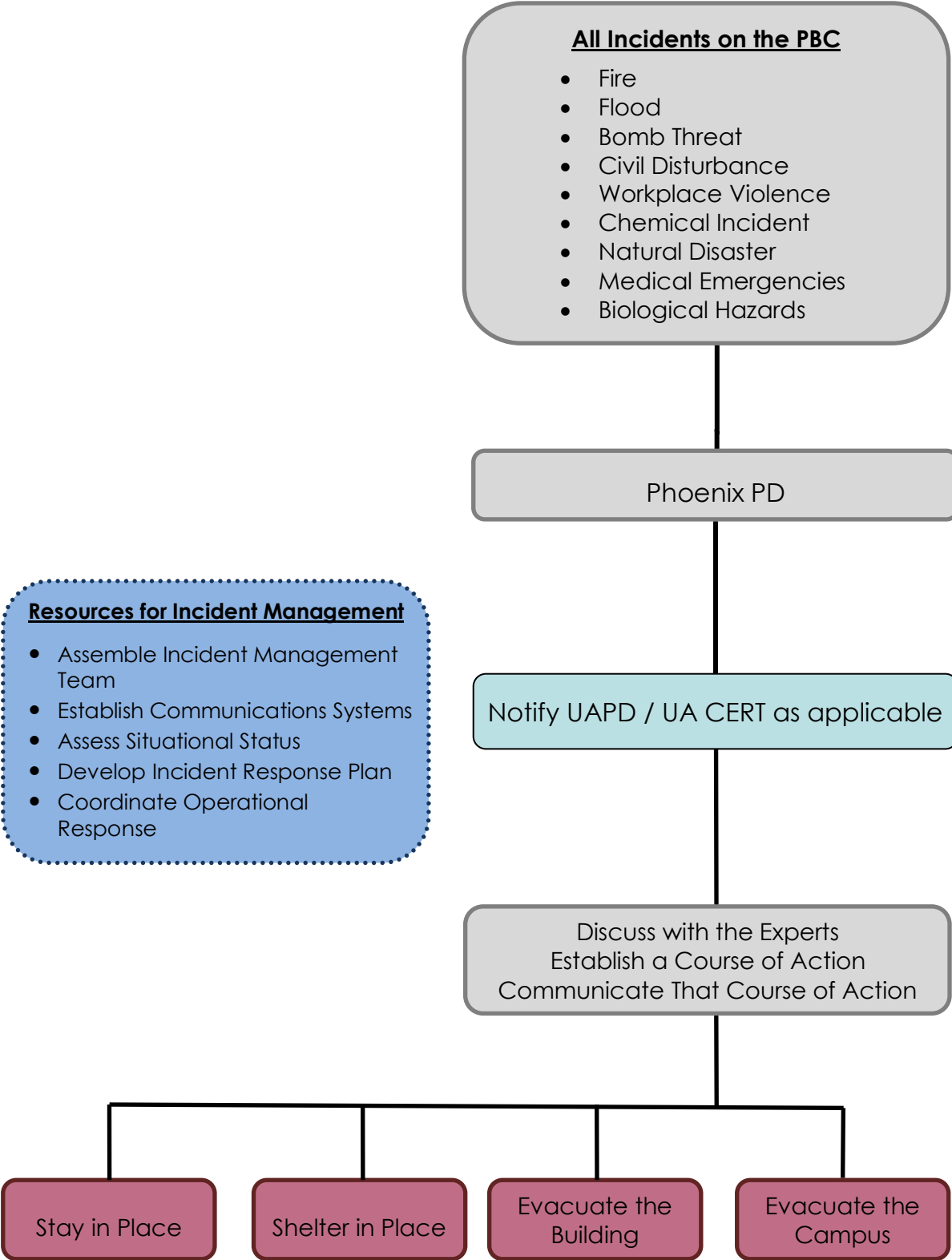


# 1 INCIDENT MANAGEMENT DIAGRAM



## 2 INCIDENT RESPONSE - ACTIONS

In managing employees and visitors in our facilities, Incident Managers may request that staff within a building take certain actions. Different circumstances require different actions. As circumstances change, the expected actions may also change.

### 2.1 Stay in Place (Civil Disturbance, Active Shooter, Etc)

- 1) Close and lock all exterior doors and secure all windows.
- 2) Stay inside the building until notified.
- 3) Monitor the messages from the PBC Notification Systems.

Stay in Place

### 2.2 Shelter in Place (Chemical Plume, Weapons of Mass Destruction, Nuclear Incident)

- 1) Shut off the HVAC system.
- 2) Close, lock and seal all exterior doors and windows.
- 3) Stay inside the building until notified.
- 4) Monitor the messages from the PBC Notification Systems

### 2.3 Evacuate the Building (Fire, Flood, Etc.)

- 1) If safe, secure essential records and shut down electrical equipment.
- 2) Take all medication, cell phones and personal items; you may not be coming back.
- 3) Proceed to your predetermined exit or alternate exit if necessary. Shut and tag doors (with the Orange Area Evacuated) as you leave an area.
- 4) The Building Monitors and CERT trained staff can assist in ensuring that all staff and visitors evacuate the area and meet at the Assembly Points.
- 5) If possible assist disabled employees or visitors. Otherwise temporarily locate them in the stairwells, self-evacuate and notify emergency responders when they arrive, where they are located.
- 6) Proceed quietly and in an orderly manner. Remove high heels to avoid tripping.
- 7) DO NOT USE ELEVATORS.
- 8) DO NOT OPEN A DOOR if hot or if smoke is present.
- 9) Once outside, follow the Floor Warden Leader to the designated assembly area. Make sure you are accounted for and stay there until notified it is safe to return to the building.
- 10) If circumstances dictate you may be relocated to another building.

### 2.4 Evacuate the Campus (Major incident)

- 1) Follow the same procedures for evacuating the building.
- 2) Follow the instructions of Police, Fire, Incident Managers, other emergency responders or CERT
- 3) Train staff in your agency to learn the appropriate route of evacuation.
- 4) Emergency officials may provide transportation arrangements to secure an orderly and organized evacuation from the area, or you may be permitted to evacuate in your own personal vehicle.

### 3 INCIDENT RESPONSE - BOMB THREAT

A bomb is used to cause catastrophic damage, disrupt commerce or make a statement. The fact that a bomb is a “hidden” threat makes dealing with the issue a complex problem. While bomb threats are rarely legitimate, they are all taken seriously.

Due to the magnitude of bomb threats reported to local law enforcement agencies, it is critical for affected employees to act in partnership with emergency responders. Because it is far more efficient for employees who are familiar with a work area to assist with the search of a threatened location, the Capitol Police has adopted the following procedures.

#### 3.1 Bomb Threat by Telephone

Use the Bomb Threat Checklist in Chapter 7 of this procedures manual to capture critical information

- 1) DON'T HANG UP.
- 2) Stay as calm as possible.
- 3) Follow the list of questions on the Bomb Threat Checklist.
- 4) Call **9-1-1** as soon as you hang up with the caller.
- 5) A Phoenix police officer will be dispatched to the location of the threat.
- 6) On arrival, Phoenix PD will assist in any possible manner and immediately notify Police Communications if the device or suspicious object is located.
- 7) Employees are encouraged to look around their area for anything that is out of place. If you see a package or item that is out of place, DO NOT ATTEMPT TO MOVE IT.
- 8) Once a determination regarding the validity of the threat is made, Phoenix PD, in conjunction with other local law enforcement, will make a determination regarding evacuating employees and visitors.

#### 3.2 Recognizing a Bomb (letter or parcel)

- Foreign Mail, Air Mail and Special Delivery
- Restrictive Markings such as Confidential, Personal, etc.
- Excessive Postage
- Hand Written or Poorly Typed Addresses
- Incorrect Titles
- Titles but no Names
- Misspellings of Common Words
- Unusual Odors
- Oily Stains or Discolorations
- No Return Address
- Excessive Weight
- Rigid Envelope
- Lopsided or Uneven Envelope
- Protruding Wires or Tinfoil
- Excessive Securing Material such as Masking Tape, String, etc.
- Visual Distractions

- 1) Call **9-1-1** as soon as you identify a suspicious item.
- 2) A Capitol Police Unit will be dispatched to the location of the threat.
- 3) Upon arrival, the Capitol Police Officer will assist in any possible manner and immediately notify Police Communications if there is a concern about the letter or parcel.
- 4) Once a determination regarding the validity of the threat is made, Capitol Police, in conjunction with other local law enforcement, will make a determination regarding evacuating employees and visitors.

## 4 INCIDENT RESPONSE – CHEMICAL INCIDENT

The PBC campus is close to a major interstate highway, and a variety of industries. It is vulnerable to the effects of spills or releases of chemicals (hazardous materials). A chemical incident could result in serious injury to PBC personnel and/or visitors. Chemical incidents could occur on local streets, roads or rail lines, which might give rise to problems on the PBC. Small quantities of potentially hazardous chemicals are also utilized in the ABC1 building.

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

### 4.1 Chemical Spill or Release – Inside a building

Evacuate the Building

- 1) Call **9-1-1**.
- 2) Evacuate the area and building if necessary.
- 3) Phoenix PD will manage the incident with local emergency responders, if necessary.
- 4) Time and safety permitting, shut down equipment, secure the area and essential records.
- 5) Do not attempt to personally control a spill or release.

### 4.2 Chemical Spill or Release – Outside

- 1) Call **9-1-1**.
- 2) Capitol Police will manage the incident with local emergency responders, if necessary.
- 3) Capitol Police will provide instructions using the Emergency Notification System.
- 4) Prepare Staff to Shelter in Place or Evacuate the Campus.

Shelter in Place

OR

Evacuate the Building

## 5 INCIDENT RESPONSE – FIRE

Office and business environments, due to their close confines, complex infrastructure, and the presence of combustible materials, pose a continual fire threat to their inhabitants.

### 5.1 If there is a fire on your floor:

- 1) Remain calm, call **9-1-1** and report location of fire.
- 2) Activate fire alarm, alert others, move everyone away from area of fire.
- 3) Use fire extinguisher on small (waste basket size) fires only if safe to do so.
- 4) For larger fires, GET OUT, close doors and confine fire as much as possible.
- 5) If your clothing catches fire ... STOP ... DROP ... ROLL.

### 5.2 When a fire alarm is activated:

- 1) Proceed to the nearest EXIT. FOLLOW DIRECTIONS OF EMERGENCY PERSONNEL.
- 2) Feel the top of the door, if it is hot, or smoke is visible, do not open.
- 3) Do not attempt to save possessions at the risk of personal injury.
- 4) DO NOT USE ELEVATORS.
- 5) DO NOT BREAK WINDOWS. Oxygen Feeds Fires
- 6) ALL fires, regardless of size must be reported to the Fire Department or Capitol Police.

### 5.3 If trapped in a room:

- 1) Call **9-1-1** and notify them of your location.
- 2) Place cloth material around/under the door to prevent smoke from entering.
- 3) Close as many doors as possible between you and the fire.
- 4) **DO NOT** open or break windows unless necessary to escape (outside smoke may be drawn in).
- 5) Be prepared to signal your location through the window.

### 5.4 If caught in smoke:

Drop to your hands and knees, crawl, holding your breath as much as possible. Breathe through a filter (blouse, shirt, jacket, etc) and breathe through your nose.

### 5.5 Advancing through flames:

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

## **6 INCIDENT RESPONSE – FLOOD**

Flooding can be caused by faulty water systems, seasonal rains, or dam failure. Flooding can cause significant damage to buildings, equipment and critical data.

In the unlikely event of flooding on the PBC where the safety of employees and visitors is threatened, the local responders and PBC Emergency Managers will monitor National Weather Service and other emergency advisories to determine necessary actions.

In the event that the closing of a PBC building is necessary, the PBC will communicate with the UAPD/UA CERT regarding such closure.

Information concerning closure of PBC offices will be released by the approved campus spokespeople.

### **6.1 If Flooding Occurs in Your Building**

- 1) Notify a supervisor and campus Emergency Team.
- 2) Secure your area and essential records. Prepare to receive and comply with directions from Response Personnel.
- 3) USE EXTREME CAUTION around appliances or outlets near the leak and/or water.
- 4) If you know the source of the water and can safely stop it, do so CAUTIOUSLY.
- 5) If directed to evacuate, do so according to the “Evacuation” section of these directions.

### **6.2 If Flooding Threatens the Campus**

PBC Emergency Manager will utilize the UA Text Alert Notification System

## 7 INCIDENT RESPONSE – CIVIL DISTURBANCE/WORKPLACE VIOLENCE

**7.1 Civil Disturbances are generally riots, demonstrations, marches, groups or assemblies that have become riotous or threatening. A civil disturbance may also involve a hostage situation or an active shooter.**

- 1) Restrict both employee and visitor movement in your area. Consider implementing the “Stay in Place Procedure”.
- 2) Prepare for evacuation from your building or possibly from the PBC.
- 3) Secure all work areas; lock doors, safes, files, essential records, etc.
- 4) Monitor information and possibly further instructions provided by Capitol Police.

Shelter in Place

Shelter in Place

OR

Evacuate the Building

**7.2 Workplace violence can constitute physical violence, witnessing violence upon a co-worker, and the threat of violence.**

- 1) Learn to recognize, avoid or defuse potentially violent situations.
- 2) Attend personal safety and security training as well as handling hostile client classes.
- 3) Have system in place to alert supervisors to any concerns about safety or security.
- 4) Plan an emergency code to alert others that a potentially violent situation is occurring.
- 5) Speak calmly; do not agitate the angry person.
- 6) Call **9-1-1** for assistance and notify the Behavioral Response Team.



## 8 INCIDENT RESPONSE – NATURAL DISASTERS

Arizona is subject to violent seasonal storms that may have an impact on life and property on the PBC. During these seasonal storms we can expect high winds, possibly tornados or a microburst, accompanied by heavy rain.

### 8.1 Monsoon Storms

The PBC Emergency Managers will monitor National Weather Service and other emergency advisories to determine necessary actions.

- 1) PBC Emergency Managers will notify you of possible problems using the appropriate Emergency Notification System.
- 2) Review the possible impact to your agency/building and decide on a plan of action. This may include releasing employees from work early or staying in place.
- 3) PBC Emergency Management will provide you with additional information as the storm approaches.
- 4) If a member of your staff is injured or the building is damaged, call **9-1-1** immediately.

### 8.2 Earthquakes

During an Earthquake:

- 1) Take cover underneath the nearest doorway, desk or table and protect your neck and head.
- 2) Stay away from window and objects which could fall on you.
- 3) Do not run outside as falling debris could cause injury.
- 4) Do not use elevators.
- 5) If outdoors, stay in an open area and do not enter buildings.

### 8.3 Tornados/Microbursts

- 1) Go to a pre-designated shelter area such as a safe room, basement, storm cellar, or the lowest building level.
- 2) If there is no basement, go to the center of an interior room on the lowest level (closet, interior hallway) away from corners, windows, doors, and outside walls.
- 3) Put as many walls as possible between you and the outside.
- 4) Get under a sturdy table and use your arms to protect your head and neck.
- 5) Do not open windows.

## **9 INCIDENT RESPONSE – MEDICAL EMERGENCIES**

Knowing what to do and reacting quickly in a medical emergency may make a “life and death” difference. Cardio Pulmonary Resuscitation (CPR), Automatic External Defibrillator (AED) and First Aid Training are periodically made available.

### **9.1 Unconscious Victims - If rescuer is trained in CPR/AED/First Aid:**

- 1) YELL FOR HELP, THEN HAVE SOMEONE **CALL 9-1-1**
- 2) Send someone for the AED unit (if available)
- 3) Establish Airway
- 4) Check for Breathing
- 5) Check for Circulation
- 6) Start Ventilation or CPR if necessary
- 7) Utilize the AED unit

### **9.2 Unconscious Victims - If rescuer is not trained in CPR/AED/First Aid:**

YELL FOR HELP, THEN HAVE SOMEONE **CALL 9-1-1**

### **9.3 Conscious Victims:**

- 1) YELL FOR HELP, THEN HAVE SOMEONE **CALL 9-1-1**
- 2) Do not move patient or allow the patient to move around.
- 3) Try to control any heavy bleeding using direct pressure on the wound.
- 4) Try to keep the patient from going into shock by maintaining body temperature and elevating the lower extremities if possible.

## 10 INCIDENT RESPONSE - BIOLOGICAL HAZARDS

**10.1 Biological incidents can be as small as an infected dead animal and as large as a terrorist launched bio-hazardous attack.**

### 10.2 Sick/Infected Animals

- 1) If you encounter a dead animal or an animal that appears to be sick or injured, do not approach the animal or pick it up.
- 2) Contact PBC Emergency Manager.
- 3) Arrangements will be made for medical treatment or removal and testing (if necessary).

### 10.3 Envelope with powder and powder spills out onto a surface:

- 1) 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!
- 2) Then LEAVE the room and CLOSE the door, or section off the area to prevent others from entering (i.e., keep others away).
- 3) WASH your hands with soap and water to prevent spreading any powder to your face.
- 4) Call **9-1-1** and notify your supervisor.
- 5) When you call **9-1-1** emergency responders will come to the scene and will give you instructions as to how to proceed. Stay calm and follow their instructions.

### 10.4 Biological Weapons of Mass Destruction

- 1) Phoenix PD, Fire or local Emergency Management will notify PBC employees using the most appropriate Emergency Notification system
- 2) You may be required to Shelter in Place.
- 3) Phoenix PD or local Emergency Managers will keep you informed using the best available Notification System and let you know when it is safe to leave your building.

Shelter in Place

