



UNITED CHURCH OF CHRIST
CHURCH HOUSE
EMERGENCY PROCEDURES MANUAL

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INTRODUCTION

Each year millions of dollars are lost through natural and man-made disasters. Natural disasters (floods, tornadoes and winter storms) as well as man-made disasters (bomb threats, arson, workplace violence and terrorism) cause extensive damage to facilities and records, resulting in costly work reduction and disruption - even jeopardizing the lives of employees in businesses and organizations.

Because an emergency may occur at any time and often without warning, experience has shown that lives and property can be saved if people are prepared and know what action to take when one occurs. A clear and concise emergency preparedness program has been developed to ensure that the national setting of the United Church of Christ will be ready to deal with specific emergencies with minimum interruption to operations.

This manual is intended to be a quick reference to help you get immediate help in an emergency, prevent injuries, save lives and protect property. Please keep this manual in a convenient place for quick reference.

FLOOR MARSHAL SAFETY TEAM

The Floor Marshals/Safety Team members are employees who have volunteered and have been trained to perform specific responsibilities before, during and after an emergency. Please follow their instructions at all times and help them foster calm and order.

EMERGENCY PHONE NUMBERS

When a situation arises in which human life or property is in jeopardy such as in a medical, fire or police emergency, employees should call **9-911 Emergency Services** first. Keep in mind that you must first dial the number 9 to access an outside line before dialing 911.

Immediately after calling 911, call the lobby desk at **2247** and report the nature of the emergency. For both calls, provide the following details about the emergency.

1. Your name
2. The location of the emergency building address or floor location
3. The telephone number you are calling from
4. The nature of your emergency

Additional Emergency Telephone Numbers

Police Department (216) 621-1234

Fire Department (216) 664-6350

Sheriff Department (216) 771-1368

Poison Control (216) 231-4455

EVACUATION PLAN

Few emergencies will require a complete evacuation of the building.

As an employee, you are responsible for familiarizing yourself with evacuation and safety plans for knowing your primary and secondary exit routes. You are also responsible for knowing the collection point outside of the building to which you report in the event of an evacuation.

Posted at the entrance to each floor is a drawing that locates evacuation routes, fire extinguishers and fire alarm pull stations. Please become familiar with this drawing.

If the City of Cleveland Emergency Evacuation Plan is implemented, staff will be notified, and remember that the location of your car will determine your route out of the city. Our building is located in Quadrant D. The lobby guard will distribute copies of the evacuation map to you as you evacuate the building.

In rare instances, you may be required to stay inside the building due to dangers outside. You might also be directed to evacuate to the roof for evacuation by helicopter, or to go to a specific floor. Floor Marshals will be advising you as to what to do and where to go. Please remain calm and listen to their directions.

Once an evacuation order is given, Floor Marshals/Safety Team members are responsible for:

1. Controlling panic.
2. Checking restrooms, conference rooms and other remote areas of their floors to make sure all employees are aware of the evacuation order and where they are to assemble.
3. In some cases, directing employees to place essential records and work-in-process in file cabinets to protect against their potential destruction. This will occur only if there is no immediate threat of bodily harm.
4. Coordinating the evacuation of physically challenged or injured individuals.
5. Closing the doors to the affected area after everybody has been evacuated.
6. Reminding employees of the primary/secondary exit routes and not to use the elevators.
7. Accounting for all employees at the assembly point and reporting missing or injured employees to emergency personnel.
8. Making sure employees do not re-enter the building/floor until instructed to do so by the proper emergency officials.

FLOOD

A broken water main is the most likely cause of a flood. Water could enter the building through the front doors and flow into the building from Prospect Avenue. The water would then enter the basement. There it could cut off our electricity. All of the lights would go off and the emergency lights would then come on. Power-outage procedures would then take effect. (See Power Failure procedure).

If a flood results in evacuation, do not enter the lobby on the first floor. Instead, you will see a green door at the bottom of the stairwell that leads out into the courtyard between the Church House and hotel. Proceed through that door, turn left, and walk up the courtyard and through the door that enters the hotel. Proceed through the lobby and out to Huron Road, which is higher than Prospect Avenue and less likely to be flooded.

Please familiarize yourself with this evacuation route.

TORNADO

Tornados do not require evacuation. If a tornado warning is issued and it is advisable to take cover, a public address announcement will notify you.

When you are directed to seek shelter, do the following:

- Get out of any office area that has glass windows on the outside walls.
- Move away from the small windows that are next to office doors.
- Find an interior area devoid of any glass and sit down on the floor.
- Stay away from elevators (due to possible electrical failures).
- Stay clear of the center conference rooms' glass doors.
- Stay clear of any glass bookcases.

Floor Marshals will be available to assist you. They will also be kept informed of the status of the storm.

POWER FAILURE

Power Outages can occur for many reasons and at any time, and can be momentary or long-lasting. In the event of a power outage, the following steps should be taken:

1. Remain calm and stay where you are. Do not move about the building or leave your assigned area unless instructed to do so. Such movement can result in injury.
2. If trapped in an elevator, push the emergency button in the elevator to report that you are trapped in the elevator.
3. Emergency lighting will come on throughout the building and the elevators. Do not use candles or lighters for additional lighting as they create the danger of fire and smoke.
4. To eliminate damage from a power surge once the power is restored, turn off all electronic equipment.
5. Wait for further instructions from the safety team as to directions to evacuate the building or not. If the phone system and its public address are not working, then Floor Marshals will notify you in person. The Floor Marshals have battery operated radios for communication within the building. If the order to evacuate is given, only use the stairwells and emergency exits.

During a major power outage, entry to the building will be limited to emergency personnel only.

HEART ATTACKS, BREATHING PROBLEMS, FAINTING

If a colleague or visitor faints, has difficulty breathing, or reports irregular heartbeats or other symptoms that may indicate sudden cardiac arrest, take the following steps immediately. Time is of the essence. Do not move the person or travel to the lobby yourself for help. Use a land-line phone.

1. Call the lobby desk at 2247. Tell the guard where the victim is on your floor. Be sure to tell the guard which floor, East or West, and the location of the victim. *The purpose of this step is to get the AED moving with minimum delay to reach the person having trouble*
2. Dial *72, to make a public announcement on the building-wide phone system. Announce that a victim needs CPR and describe the floor and location. Hang up. *(This summons any floor marshals in the building.)*
3. Dial “9” for outside line, then “911”. An emergency operator will ask you a number of questions regarding the condition of the victim and your exact location. Stay on the line to answer all questions. The security guard will bring the Automated External Defibrillator (AED) upstairs to the victim’s location. It is important that AED-CPR certified staff members are notified immediately when a sudden cardiac arrest occurs. CPR is first administered and then if necessary an electrical shock is delivered using the AED. Keep a clear distance from the victim and the trained individuals who are administering treatment.

When Emergency Medical Services (EMS) personnel arrive, they will continue procedures started by our trained staff members.

FIRE

When you hear an alarm, you must assume it is a real emergency unless told otherwise. If the alarm is a false alarm, floor marshals will tell you to ignore it. However, your first instinct must be to assume it is real and to begin evacuating the building. Turn your lights off and close office doors when possible. Never return to your floor when an alarm is sounding. You must leave the building from the floor you find yourself on when the alarm sounds.

Do not use the elevators. Proceed down the stairwells on the right side. Leave the left side open for emergency personnel. Please remain quiet so instructions can be heard by others. Proceed to the lobby and exit the building through the main doors. Upon leaving the building, turn left and proceed Westward on the sidewalk until you reach the outdoor parking lot. This lot is the assembly point. Floor Marshals will direct and assist you throughout the evacuation process. Floor Marshals will also arrange for non-ambulatory personnel to be picked up by building or emergency personnel. It is the responsibility of the Floor Marshals to account for individuals on their own floors. If you know of the whereabouts of a missing employee make sure you notify the Floor Marshal immediately.

What happens after the emergency depends on the extent of damage. In most cases the extent of the emergency will be limited and the employees will return to work in a timely manner. In more extensive emergencies, the building may be damaged beyond the point of re-entry and the Crisis Management Team will take over. Employees will be notified as to what steps are to be taken. Please consult your Crisis Management Plan for specific directions if this event occurs.

VIOLENT INTRUDER

In the event of an active shooter emergency, the UCC has adopted the ALICE response plan to assist you in determining the best options available to survive an attack. Your survival is the most important outcome.

Alert

Any number of things can alert you to a shooter situation:

- Gunfire
- Unusual commotion in the building
- Phone/Text Alert

Lockdown

A lockdown is a semi-secure starting point from which to make your survival decisions. If you are unable to evacuate, secure the room.

- Lock the door.
- Cover any windows in the door if possible.
- Tie down the door if possible using belts, shoe laces, etc.
- Barricade the door with anything available (desks, chairs, file cabinets.). Do not open the door until the Police arrives.
- Stand away from the doorway in case gunfire comes through it.
- Look for alternative escape routes (additional doors)
- Call 911
- Place cell phones on vibrate.
- Gather weapons (coffee mugs, chairs, books, pens, etc.) and mentally prepare to defend yourself or others.

Inform

- Use plain language to pass on real time information via Emergency system or PA Announcement
 - Dial *72, to make a public announcement on the building-wide phone system.
- Who, what, when where and how information
- Helps people in or around the area to make common sense decisions

Counter

- Use proactive techniques should you be confronted by an active shooter
- Anything can be a weapon
- Throw things at the shooter to disrupt aim
- Create as much noise as possible
- Attack in a group (swarm)
- Take the shooter to the ground and hold by any means necessary
- If you have control of the shooter call 911 and tell the police where you are and listen to their commands when officers arrive on the scene

VIOLENT INTRUDER CONTINUED

Evacuate

- Remove yourself from the danger zone as quickly as possible
- Decide if you can safely evacuate.
- Run as fast as you can.
- Consider if a fall from a window will severely injure or kill you
- Break out windows and attempt to quickly clear glass from the frame
- Hang by your hands from the window ledge to shorten your drop
- Attempt to drop into shrubs, mulch or grass to lessen the chance of injury

What to Expect from Responding Police Officers

- Police are trained to proceed immediately to the area in which shots were last heard. Their purpose is to stop the shooting quickly.
- Responding officers will normally be in teams. They may be dressed in regular patrol uniforms, or they may be wearing external bulletproof vests and other tactical equipment. The officers will be armed with guns. Regardless of how they appear, remain calm, do as the officers tell you, and do not be afraid of them.
- Put down anything you may be carrying and keep your hands visible at all times.
- The first officers will not stop to aid injured people. Other officers and emergency medical personnel will follow to help injured persons.
- Keep in mind that after you have escaped to a safer location, the entire area is still a crime scene.
- Police will usually not let anyone leave until the situation is fully under control and all witnesses have been identified and questioned.
- Until you are released, remain where authorities designate



ALERT

Initial Alert may be a gunshot, PA announcement, etc...
Avoid code words.

LOCKDOWN

If Evacuation is not a safe option, barricade entry points.
Prepare to Evacuate or Counter if needed.

INFORM

Communicate real time information on shooter location.
Use clear and direct language using any communication
means possible.

COUNTER

As a last resort, distract shooters ability to shoot accurately.
Move toward exits while making noise, throwing objects,
or adults swarm shooter.

EVACUATE

Run from danger when safe to do so using non-traditional
exits if necessary. Rallying point should be predetermined.

AliceTraining.com

BOMB THREAT

Bomb threats can come in one of two forms. They can come in the form of a telephone call, the most common method used, or through the mail (letter or package). Regardless of the method, bomb threats should always be taken seriously. If a suspicious package or object is found do not touch it and do not use a cell phone. In the event a bomb threat call is received or a suspicious letter or package is located, follow the instructions below:

Bomb Threat Call

1. Remain Calm
2. Keep the caller on the line and get as much information as possible by asking the following questions:
 - When is the bomb set to go off?
 - Where is the bomb located?
 - What kind of a bomb is it?
 - What does the bomb look like?
 - Why are you doing this?
 - Who are you?
3. Listen carefully for clues such as:
 - Gender
 - Age
 - Background noises (music, conversations, traffic, machinery)
4. After the caller hangs up, notify your department supervisor and call the lobby desk at 2247.
5. Do not discuss the details of the call with other employees.
6. Record the time of the call.
7. Refer to the Bomb Threat Procedures attached to this manual for other possible procedures.
8. The building will be evacuated and the Floor Marshals will assist with the evacuation.

Letter/Package Bombs

1. Do not touch, examine or move the suspicious letter.
2. Do not use a cell phone.
3. Do not turn any lights or electrical equipment on or off.
4. Evacuate the immediate area and do not allow others to enter.
5. Call the lobby desk at 2247 using a UCC telephone.

BOMB THREAT PROCEDURES

This quick reference checklist is designed to help employees and decision makers of commercial facilities, schools, etc. respond to a bomb threat in an orderly and controlled manner with the first responders and other stakeholders.

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

If a bomb threat is received by phone:

1. Remain calm. Keep the caller on the line for as long as possible. **DO NOT HANG UP**, even if the caller does.
2. Listen carefully. Be polite and show interest.
3. Try to keep the caller talking to learn more information.
4. If possible, write a note to a colleague to call the authorities or, as soon as the caller hangs up, immediately notify them yourself.
5. If your phone has a display, copy the number and/or letters on the window display.
6. Complete the Bomb Threat Checklist immediately. Write down as much detail as you can remember. Try to get exact words.
7. Immediately upon termination of call, **DO NOT HANG UP**, but from a different phone, contact authorities immediately with information and await instructions.

If a bomb threat is received by handwritten note:

- Call _____
- Handle note as minimally as possible.

If a bomb threat is received by e-mail:

- Call _____
- Do not delete the message.

Signs of a suspicious package:

- No return address
- Excessive postage
- Stains
- Strange odor
- Strange sounds
- Unexpected delivery
- Poorly handwritten
- Misspelled words
- Incorrect titles
- Foreign postage
- Restrictive notes

*** Refer to your local bomb threat emergency response plan for evacuation criteria**

DO NOT:

- Use two-way radios or cellular phone. Radio signals have the potential to detonate a bomb.
- Touch or move a suspicious package.

WHO TO CONTACT (Select One)

- **911**
- **Follow your local guidelines**

For more information about this form contact the DHS Office for Bombing Prevention at OBP@dhs.gov



Homeland Security

BOMB THREAT CHECKLIST

DATE:

TIME:

TIME CALLER HUNG UP:

PHONE NUMBER WHERE CALL RECEIVED:

Ask Caller:

• Where is the bomb located? (building, floor, room, etc.)

• When will it go off?

• What does it look like?

• What kind of bomb is it?

• What will make it explode?

• Did you place the bomb? Yes No

• Why?

• What is your name?

Exact Words of Threat:

Information About Caller:

• Where is the caller located? (background/level of noise)

• Estimated age:

• Is voice familiar? If so, who does it sound like?

• Other points:

Caller's Voice

- Female
- Male
- Accent
- Angry
- Calm
- Clearing throat
- Coughing
- Cracking voice
- Crying
- Deep
- Deep breathing
- Disguised
- Distinct
- Excited
- Laughter
- Lisp
- Loud
- Nasal
- Normal
- Ragged
- Rapid
- Raspy
- Slow
- Slurred
- Soft
- Stutter

Background Sounds

- Animal noises
- House noises
- Kitchen noises
- Street noises
- Booth
- PA system
- Conversation
- Music
- Motor
- Clear
- Static
- Office machinery
- Factory machinery
- Local
- Long Distance

Threat Language

- Incoherent
- Message read
- Taped message
- Irrational
- Profane
- Well-spoken

Other Information:
