

Emergency Response Planning Template



D.C. Office of Risk Management

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Template Instructions

There are two distinct parts to your plan(s). The first part is to ensure compliance with the District of Columbia Fire & EMS standards as outlined in the International Fire Code (IFC), 2012 edition, Chapter 3, Emergency Planning and Preparedness. The National Fire Protection Association (NFPA) 1 is referenced in the 2012 IFC. The references in this planning guide are the minimum standard required. The second part of the plan adequately provides for the safe evacuation of persons with disabilities. Your plan must address both areas for the plan to be complete.

FIRE SAFETY AND EVACUATION PLAN CHECK LIST

404.3.1 Fire evacuation plans

Fire evacuation plans shall include the following:

- ☐ Page____ 1. Emergency egress or escape routes and whether evacuation of the building is to be completed or, where approved, by selected floors or areas only.
- ☐ Page____ 2. Procedures for employees who must remain to operate critical equipment before evacuating.
- ☐ Page____ 3. Procedures for assisted rescue for persons unable to use the general means of egress.
- ☐ Page____ 4. A procedure for accounting for employees and occupants after evacuation has been completed.
- ☐ Page____ 5. Identification and assignment of personnel responsibility for rescue or emergency medical aid.
- ☐ Page____ 6. The preferred and any alternative means of notifying occupants of a fire or emergency.
- ☐ Page____ 7. The preferred and any alternative means of reporting fires and other emergencies to the fire department or designated emergency response organization.
- ☐ Page____ 8. Identification and assignment of personnel who can be contacted for further information or explanation of duties under the plan.
- ☐ Page____ 9. A description of the emergency voice/alarm communication system alert tone and preprogrammed voice messages, where provide.

404.3.2 Fire safety plans

Fire safety plans shall include the following:

- ☐ Page____ 1. The procedure for reporting a fire or other emergency.
- ☐ Page____ 2. The life safety strategy and procedures for notifying, relocating, or evacuating occupants.

- ☐ Page____ 3. Site plans indicating the following:
 - o Pg.____ 3.1. The occupancy assembly point.
 - o Pg.____ 3.2. The locations of fire hydrants.
 - o Pg.____ 3.3. The normal routes of fire department vehicles access.
- ☐ Page____ 4. Floor plans identifying the locations of the following:
 - o Page____ 4.1 Exits.
 - o Page____ 4.2 Primary evacuation routes.
 - o Page____ 4.3 Secondary evacuation routes.
 - o Page____ 4.4 Accessible egress routes.
 - o Page____ 4.5 Areas of refuge.
 - o Page____ 4.6 Manual fire alarm boxes.
 - o Page____ 4.7 Portable fire extinguishers.
 - o Page____ 4.8 Occupant-use hose stations.
 - o Page____ 4.9 fire alarm enunciators and controls.
- ☐ Page____ 5. A list of major fire hazards associated with the normal use and occupancy of the premises, including maintenance and housekeeping procedures.
- ☐ Page____ 6. Identification and assignment of personnel responsible for maintenance of systems and equipment installed to prevent or control fires.
- ☐ Page____ 7. Identification and assignment of personnel responsible for maintenance, housekeeping and controlling fuel hazard sources.
- ☐ Page____ 404.4 Maintenance. Fire safety and evacuation plans shall be reviewed or updated annually or as necessitated by changes in staff assignments, occupancy, or the physical arrangement of the building.

Page____ 404.5 Availability. Fire safety and evacuation plans shall be available in the workplace for reference and review by employees, and copies shall be furnished to the fire code official for review upon request.

In addition, we have attached generic plans for Bomb threats, and shelter in place plans. Please feel free to change them as necessary to fit your department.

Plans must be sent to the Office of Risk Management first for review. Once they have been reviewed they will be forwarded to FEMS for approval or returned to the agency with comments / suggestions. If your plan has been approved by FEMS, it must still be approved by ORM to ensure it contains appropriate precautions and language related to persons with disabilities.

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Overview

Introduction

The mission of the (AGENCY NAME) continues to be the promotion of safety, permanence, and well-being of children and families in the District of Columbia. In keeping with this mission, we encourage all employees and visitors to **THINK SAFETY FIRST!**

During an emergency, the (AGENCY NAME) Risk Management and Facilities Management Administrations are responsible for coordinating emergency functions to ensure the safety of all employees and visitors until the arrival of officially-designated District Government Emergency Personnel. Prior to the arrival of Emergency Personnel, employees and visitors are required to follow emergency response directives given by members of the (AGENCY NAME) Building Emergency Response Team (BERT). BERT members are carefully trained, designated, and authorized to take charge immediately in the event of an emergency.

It is the employee's responsibility to familiarize themselves with the procedures outlined in the Agency Emergency Response Plan (AERP). **Since emergencies are unpredictable, it is recommended that all employees become familiar with evacuation routes, evacuation procedures, fire pull stations and designated assembly points prior to an emergency.**

Note: The D.C. Fire & Emergency Medical Services (D.C.FEMS) is the primary District government agency responsible for managing fire and medical emergencies at (AGENCY NAME). The Metropolitan Police Department (MPD) is the lead agency to handle bomb threats. Suspicious and/or criminal activity is handled by the D.C. Protective Services Division (PSD). Critical events such as fire, medical emergencies, or bomb threats will be reported by assigned (AGENCY NAME) personnel by calling D.C. FEMS or MPD at 9-911. Suspicious and/or criminal activity will be reported by calling PSD at (202) 727- 9256.

Purpose

The purpose of the AERP is to provide employees with documented procedures in the event of an emergency, including shelter-in-place strategies and the safe evacuation of the building. Maintenance of said document shall be maintained by the (AGENCY NAME) Office of Risk Management. It is available online, sent out annually to staff, located at the reception desk and made available to the fire code official upon request.

Authority

This document is published by the authority of Article E - 707.0, BOCA Fire Prevention Code 1966; District Personnel Manual Chapter 20A-Safety; Section Number 2006, Fire Safety; and the Domestic Preparedness Task Force in Mayor's Order No. 2001 – 142, September 19, 2002.

Building Description *(Specific to your facility)*

The (AGENCY NAME) site located at (AGENCY ADDRESS) is a five-story concrete construction District owned commercial office space (no retail). (AGENCY NAME) occupies three floors, including a two-story garage. The building is 350,000 square feet (AGENCY NAME) has 128,000 square feet) and was renovated in 2012.

Annual Review, Distribution and Training

At a minimum, the (AGENCY NAME) Risk Management Office, along with collaborating BERT members and interested employees with special needs, will review and update this plan annually.

Updated versions of the AERP will be submitted to the D.C. Fire and Emergency Services, Fire Prevention Division for final review and approval. Upon approval, the AERP will be distributed to the D.C. Office of Risk Management, D.C. Office of Property Management (Protective Services Division), the (AGENCY NAME) Facilities Management Administration, and front desk personnel. When appropriate, relevant updates will be posted via (AGENCY NAME) All Staff communications. A current AERP will be maintained on the (AGENCY NAME) Intranet under Services/Risk Management links. The website address is www.agency.dc.gov.

Updated emergency response information will be provided for new hires during employee orientation.

Responsibilities

A. What (AGENCY NAME) Employees need to know about BERT...

All (AGENCY NAME) employees should know that their BERT representative(s) will:

- Be responsible for the implementation of this plan;
- Assume the roles of Floor Warden, Assistant Floor Warden, Zone Monitor, Assembly Area Monitor, and Special Needs Monitor; (see Appendix A)
- Monitor his/her area(s) in the event of an emergency; and
- Ensure that all employees and visitors in his/her area(s) evacuate the building immediately at the sound of an alarm.



**Do you know your
BERT representative?**

B. What Employees must do...

In the event of an emergency evacuation, employees must leave the building immediately. If time and circumstance allow, employees are advised to carry personal belongings with them. Any employee who happens to be away from his/her workstation during an emergency evacuation should not return to get personal belongings.

Employees must refer all media inquiries to the Agency Director or Public Information Office.

C. What Administrators, Managers and Supervisors must do...

(AGENCY NAME) Management Team plays a significant role in securing the safety of each employee. Administrators, Managers, and Supervisors must collaborate within administrations to:

- Ensure that the (AGENCY NAME) Risk Management office is kept informed of new BERT designees within their administration;
- Ensure that all employees follow the directions of BERT members;
- Ensure that the Risk Management office is notified in writing of people with special needs that would inhibit them from evacuating the building safely, including but not limited to employees who are pregnant or employees who may suffer with arthritis, sprained ankle or broken leg, heart disease, emphysema, and/or asthma. Notification should include a list with the employee's name, location, telephone number(s), and nature of impairment;
- Remain with their administrations in the designated assembly area until an **"ALL CLEAR"** declaration is given.

D. What the Building Engineer/Manager must do...

Building engineers/managers who have complete familiarity and access to all parts of the building will:

- Report the status of the emergency to Emergency Personnel (Fire, Medical, Police, etc.);
- Assist Emergency Personnel as well as offer advice and assistance regarding maintenance of systems and equipment installed to prevent and control fires;
- Isolate systems that could spread contaminants and/or provide additional fresh air that will actually dilute a contaminant;
- Take control over access to fire alarm systems, intercom systems, ventilation and other critical systems;
- If needed, manually shutdown building ventilation systems if the fire alarm system is activated;

- Work closely with **(AGENCY NAME)** Management staff.

E. What Security Personnel must do...

Security personnel will:

- Check the fire alarm annunciator panel to determine a location of fire or other problem;
- Provide Emergency Personnel with zone information regarding the location of a fire or some other problem;
- Secure the entrance corridors to ensure no one enters the building except Emergency Personnel; and
- Work in coordination with Emergency Personnel, who will assume direction and command when they arrive on the scene.

Interested in becoming a BERT member?
Call (AGENCY NUMBER)

Evacuation Procedures

*Note: All **(AGENCY ADDRESS)** Street Evacuation Drills must be scheduled through DGS and the building engineer, Jean Francis Varre.*

A. When Evacuating the Building – Do not Run! Walk quickly to the Safest Exit!

Upon activation of the building emergency alarm, the following procedures apply to all employees and contractors:

- Stop all work immediately; terminate all telephone calls and meetings.
- Close all file cabinets and drawers to ensure clear and unobstructed passageways.
- Take immediate personal items (i.e., keys, purse, medication, etc.) if time allows.
- Proceed promptly down the right side of the stairwell in an orderly fashion to the nearest safe exit as directed by your assigned BERT member **(Appendix B)**.
- **Do Not** go to the parking garage or attempt to retrieve your vehicle unless instructed to do so by an authorized BERT member or an Emergency Personnel official.
- Proceed directly to the designated assembly area.
- Be responsible for the safety of visitors who are visiting you (including clients, professionals and/or relatives).
- Move quickly away from all building entrances/exits and clear all evacuation areas for all other personnel to exit or enter.
- **Do Not** attempt to re-enter the building, or to return to your workstation without an “**All Clear**” notification by an authorization.

**DO NOT
USE ELEVATORS**

**Only use the
safest stairwells.**

IN THE EVENT OF A FIRE

Employees who are unable to safely evacuate will be escorted to the nearest safe stairwell landing. Closed doors of stairwell exits are fire proof and provide a safe place to remain until help arrives.

B. Employees with special needs...

An employee with special needs (**Appendix C**) is defined as one who requires special assistance, including those individuals with a sight or hearing impairment and/or persons having temporary or permanent physical mobility impairments that limit their ability to quickly evacuate the building. Some conditions that are not obvious but can limit a person's ability to evacuate quickly and safely include but are not limited to arthritis, sprained ankle or broken leg, heart disease, emphysema, asthma or pregnancy.

When possible, a BERT representative will assist employees with special needs to the nearest safe exit, allowing others to proceed ahead, and then safely exiting the building with the employee.

Once out of the building the BERT representative will escort the employee with special needs to the designated assembly area.

If an employee with special needs is unable to be safely evacuated, the BERT representative will escort the employee to the nearest safe stairwell landing, close the door, exit the building, and report the location of the employee to the Risk Manager or Floor Warden. The Risk Manager or Floor Warden will advise Emergency Personnel of the location of the employee(s). If a visitor to **(AGENCY NAME)** has special needs, it will be the responsibility of the **(AGENCY NAME)** employee or contractor who is being visited to assist that person to evacuate the building.

Techniques for Assisting Employees with Special Needs, including Visual, Hearing or Mobility Impairments

When Assisting Employees with Visual Impairments, You Should.....

- Announce your presence; speak out when entering the work area.
- Speak naturally and directly to the individual, not through a third party. Don't shout.
- Be natural in your communication. Don't be afraid to use words like "look", "see", or "blind".
- Offer assistance, but let the individual explain what assistance is needed.
- Describe in advance the actions that you are going to take.
- Let the individual lightly grasp your arm or shoulder for guidance.
- Let the individual choose to walk slightly behind you to gauge your body's reaction to the immediate environment.
- Be sure to mention stairs, doorways, narrow passages, ramps, or other issues.
- If leading several individuals with visual impairments at the same time, ask them to hold each other's hands.
- After exiting the building, lead the individual(s) to a safe place and **ensure** that someone remains with the individual until the emergency is over.

When Assisting Employees with Hearing Impairments, You Should.....

- Flick the lights when entering the work area to get the person's attention.
- Establish eye contact with the individual.
- Face the light, do not cover or turn your face away from the individual.
- Use facial expressions and hand gestures as visual clues. Although it is acceptable to speak while gesturing in the event that the individual can read your lips, do not presume!
- Check to see if you have been understood. Repeat instructions if necessary.
- Offer pencil and paper.
- Don't allow others to interrupt.
- Be patient.
- Provide the individual with a flashlight for signaling their location in the event that they are separated from the rescue team or buddy. This also facilitates lip reading in the dark.

When Assisting Employees with Mobility Impairments, You Should.....

- Remember that an individual who uses crutches or a cane may move slower than others evacuating yet still be able to evacuate using the stairs.
- Descend the stairs behind the individual, using your body as a buffer from other persons also descending.
- Remember that most wheelchair users are trained to transfer from wheelchair to stair chair, depending on their upper body strength.

- If a wheelchair user is able to transfer from wheelchair to stair chair, allow them to do so. If not, assist them without causing unnecessary injury.

C. When an Emergency Occurs During Non-Business Hours...

When an emergency occurs during non-business hours, including weekends and holidays, follow normal evacuation procedures listed under **Emergencies** (page 11).

Non-Business Hours Critical Personnel Contacts <i>After calling 9-911 contact...</i>	
Property Management	
➤ Department of General Services	(202) 727-2800
➤ Jean Francis Varre	(Specific to your facility)
D.C. Protective Services Division (PSD)	
➤ Watch Command	(Specific to your facility)
➤ Security Desk	(Specific to your facility)
➤ Security Desk	(Specific to your facility)
Facilities Management	
➤ Facilities Supervisor	(Specific to your facility)
➤ Space Management Supervisor	(Specific to your facility)
Risk Management	
➤ Risk Manager	(Specific to your facility)

D. When to Shelter-in-Place...

Shelter-in-Place means selecting a small, interior room with no windows, and taking refuge there.

It may be recommended in the event of chemical or biological releases, if exits are filled with smoke, or other events that would inhibit a safe evacuation.

When you select the option to Shelter-in-Place, you are to remain there until notified that it is safe to exit. **Note:** although Shelter-in-Place is considered voluntary (unless mandated by Emergency Personnel or District Officials), persons who choose not to shelter may be putting themselves at risk. **(AGENCY NAME)** cannot be held responsible for any individual who knowingly elects not to shelter.

How to Shelter-in-Place

The Agency Director is given authority to notify employees that Shelter-in-Place is required. In such a case, the following procedures apply:

- Employees shall not attempt to leave the building.
- All windows and doors (including garage doors) leading to the outside shall be closed and locked.
- Essential supplies such as non-perishables, bottled water, battery-powered radio, first aid supplies, flashlights, and batteries shall be gathered into the designated Shelter-in-Place locations.
- When possible, employees shall listen to a radio for further instructions.



RECOMMENDED SHELTER-IN-PLACE LOCATIONS

- Rooms Identified with Shelter -in-Place signs
- Rooms without Windows
- Interior Corridors
- Bathrooms
- Storage Closets
- Pantries

**Remember:
SAFETY FIRST!**

**Anyone who
chooses not to
shelter may put
themselves at risk.**

- **Note:** Shelter-in-Place is intended to be in effect for a few hours only. Employees must remain calm. As soon as the appropriate official announces the “**All Clear**”, employees shall quickly exit the building.
- Employees with visitor(s) are responsible for ensuring that the visitor(s) are accompanied to the designated Shelter-in-Place location.

E. When “All Clear” is declared...

An “**All Clear**” can only be authorized by Emergency Personnel. Upon notification from Emergency Personnel, employees and visitors will be allowed to re-enter the building or to discontinue shelter-in-place. Employees and visitors will re-enter the building through the main entrance of the building in an orderly fashion.

Evacuation Routes *(Specific to your facility)*

In the event of an emergency, **do not use elevators for evacuation**. Evacuation routes require use of the stairwell exits. There are five accessible stairwell exits on every floor of (AGENCY ADDRESS). These exits are available to all employees and visitors. Each stairwell is marked with a neon red “**Exit**” sign and can be accessed from either the north or south end of the building.

There are several options for evacuating the building. One is to exit through the main lobby area; the second is to exit through the employee entrance near the Office of Clinical Practice Administration. The third option is to exit through the parking lot on the second floor of the garage area. The fourth option is the back entrance on Virginia Avenue and Third Street SE. The fifth exit leads out from the loading dock. And the sixth exit leads out from the parking garage.

A. Stairwell 1. *(Specific to your facility)*

Upon notification of an evacuation, employees located near stairwell 1 should proceed down the stairwell to the first floor level, exit onto 3rd and Virginia avenue through the emergency doors make a left to proceed to **Central Assembly Area, located at Garfield Park located at 2nd and Virginia Ave, SE under the overpass.**

B. Stairwell 2. *(Specific to your facility)*

Upon notification of an evacuation, employees located near stairwell 2 should proceed down the stairwell to the first floor level, exit outside then proceed to the left of the parking deck, proceed left of the parking deck, continue left to continue to the **Central Assembly Area, located at Garfield Park located at 2nd and Virginia Ave, SE under the overpass.**

C. Stairwell 3. *(Specific to your facility)*

Upon notification of an evacuation, employees located near stairwell 3 should proceed down the stairwell to the first floor level, exit out the emergency door which leads out to I street, cross over I street and proceed to the **Center Assembly Area, located at Ice Skating Rink located on L Street between 2nd and 3rd Streets, SE.**

D. Stairwell 4. *(Specific to your facility)*

Upon notification of an evacuation, employees located near stairwell 4 should proceed down the stairwell to the first floor level, exit out the doorway then proceed to exit out of the main doors out onto I Street, cross the street and proceed to the **Central Assembly Area, located at the Ice Skating Rink located on L Street between 2nd and 3rd Streets, SE.**

E. Stairwell 5. *(Specific to your facility)*

Upon notification of an evacuation, employees located near stairwell 5 should proceed down the stairwell to the first floor level, exit out the doorway then proceed to the right which leads to 2nd and Virginia Ave. Proceed to the **Central Assembly Area, located at the Ice Skating Rink located on L Street between 2nd and 3rd Streets, SE.**

If the lobby area is impassable, employees should proceed down the stairwells toward the basement area, **exit through the garage doors**, make an immediate right and proceed to the **Central Assembly Area**, located at 400 Virginia Avenue, SW, on the Southwest corner of **4th and D Streets, SW.**

Employees who are already in the garage area for any reason during an emergency should immediately exit through the garage doors, make an immediate right and proceed to the **Central Assembly Area**, located at 400 Virginia Avenue, SW, on the Southwest corner of **4th and D Streets, SW.**

F. Refuge Point for Employees with Special Needs *(Specific to your facility)*

Each stairwell landing has doors that are fire-rated, providing up to two hours of protection against fire. The landing can accommodate a wheelchair and should be used as a refuge point for employees with special needs, and employees or visitors unable to evacuate the building. In the event of an emergency, any employee or visitor unable to evacuate the building must remain on the stairwell landing with the doors closed.

Designated Assembly Areas

A. Central Assembly Area *(Specific to your facility)*

It is crucial that all employees assemble in the designated areas during an emergency so that officials know everyone's whereabouts. After evacuating the building, employees shall immediately proceed to the **designated (AGENCY NAME) central assembly areas** at either (Area I) Garfield Park located at 2nd and Virginia Avenue SE or (Area II) the Ice Skating Rink located between at 2nd and 3rd street SE. If an employee has difficulty ambulating to the central assembly area, he/she shall be accompanied by a BERT representative when possible, to the ice skating rink between 2nd and 3rd.

Emergencies

A. FIRE

When discovering a fire, smell of smoke, or possible chemical substance....

- **Pull the building fire alarm immediately.**
- Alert all personnel who may be immediately endangered.
- Extinguish the fire only if you can do so safely and quickly.
- If the fire can not be extinguished, confine the fire by closing all doors.
- Avoid smoke filled areas.
- Evacuate the building by the safest exit.
- Report to the designated assembly area and remain there for further instructions.
- Do not attempt to re-enter the building, or to return to your workstation until directed to do so by designated Emergency Personnel.

DID YOU KNOW? Employees are not required to fight fires. If absolutely necessary, only trained employees should consider extinguishing small, incipient stage fires, using proper equipment. Larger fires must be left to Emergency Personnel who are trained and equipped to extinguish them.

Tips on Fire Evacuation

Remember: Safety First!

When evacuating a potentially hazardous area due to fire:

1. Feel door(s) from top to bottom.
2. If the door is hot, close the door quickly. Do not proceed.
3. If the door is cool, crouch low to the floor and open the door slowly.
4. If smoke is present, close the door quickly.
5. If there is smoke once you reach the stairwell, go back and use another exit stairwell.
6. If you are unable to evacuate, remain in the nearest safe stairwell with the doors closed.
7. If you are able to reach an exit stairwell safely, move quickly and evacuate.
8. Do not return to the building until instructed to do so by designated Emergency Personnel.



**Remember:
SAFETY FIRST!**

Do not move an injured person unless he/she is in imminent danger.

Did You Know? First Aid/CPR providers are trained to inquire whether or not an injured employee has any chronic medical conditions. This information helps the trained First Aid/CPR provider appropriately assist the injured individual until the arrival of designated Emergency Personnel.

B. MEDICAL EMERGENCIES

When discovering a Medical Emergency...

- Make sure that the area is safe before offering assistance. Inquire whether the individual can speak and provide information to you regarding chronic conditions or necessary medications.
- **Ask a co-worker to call 9-911 while you stay with the victim.**
- The person calling 911 should provide the dispatcher with as much information as possible, including the nature of emergency, complete address and exact location for victim, age and sex of victim, symptoms exhibited, pre-existing medical conditions (if known), medications being taken and any assistance being given. Do not hang up until the dispatcher has confirmed that Emergency Personnel is on the way.
- If you are trained and able, render First Aid/CPR or contact your BERT representative or supervisor on duty.
- The BERT representative or supervisor will contact front desk/security personnel with location of sick employee (including floor and room number) and advise that medical assistance has been requested.
- The BERT representative or supervisor will proceed to lobby area and escort Emergency Personnel to the sick/injured employee needing assistance.
- The BERT representative or supervisor will notify **(AGENCY NAME)** Risk Management of the incident.

**Remember:
SAFETY FIRST!**

Do Not attempt to subdue, or physically restrain a violent person, except in self-defense.

C. VIOLENCE

When witnessing violence, vandalism, or other criminal activities...

Contact Security Personnel immediately! Security personnel will notify the Facilities Management Administration and the Protective Services Division, Watch Command Center. Employees should not

attempt to subdue or physically restrain a violent person except in self-defense.

Facilities Management Administration will notify Risk Management. If warranted, Risk Management will coordinate with **(AGENCY NAME)**'s Workplace Violence Prevention Team measures to reduce injury to employees and visitors.

D. WEATHER EMERGENCIES

When weather becomes severe...

Normally, there is some advance warning of natural disasters such as flood, tornado, hurricane or other severe weather conditions.

If a weather emergency occurs prior to normal working hours, the Mayor's office will notify the news media of the District government's opening/closing. Employees should listen to the radio or TV for information.

When the Mayor's Office approves early dismissal of employees in the District of Columbia, employees will be notified by the Agency Director.

E. BOMB THREATS

When there is a bomb threat...

Do not activate the fire alarm system. Immediately contact the Agency Director or designee. In the event of a bomb threat received via phone, the employee must carefully note all information given by the caller. Under no circumstances should employees investigate an incident or attempt to remove or handle a suspected explosive device. The Risk Management or Facilities Management Administration will notify appropriate authorities.

The building will be evacuated only after consultation with appropriate authorities and the Agency Director or designee.

Remember: SAFETY FIRST!

Under no circumstances will an employee investigate an incident or attempt to remove or handle a suspicious package.

Tips on Written and Verbal Bomb

Threats

If you receive a threat via phone, you should:

1. Remain Calm.
2. Try to get an exact location of the bomb.
3. Get as much information as possible from the caller:
 - Male/female
 - Accent
4. Listen for background noises that will help to identify the location of the caller. **(see Appendix D)**
5. Be prepared to report all suspicious person(s) or package(s).
6. Do not touch or handle suspicious explosive devices.
7. Do not use cellular phones or any electronic devices.
8. Do not touch or handle suspicious letters/packages.
9. Do not try to research or investigate suspicious evidence or instructions

F. SUSPICIOUS PACKAGES OR MAIL

When discovering a suspicious package or mail...

- Do not handle any suspicious package or mail.
- If possible, take note of any descriptive information about the package.
- Leave the area immediately.
- Immediately report all suspicious packages to the Facility or Risk Management Administration.
- The Facilities or Risk Management Administration will **Call 9-911**

G. HAZARDOUS MATERIALS

When there is a Hazardous Spill...

- Do not attempt to clean up the spill yourself (cleaning of spills may require the use of special equipment).
- Notify the Facilities or Risk Management Administration.
- **The Facilities or Risk Management Administration will call 9-911 for major spills.**

In the event of a Hazardous Materials incident in the vicinity of the building, take the following precautions:

If You Are Inside

- Turn on a radio or television.
- Follow the instructions given by Emergency Personnel or your designated BERT Floor Warden.
- Close all doors and window.
- Seal all entry routes, vents, and/or gaps under doorways with wet towels or duct tape.
- Turn off all ventilation systems (air conditioners, vents, fans).
- If vapors have entered the building, take shallow breaths through a wet cloth.

If You Are Outside

- Stay uphill and upwind.
- Move so the wind is blowing left to right or vice-versa, not into your face or back.
- Try to get at least one-half mile from the danger area.

H. ELEVATOR MALFUNCTIONS

When an Elevator Malfunction Prevents You From Reaching Your Selected Floor...

- Remain calm.
- Do NOT force the elevator doors open.
- Use the emergency intercom.

Emergency intercoms are located in every elevator * for immediate access to the Castle Alarm Company 24 hours/7 days, including weekends and holidays. When you are in the elevator and facing the doors to exit, the intercom is located on the bottom right wall of the panel box. The intercom is activated by pushing the button. The Castle Alarm Company will summon an engineer or technician for an emergency-dispatch, regardless of the time of day. Assistance will reach you as quickly as possible.

- * Elevators are repaired and maintained by the Schindler Elevator Corporation but the Castle Alarm Company has responsibility for dispatching a technician when an employee or visitor becomes stuck in an elevator.

I. DISTRICT-WIDE EMERGENCIES

If a District-wide emergency occurs, the Mayor's Command Center will communicate with the Agency Director regarding the need for (AGENCY NAME) to provide support services outlined in the District Emergency Response Plan.

The following radio stations will broadcast official information and instructions from the District government:

- [WTOP 103.5 FM](#)
- [WMAL 630 AM](#)
- [WPRS 104.1 FM](#)

- WJZW 105.9 FM
- WKYS 93.9 FM
- WPGC 95.5 FM

J. OTHER EMERGENCIES

If an atypical emergency occurs (other than fire, medical, bomb threat, suspicious package or hazardous spill), the **(AGENCY NAME)** Risk Management or Facilities Management Administration will consult with the Agency Director or designee, and proper district officials, to inform employees whether or not to evacuate the building.

Communications

A. Alarm System

The alarm system at **(AGENCY ADDRESS)** consists of fire bells and flashing strobe lights that respond together upon activation of the alarm. The fire bells provide an audio evacuation warning to employees or visitors with visual impairments. The flashing lights provide an evacuation warning to anyone with hearing impairments. Additionally, there is an intercom system that works throughout the building and a bullhorn is used by designated BERT members to warn employees that an emergency is at hand and they must evacuate.

When the alarm system is activated, a notification is automatically transmitted to the D.C. Fire and Emergency Medical Services.

For atypical emergencies not requiring activation of the alarm system, the Risk Management or Facilities Management Administration will implement communications via the telephone tree **(Appendix F)**, notifying the Agency Director and BERT members.

System Maintenance *(Specific to your facility)*

(AGENCY NAME) contracts with **(AGENCY CONTRACTOR)** whose responsibility is to maintain and test the fire notification system on a pre-determined contracted basis.

The building management headquarters office is located off-site at 2000 14th Street, NW Washington, D.C. The engineers responsible for systems maintenance are located at 400 6th Street, SW, 5th Floor Penthouse (Roof).

APPENDIX A

[illegible]

APPENDIX B

BERT RESPONSIBILITIES AND DUTIES

Floor Warden: *ELEVATORS are main area of responsibility*

- Acts as “supervisor” of the unit or area under their direct control.
- Familiarizes new and current employees with emergency procedures.
- Implements building evacuation procedures upon notification from the building’s alarm system or Agency Director (or designee).
- Receives and dispatches information and instructions relating to a given emergency and ensures the immediate evacuation of employees and visitors from their assigned area.
- Directs employees and visitors to the nearest safe evacuation routes.
- Monitors elevators to divert use by employees or visitors.
- Checks elevators for trapped passengers in the event of a power outage or other situation which may interrupt elevator service. (Advises trapped passengers to keep away from the doors and to wait for assistance.)
- Reports to Risk Management, or Emergency Personnel, the location of any persons remaining in the designated area of authority.
- Performs or assigns duties in the event of a BERT member’s absence.

Assistant Floor Warden: *STAIRWELLS are main area of responsibility*

- Assesses safe use of designated stairwells.
- Restricts use of stairwell when it will not lead to a safe exit; re-directs employees to the nearest safe exit.
- Opens assigned stairwell doors until all persons have evacuated.
- Directs flow of traffic on stairwell from the rear to prevent stumbling, trampling, or confusion.
- Closes and secures stairwell doors after all persons have evacuated.
- Reports the following information to their designated Floor Warden:
 - location of any persons remaining in their designated area
 - any problems encountered during the evacuation
 - confirmation that their assigned stairwell is cleared
- Performs duties of Floor Warden or other BERT members in their absence.

Zone Monitor: *CORRIDORS are main area of responsibility*

- Directs flow of traffic in assigned corridors.
- Visually confirms that the assigned corridors (including restrooms and conference rooms) have been

evacuated.

- Ensures that all doors are closed and secured to reduce the spread of fire and smoke.
- Reports the following information to their designated Floor Warden:
 - location of any persons remaining in their designated area
 - any problems encountered during the evacuation
 - confirmation that their assigned corridors are cleared
- Performs duties of Assistant Floor Warden or other BERT members in their absence.

Assembly Area Monitor: *ASSEMBLY AREAS are main area of responsibility*

- Maintains a readily-accessible, updated list of employees for the assigned area.
- Brings the employee list and/or visitor log out of the building to record names of employees and visitors.
- Reports the following information to their designated Floor Warden:
 - names of any persons unaccounted for
 - location of any persons remaining in their designated area
 - any problems encountered during the evacuation
 - confirmation of employees located at the assigned assembly area

Monitors for Employees with Special Needs: *EMPLOYEES WITH SPECIAL NEEDS are main area of responsibility*

- At the sound of the evacuation alarm, immediately locates assigned employee.
- Assists employee in any way necessary to safely evacuate the building.
- Proceeds to the nearest safe exit.
- When approaching a stairwell, makes a judgment as to how the flow of employee traffic is proceeding. To avert injury to the mobility impaired, waits until the majority of the employees have passed before entering the main exit corridors, avoiding disruption of an orderly flow down the stairwell.
- If the employee monitor and employee cannot go down the stairwell together, the monitor shall ensure that the employee is safely escorted to the stairwell landing.
- Closes and secures all exit doors.
- Safely exits the building and reports the location of the employee to the Floor Warden or the Assembly Area Monitor.

Note: *Duties performed by BERT representatives must not significantly delay departure from the building or pose a danger.*

APPENDIX C

LISTING OF EMPLOYEES WITH SPECIAL NEEDS

SPECIAL NEEDS MONITOR	SPECIAL NEEDS EMPLOYEE	LOCATION OF EMPLOYEES WITH SPECIAL NEEDS

APPENDIX D

CHECK LIST FOR BOMB THREATS

When a phoned-in bomb threat is received, the employee answering the phone should attempt to obtain as much information as possible. Do not hang the telephone up after finishing the call. The telephone company may be able to trace the call. Put the call on hold or lay the receiver down.

Employees should then immediately report the threat to the Risk Management or Facilities Management Administration who will contact the Agency Director and the appropriate authorities.

The employee receiving the bomb threat(s) should follow the checklist below when talking to the caller and obtaining information.

Time call received _____ Incoming Extension _____ Number _____
Exact words of the caller: _____

QUESTIONS TO ASK:

1. What type of bomb is it? _____
2. When is the bomb to go off? Date: _____ Time: _____
3. Where is the bomb right now? Building: _____ Floor: _____ Room: _____
4. Who put it there? _____
5. What does the bomb look like? _____
6. What will trigger it? _____
7. Who made the bomb? _____
8. Why are you doing this? _____
9. What is your name? _____
10. What is your phone number/address? _____

DESCRIPTION OF CALLER'S VOICE (circle)

Male	Female	Unknown
Young	Old	Middle Aged
Calm	Excited	Refined
Accent	Slang	Rough
Nervous	Impaired Speech	Background Noises

Describe noises if any: _____
Name of person receiving the call: _____
Call reported to: _____

APPENDIX E

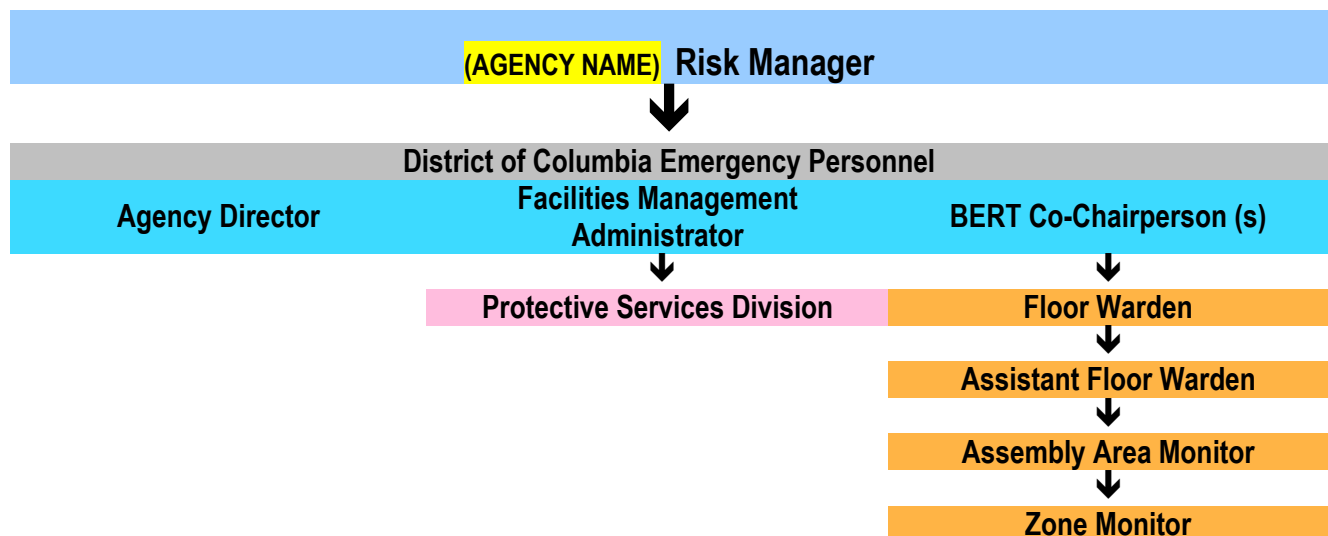
EMERGENCY TELEPHONE NUMBERS

Building Security	(Specific to your facility)
D.C. Office of Risk Management (ORM)	(202) 727-8600
D.C. Office of Property Management (OPM)	(202) 724 - 4400/(202) 724-7626
D.C. Protective Services Division (PSD), Watch Command	(202) 727-9256
Facilities Management	(202) 727-7550/ (202) 497-0140
DGS, Property Management	(202) 727-2800
Jean-Francis Varre, Building Engineer (Evacuation Drill Contact)	(Specific to your facility)
Metropolitan Police Department (Non-Emergencies)	9-311
Office of the Director	(202) 442-6100
PEPCO Emergency	(202) 872-34324/(877) 737-2662
Poison Control	(202) 625-3333
Deputy Director of Administration	(202) 727-7557/ (202) 403-9860
Facilities Manager	(Specific to your facility)
Public Information Officer	(202) 442-6180/ (202) 497-3438
Risk Management	(Specific to your facility)
Elevator Company	(Specific to your facility)
Washington Gas Emergency	(703) 750-1400/(800) 752-7520

APPENDIX F

EMERGENCY TELEPHONE TREE

 = contacts and notifies



APPENDIX G

Floor Plans Here

APPENDIX H

Fire Hydrant Locations

List Locations & Photos Here

APPENDIX I

EMERGENCY EVACUATION DRILL RECORD

Person conducting drill: _____

Date of drill: _____ Time of drill _____ Total evac. time _____

Notification method used: _____

Staff members on duty and participating:

Staff Members	Staff Members

Number of occupants evacuated: _____ Weather condition _____

Special conditions simulated: _____

Problems encountered:
