



# Bulletin

## Emergency Procedures

### Introduction

Emergencies, disasters, accidents and injuries can occur at any time, usually without warning. Knowing what to do and what not to do in the event of an emergency is your individual and corporate responsibility. This guide is designed to acquaint you and your employees with a plan for handling most kinds of emergencies and the actions that should be taken to protect lives and property.

Being prepared for an emergency will help minimize its worst effects, especially panic and confusion. At a minimum, you and your employees should know the answers to the following questions:

1. Where are the exits?
2. How will visitors and employees with disabilities be evacuated?
3. Are vital records protected?
4. Where is the emergency plan, and where are the emergency phone numbers?
5. If the building has multiple floors, who will serve as the emergency coordinator?

Regardless of the emergency, **THINK BEFORE YOU ACT**, and then act quickly and decisively.

### Emergency Phone Numbers

In case of emergency, call **9-1-1** or your **local emergency number** (if lives and/or property are in immediate danger).

Additional contacts:

**Fire:** \_\_\_\_\_  
**Police:** \_\_\_\_\_  
**Ambulance:** \_\_\_\_\_  
**Hospital:** \_\_\_\_\_  
**Security:** \_\_\_\_\_  
**Building Manager:** \_\_\_\_\_  
**Safety Coordinator:** \_\_\_\_\_  
**Poison Control:** \_\_\_\_\_  
**Safety Area:** \_\_\_\_\_

### Evacuation

1. If safe, secure vital records and shut down electrical equipment.
2. Proceed to your predetermined exit or alternate exit in an orderly fashion. Close all doors as you leave.
3. The emergency coordinator should make sure all staff and visitors evacuate the area.
4. Assist employees and visitors who are in need. If you are unable to provide assistance, notify the Emergency Plan Coordinator or other emergency personnel of the problem and location.

5. **DO NOT USE ELEVATORS. USE THE STAIRS.**
  6. **DO NOT OPEN DOORS THAT ARE HOT TO THE TOUCH OR IF SMOKE IS PRESENT.**
  7. If you cannot avoid smoke to exit the building, stay low enough to the floor to keep your head below the smoke level.
  8. Once outside the building, proceed to your designated safety area and stay there. Follow instructions of emergency personnel.
2. Ensure that you can quickly and easily access a Class ABC fire extinguisher from all work areas.
  3. Be sure there is a Class ABC fire extinguisher within 50 feet of any area where there is more than 5 gallons of a flammable/ combustible liquid or more than 5 pounds of a flammable gas.
  4. Keep a Class ABC fire extinguisher readily accessible when welding, torch cutting, brazing, soldering, grinding and in other hot work areas.

**Evacuation of Disabled Persons:**

Persons with disabilities may need assistance to reach safety. Explain the nature of the emergency and your plan to help them. If they are able to proceed alone, offer to assist others.

**Persons with physical impairments** may or may not use a wheelchair. If a person is in a wheelchair, move them to a safe area outside the building. Be aware that the person may have special equipment, such as a catheter, leg bags, braces, oxygen, prosthetics, etc.

**Persons with visual impairments** may need guidance out of the building. Explain the emergency, who you are and, as you walk, the direction you are turning and any obstacles ahead.

**Persons with speech or hearing impairments** may need help understanding the emergency and how to respond. Get their attention and write a brief note explaining the situation and what they need to do.

**Fire**

**Fire Protection Equipment**

1. Make sure that firefighting equipment is easy to locate and readily accessible.

**For large fires:**

1. **ACTIVATE THE FIRE ALARM**, alert others, move everyone away from the area of the fire.
2. **LEAVE IMMEDIATELY!**
3. **CLOSE DOORS** to confine the fire as much as possible.
4. **CALL 9-1-1 or your local emergency number** as soon as possible to report the building address and location of the fire.

**For small fires:**

1. Alert others and move everyone away from the area of the fire.
2. Use a fire extinguisher to put out the fire, only if safe to do so.
3. Notify the fire department that the fire is extinguished.
4. If you are unable to extinguish the fire, follow procedures for large fire (above).

If your clothing catches fire:

1. **STOP!**
2. **DROP!**
3. **ROLL!**

When a fire alarm is activated:

1. Follow your Emergency Evacuation Procedures.

2. DO NOT USE ELEVATORS; USE STAIRS.
3. Leave your personal possessions.
4. Proceed to the nearest exit.
5. Listen for emergency instructions.
6. Report to the safe area and wait for more information.

**DO NOT RETURN TO BUILDING UNTIL INSTRUCTED TO DO SO.**

**If trapped in a room:**

1. If the door or door knob is hot or smoke is visible, do not open.
2. If possible, place a damp cloth or towel at the base of the door (or something to block the opening) to prevent smoke from entering.
3. Close doors and windows to contain the smoke.
4. If available, place a cloth over your mouth and nose to filter out smoke.
5. Stay low enough to the floor to keep your head below the smoke level.
6. Do not open or break windows unless necessary to escape.

**Fire Drill**

It is recommended that the coordinator schedule a fire drill at least twice each year to be sure all employees are thoroughly familiar with fire emergency procedures. Before scheduling the first drill, the coordinator should brief all employees on the information contained in this bulletin.

The coordinator should record the amount of time it takes employees to evacuate the building. The coordinator should also check to see whether employees have reported to their designated area outside the building. Be sure the building is secure before instructing employees to return.

**Floods**

In the event of a flood, either from an inside or outside source, take the following steps:

1. Notify the building supervisor.
2. To the extent possible, secure vital records.
3. If possible, shut off electrical power. Alternatively, avoid electrical equipment – such as computers, copiers or other office equipment – and outlets that may be near flowing water.
4. If the source is inside the building, evacuate the building according to the evacuation instructions.
5. Do not reenter the building until instructed to do so.
6. If the source is outside the building, evacuate to the building’s highest level or the roof, and await further instructions.

**Tornados**

Even with modern, sophisticated weather tracking systems, tornados can develop quickly and move very rapidly. In areas of the country where tornados are common, commercial buildings are usually equipped with shelters.

When a tornado warning sounds, proceed to the shelter as quickly as possible. Take a radio with you to keep track of the storm’s location. Do not leave the building until the storm has passed.

If your building is not equipped with a shelter, take the following steps:

1. Go down to your building’s basement or lowest level and get inside a storage room or similar windowless area.
2. Protect yourself from flying or falling debris.

3. If available, turn on a radio to track the storm and its status.
4. Do not leave the building until the storm has passed.

## Hurricanes

The best time to prepare for a hurricane is before it happens. Thinking through the steps that must be taken to preserve your business when a hurricane hits could very well quicken its recovery after the storm and ensure its survival.

The American Society of Safety Engineers (ASSE) recommends the following:

1. **Develop a Comprehensive Plan that protects lives, property, equipment and records and review it annually with your employees.** The plan should provide detailed safety instructions for your employees, including evacuation procedures, when and how to secure the office facilities, records and equipment and who to call for medical assistance, should it become necessary. The plan should also identify who will be in charge before, during and after the storm.
2. **Communicate with Employees, customers, suppliers and neighboring businesses about your plans.** Make sure you review your preparedness plans with your employees. Remind them of their roles and responsibilities before, during and after the hurricane. Apprise your outside contacts—customers, suppliers, other businesses—of your plans. And, be aware of how other businesses in your area are planning to respond to the storm.
3. **Review your hurricane response plan annually with your employees.** And, if changes occur in your business or your community, adjust your plans accordingly.

## Medical Emergencies

If a person is in need of immediate medical attention, remain calm, and **call 9-1-1 or your local emergency number**. While you're waiting for assistance and, depending on the victim's condition, take the following steps.

**If the person is unconscious**, make sure the area around the victim is safe. Then follow the next steps:

If you are *not* trained in CPR, make sure the area around the victim is safe. Then follow the steps below:

1. Check the victim for responsiveness, and if the victim is not responsive, call for help and specifically request an AED (automated external defibrillator) (call **9-1-1 or your local emergency number**).
2. Check for signs of breathing. If the victim is not breathing normally, open his/her clothing and place the heel of one hand in the center of the chest and the heel of the other hand on top and parallel to the first hand. Give 30 chest compressions, pressing down 2 inches with each one at the rate of 100 compressions per minute (just more than 1 ½ compressions per second).
3. Open the airway and give two breaths. Then give 30 more chest compressions and continue with two breaths and 30 compressions until the AED arrives.
4. Turn on the AED and follow the instructions carefully

If you are trained in CPR:

1. Check the victim for responsiveness, and if the victim is not responsive, call for help and specifically request an AED (automated external defibrillator) (call **9-1-1 or your local emergency number**).

2. Check for signs of breathing. If the victim is not breathing normally, open his/her clothing and place the heel of one hand in the center of the chest and the heel of the other hand on top and parallel to the first hand. Give 30 chest compressions, pressing down 2 inches with each one at the rate of 100 compressions per minute (just more than 1 ½ compressions per second).
3. Continue 100 compressions per minute until the AED arrives.
4. Turn on the AED and follow the instructions carefully
3. Notify the building manager.
4. Do not attempt to clean up or otherwise handle the spilled/ released material.
5. Wait for the fire department to arrive and direct personnel to the location of the spill/release.

**If the person needs first aid,** take appropriate steps to stabilize their condition until help arrives.

**If the person is seriously injured:**

1. Remain calm.
2. Do not allow the person to move or be moved.
3. To prevent shock, keep the person warm and elevate his/her legs if they are not injured.

### **Hazardous Materials Spill-Release**

Mechanical, plumbing, and mechanical service contractors use a variety of hazardous substances in their work. You should have on file Safety Data Sheets (SDS) for each hazardous substance used in your business. In the event of a spill or release, make available the appropriate SDS to the fire department or remediation team that responds to the incident.

In the event of a spill or release of a hazardous substance:

1. Direct all personnel near the incident to evacuate the area immediately.
2. Notify the fire department.