor movement in your area.
- Prepare for evacuation or relocation.
- Secure your area (lock doors, safes, files, vital records, etc.).
- Notify your Supervisor or Division Director and Security, if they have not been informed. (See “**Emergency Phone Numbers**” section).

FLOODING • CIVIL DISTURBANCES

MEDICAL EMERGENCIES

IMPORTANT: If you think a person requires immediate medical attention, CALL 9-1-1. (Voice/TDD)

UNCONSCIOUS ADULT VICTIMS:

- Check for signs of life; rub your knuckles firmly against the sternum and shout "Are you okay?"
- If the person does not respond, **YELL FOR HELP THEN CALL 9-1-1 OR HAVE SOMEONE ELSE CALL.** Retrieve the Automated External Defibrillator (AED) or have someone else go.
- While waiting for the AED, start CPR compressions. Aim for the middle of the chest, press hard and fast (1 1/2" - 2", 100 compressions per minute).
- Ask someone to take over chest compressions if you tire before Emergency Medical Services (EMS) arrives.
- When the AED arrives, open the AED and follow the voice prompts. Continue until EMS arrives and relieves you.
- If no AED is available: Continue chest compressions until EMS arrives and relieves you. Ask someone to take over chest compressions if you tire before Emergency Medical Services (EMS) arrives.

CONSCIOUS ADULT VICTIMS:

- **YELL FOR HELP, THEN HAVE SOMEONE CALL 9-1-1 (Voice/TDD).**
- Try to control any heavy bleeding using direct pressure on the wound.
- Try to keep the patient from going into shock by maintaining body temperature and elevating the lower extremities if possible.

MEDICAL EMERGENCIES

HAZARDOUS MATERIAL INCIDENTS

The Capitol Complex is close to two major interstate highways, a railroad, and a variety of industries. It is vulnerable to the effects of spills or releases of hazardous materials (HAZMAT) and their effects. This could result in serious injury to State personnel and/or visitors. At other State government office locations, accidents could occur on local streets or roads, which might give rise to HAZMAT incidents.

An accident resulting in a HAZMAT spill on the premises will usually involve materials used at the facility. Material Safety Data Sheets must be available and copies on file with the Agency. Any precautions or special procedures to be followed in the event of emergency must be familiar to the appropriate personnel.

HAZMAT SPILL OR RELEASE - INSIDE

- **ACTIVATE FIRE ALARM.**
- **EVACUATE THE AREA.** (see **“Evacuation”** section).
- Notify the Agency Emergency Coordinator, Fire Department, Capitol Police and the Agency Director’s Office **when time and safety permit.** (See **“Emergency Phone Numbers”** section).
- **TIME AND SAFETY PERMITTING,** shut down equipment, secure area and vital records.
- **LIMIT ACTIVITY TO PROTECTION OF LIVES AND EVACUATION OF PERSONNEL - DO NOT ATTEMPT TO RESPOND TO A SPILL OR RELEASE!**

HAZMAT SPILL OR RELEASE - OUTSIDE

- Notify the Agency Emergency Coordinator, Fire Department, Capitol Police and the Agency Director’s Office. (see **“Emergency Phone Numbers”** section).
- Comply with directives from Emergency Personnel.
- Evacuate (see **“Evacuation”** section). Familiarize yourself with alternative exits, away from the incident.
- **TIME AND SAFETY PERMITTING,** shut down equipment, secure area and vital records.

HAZARDOUS MATERIAL

MAIL/SUSPICIOUS PACKAGE SCREENING

Characteristics of potential threats in mail:

- Excessive Postage
- Handwritten or poorly typed addresses
- Incorrect titles
- Title, but no name
- Misspellings of common words
- Oily stains, discolorations or odor
- No return address
- Excessive weight
- Lopsided or uneven envelope
- Foreign mail, air mail and special delivery
- Protruding wires or aluminum foil
- Excessive security material such as masking tape, string, etc.
- Visual distractions
- Ticking sound
- Marked with restrictive endorsements, such as “Personal” or “Confidential”
- Shows a city or state in the postmark that does not match the return address

IF YOU ENCOUNTER AN ENVELOPE WITH POWDER AND POWDER SPILLS OUT ONTO A SURFACE:

- **DO NOT** try to **CLEAN UP** the powder. **COVER** the spilled contents immediately with anything (e.g., clothing, paper, trash can, etc.) and **do not remove this cover!**
- Then **LEAVE** the room and **CLOSE** the door, or section off the area to prevent others from entering (i.e., keep others away).
- **WASH** your hands with soap and water to prevent spreading any powder to your face.
- Report the incident to local police (**call 911**), **and** notify your building security official or an available supervisor.
- **REMOVE** heavily contaminated clothing as soon as possible and place in a plastic bag, or some other container that can be sealed. This clothing bag should be given to the emergency responders for proper handling.
- **Shower with soap and water** as soon as possible. **Do Not Use Bleach Or Other Disinfectants On Your Skin.**
- If possible, list all people who were in the room or area, especially those who had actual contact with the powder. Give this list to the local public health authorities so that proper instructions can be given for medical follow-up, and to law enforcement officials for further investigation.

When you call 911 because you have opened an envelope with a powder in it, emergency responders will come to the scene and will give you instructions as to how to proceed. Stay calm and follow their instructions.

IF YOU ENCOUNTER A SUSPICIOUS PACKAGE:

- **DO NOT HANDLE.**
- Refer to “Letter and Parcel Bomb Recognition Points” in the “**Bomb/Other Threats Checklist**” section.
- Secure the area.
- Contact Capitol Police or local law enforcement.
- If item has been opened and is threatening or appears to be a suspicious device, **DO NOT HANDLE ANY FURTHER.**
- Keep everyone away until police arrive.

THREAT BY TELEPHONE

DURING THE CALL:

- **DON'T HANG UP!**
- Stay as calm as possible.
- Attempt to find out why the caller is upset and/or the reason for the threat.
- Identify the type of threat and who is being threatened.
- Try to calm the caller down.
- Get as much information as possible about the threat and motive. (See “**Bomb/Other Threats Checklist**”)
- Notify Capitol Police or local law enforcement.

AFTER THE CALL:

- Write down the exact threat; the entire statement if possible.
- Notify your supervisor about the threat.
- If directed to evacuate proceed in accordance with the “Evacuation” section
- Supervisor will notify Division Director and building maintenance personnel.

SUSPICIOUS MAIL/OTHER THREATS

BOMB THREAT CHECKLIST

Description Detail Report

Questions to ask:

- 1) When is bomb going 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?

Exact wording of the threat: _____

Sex of Caller: _____ Race: _____

Age: _____ Length of call: _____

Number at which call was received:

Time: _____ Date: _____

Callers Voice - Circle as applicable:

- | | |
|------------|-------------------|
| • Calm | • Nasal |
| • Angry | • Stutter |
| • Excited | • Lisp |
| • Slow | • Raspy |
| • Rapid | • Deep |
| • Soft | • Ragged |
| • Loud | • Clearing Throat |
| • Laughter | • Deep Breathing |
| • Crying | • Cracked Voice |
| • Normal | • Disguised |
| • Distinct | • Accent |
| • Slurred | • Familiar |

If voice is familiar, who did it sound like?

Background Sounds:

- | | |
|-----------------|---------------------|
| • Street Noises | • Factory Machinery |
| • Street Noises | • Factory Machinery |
| • Animal Noises | • Voices |
| • Clear | • PA System |
| • Static | • Local Call |
| • Music | • Long Distance |
| • House Noises | • Phone Booth |
| • Motor | • Office Machinery |
| • Other _____ | |

Threat Language:

- Well Spoken (educated)
- Incoherent
- Foul
- Irrational by threat maker
- Taped
- Message read

Remarks: _____

BOMB THREAT CHECKLIST

RECOGNIZING SIGNS OF POTENTIAL WORKPLACE VIOLENCE

VIOLENCE IN THE WORKPLACE MAY INVOLVE A CURRENT OR FORMER EMPLOYEE. ALERT YOUR HUMAN RESOURCES DEPARTMENT IF YOU BELIEVE AN EMPLOYEE EXHIBITS POTENTIALLY VIOLENT BEHAVIOR. INDICATORS OF POTENTIALLY VIOLENT BEHAVIOR MAY INCLUDE ONE OR MORE OF THE FOLLOWING:

- Increased use of alcohol and/or illegal drugs.
- Unexplained increase in absenteeism, and/or vague physical complaints.
- Depression/Withdrawal.
- Increased severe mood swings, and noticeably unstable or emotional responses.
- Increasingly talks about problems at home.
- Increase in unsolicited comments about violence, firearms, and other dangerous weapons and violent crimes.

HOW TO RESPOND WHEN AN ACTIVE SHOOTER IS IN YOUR VICINITY

QUICKLY DETERMINE THE MOST REASONABLE WAY TO PROTECT YOUR OWN LIFE. CUSTOMERS AND CLIENTS ARE LIKELY TO FOLLOW THE LEAD OF EMPLOYEES AND MANAGERS DURING AN ACTIVE SHOOTER SITUATION.

1. EVACUATE

- Have an escape route and plan in mind.
- Leave your belongings behind.
- Keep your hands visible.

2. HIDE OUT

- Hide in an area out the active shooter's view.
- Block entry to your hiding place and lock the doors.

3. TAKE ACTION

- As a last resort and only when your life is in imminent danger.
- Attempt to incapacitate the active shooter.
- Act with physical aggression and throw items at the active shooter.

CALL 911 WHEN IT IS SAFE TO DO SO

1. HOW YOU SHOULD REACT WHEN LAW ENFORCEMENT ARRIVES:

- Remain calm and follow law enforcement's instructions.
- Immediately raise hands and spread fingers.
- Avoid making quick movements toward officers such as attempting to hold on to them for safety.
- Avoid pointing, screaming and/or yelling.
- Keep hands visible at all times.
- Do not stop to ask law enforcement for help or direction when evacuating. Just proceed in the direction from which they are entering the premises

2. INFORMATION YOU SHOULD PROVIDE TO LAW ENFORCEMENT OR 911 OPERATOR:

- Location of active shooter
- Number of shooters, if more than one
- Physical description of shooter(s)
- Number and type of weapons held by the Shooter(s)
- Number of potential victims at the location

VIOLENCE IN THE WORKPLACE

AGENCY EMERGENCY RESPONSE TEAM

_____ Building

_____ Floor

	Primary Name/Phone#	Alternate Name/Phone#
Emergency Coordinator	_____	_____
Team Leader/Floor Manager	_____	_____
Medical Assistance/Search & Rescue	_____	_____
Fire Suppression/Damage Assessment	_____	_____
Communications	_____	_____
Floor Warden Area 1	_____	_____
Floor Warden Area 2	_____	_____
Floor Warden Area 3	_____	_____
Floor Warden Area 4	_____	_____
PIO	_____	_____
Division Director	_____	_____
PRE-DESIGNATED ASSEMBLY AREA	_____	

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 Floor Warden or Agency Emergency Coordinator.

EMERGENCY RESPONSE TEAM