

Emergency Response & Crisis Management Plan

Family Service Rochester

507-287-2010



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Emergency services

1. Police: 9-1-1 or non-emergency (507) 328 - 6800
2. Fire: 9-1-1 or non-emergency (507) 328 - 2830
3. Alarm Company: (507) 288-5520 Custom Alarm
4. Ambulance: 9-1-1 or Gold Cross (507) 288-2407
5. Poison Control (800) 222-1222
6. Olmsted County Health Services: 328-7500
7. Social Community Services: Day 328-6400, 281-6248 24 Hr. Crisis Eve & Weekends
8. Victim Services 328-7270



Communications

1. Telephone system: (800) -847-3098 - Marco
2. Line problems: (800)-250-1517 Metro Net



Weather information

1. NOAA: (828) 271 – 4800 162.475 MHz
2. Radio station: 162.475 MHz
3. Weather channel: <http://weather.gov>



Maintenance & repair

1. Janitorial: (507) 281-6262 ABC
2. HVAC: (507) 288 – 7713 Harris Mechanical
3. Electrical: (507) 601-8950 Reds Electric LLC
4. Plumbing: (507) 282-8333 Action Plumbing/Heating



IT services

1. Hardware/software: (877) 408-16565 EO Johnson
2. Network equipment: ((877) 408-16565 EO Johnson
3. Internet: (800)-250-1517 Jaguar –or- (888)438-2427 Charter
4. Server: (877) 408-16565 EO Johnson



Utilities

1. Electrical: (507) 280-1500 Rochester Public Utilities
2. Gas: (800) 889-4970 MN Energy Resources
3. Water: (507) 280-1500 Rochester Public Utilities
4. Sewer: (507) 280-1500 Rochester Public Utilities
5. Sanitation: (507) 281-5850 GFL Environmental

Family Service Rochester

Emergency Response & Crisis Management Plan

1. Purpose

The following is the Emergency Response & Crisis Management Plan for Family Service Rochester. The purpose of this plan is to act as a guide for employees of Family Service Rochester as to how to address a wide range of potential crisis situations. The step by step procedures suggested by this policy will provide guidance to each FSR building to coordinate protective actions prior to, during and after any type of emergency or potential crisis situation.

FSR will to the extent possible, engage in ongoing emergency planning within our facilities with emergency responders and other relevant community organizations. FSR will provide training to FSR staff to enable them to act appropriately in the event of a crisis.

It is the responsibility of the Executive Director to declare a situation a disaster and activate the plan. If the Executive Director is unavailable, an appointed member of the Crisis Management Team can declare a disaster and activate the plan.

2. General Information

A. The Policy and Plans

Family Service Rochester's Emergency Response & Crisis Management Plan has been created in consultation with local community response agencies and other appropriate individuals and groups that would likely be involved in the event of an actual emergency.

The location specific crisis management plans will include general and crisis specific procedures. This policy and the plans will be maintained and reviewed on an annual basis.

B. Elements of FSR's Emergency Response & Crisis Management Plan

General Crisis Procedures. The Emergency Response & Crisis Management Plan includes procedures for securing buildings, building evacuation and sheltering. The Policy designates the individual(s) who will determine when these actions will be taken. These procedures will be site specific. A communication system will be in place to enable the designated individual to be contacted at all times in the event of a potential crisis or emergency, setting forth a method to contact the designated individual, the provision of at least two designees when the contact person is unavailable, and the method of communication to convey contact information to the appropriate staff persons. A secondary method of communication will be included in the plan when the primary method is unavailable.

All general crisis and emergency response procedures will address specific procedures for the safe evacuation of staff, clients and visitors including those with special needs such as physical, sensory, motor, developmental and mental health challenges.

Evacuation Procedures. Evacuations of buildings shall be implemented at the discretion of the building administrator or their designee. Each building's Emergency Response & Crisis Management Plan will include procedure and information for direction clients and staff a safe distance away from harm to a designated safe area until released by administrator or designee.

Sheltering Procedures. Sheltering provides refuge for clients, visitors and staff within the building during an emergency. Shelters are safe areas that maximize the safety of inhabitants, Safe areas may change based on the type of emergency. Safe areas are designated and part of the Emergency Response & Crisis Management Plan.

Crisis specific procedures. The Emergency Response & Crisis Management Plan. Are designed for crisis and emergency situations that could occur during normal and after business hours.

C. Family Service Rochester Emergency Response Team

Composition. The Executive Director will select an FSR emergency response team for each building. They will be trained to respond to emergency situations. All FSR emergency response team members will receive on-going training to implement the buildings Emergency Response & Crisis Management Plan and have knowledge of procedures, evacuation routes, and safe areas. Each building will maintain a current list of FSR emergency response team members which will be updated annually. A copy of the list and the plan will be kept on file in the Executive Directors office and a secondary location at all buildings.

Leaders. An assigned building leader will serve as leader of the emergency response team and be primary contact for emergency response officials. In the event that the building leader is not available at least two additional alternate designees should be available. When emergency response officials arrive on the scene, they may elect to take control of the crisis. It is critical that in this situation there is an FSR representative available as a resource and to be available to emergency response officials.

3. Preparation before an Emergency

A. Communication

FSR Staff. Staff will be made aware of the FSR Emergency Response & Crisis Management Plan. Staff will receive a copy of the relevant Emergency Response & Crisis Management Plan and receive periodic training on plan implementation.

B. Planning and Preparing for Fire

An area will be designated away from the building for staff, clientele and visitors to assemble as well as a second more distant alternate assembly area.

Each building facility diagram and site plan will be available in appropriate areas of the buildings and shall identify the most direct evacuation routes to the designated safe areas both inside and outside of the building. The diagram and site plan will identify the locations of fire extinguishers, fire alarm control panels, water and utility shut offs.

Staff will receive training on the location of the primary emergency evacuation routes and alternative routes including evacuation map posting locations. Any drills performed will involve practice evacuation following those routes.

Prearranged sites for emergency sheltering will be arranged if needed.

An FSR employee will be designated to meet with law Enforcement or Fire Officials upon their arrival.

C. Facility Diagrams and Site Plans

All FSR buildings will have a facility diagram and site plan that includes the location of primary and secondary evacuation routes, exits, designated safe areas inside and outside of the building. All facility diagrams will be updated whenever a major change is made to a building. Facility diagrams and site plans will be maintained by the Operations Supervisor.

D. Emergency Telephone Numbers

Each building will maintain a current list of emergency telephone numbers and the names and addresses of local, county and state personnel who may be involved in a crisis situation. This list will include telephone numbers for local Fire, Police, Ambulance, closest non-emergency Hospital or Clinic, Poison Control Center, county and state emergency management agencies, public health nurse, mental health/suicide hotlines and the county welfare agency. This list will be available in both locations at the Front Reception Desk and updated annually.

FSR buildings will have a process to internally communicate an emergency, using telephones and phone paging system.

E. Warning and Notification Systems

FSR buildings will maintain a warning system designed to inform staff, clients and visitors of a crisis or emergency. The system shall be maintained and reviewed on a regular basis. Consider alternative methods to address the needs of staff, visitors and students with special needs such as vision and hearing.

F. Media Procedures

The Executive Director has the authority and discretion to notify staff, clients and visitors in the event of a crisis or early business closure. The Executive Director will designate a spokesperson who will communicate with the media in the event of a crisis or medical emergency.

G. FSR Crisis Teams

FSR Crisis Teams will respond in crisis situations as deemed necessary by the Executive Director or designee. These teams are also an integral part of the FSR Disaster Recovery Plan/Business Continuity Plan.

Crisis Management Team (CMT) - The CMT is comprised of senior FSR management and is responsible for authorizing declarations of disaster, emergency investment strategy, approving public release of information, and ensuring employees and clients are informed.

The CMT is first on the scene to assess the damage caused by the disaster or ensure precautionary measures are taken in light of any impending disaster (e.g. inclement weather, etc.) Once the CMT determines the extent of the disaster, they will either order an evacuation of the facility or work with facilities to mitigate the effects to FSR.

Crisis Management Planning

Goals:

- To continually improve the safety and security of FSR staff and clientele.
- To minimize damage and loss
- To return the Agency to normal operations as soon as possible by limiting chaos and confusion.

Objectives:

- To outline a predetermined plan of action which will be used to respond to emergencies or distress.
- To establish a group of specifically selected and trained individuals who collectively have the knowledge, skills and sensitivity to act in a crisis situation.
- To develop an information sharing system to contain rumors and prevent escalation of the crisis.
- To provide guidelines for responding to media during a crisis.
- To outline stress management and debriefing procedures for crisis staff/workers.

Functions of the ERP Site Crisis Management Team

- Develop the site plan before any incidents occur.
- Prepare the staff for what to expect and provide training for them to fulfill their designated roles.
- Develop a mechanism through which all team members can be gathered together immediately to implement the plan.

Periodically review the plan to accommodate location of any special needs or handicapped staff, addition of new programs, any changes in building structure or infrastructure that would affect building safety.

Emergency Response & Crisis Management Plan Team Responsibilities

Executive Director: Coordinates crisis and emergency response, directs that necessary notifications are made.

CMT Alternate: If Executive Director is not available the CMT Alternate Coordinates crisis and emergency response, directs that necessary notifications are made.

Site Coordinator: Controls access to the affected area. Preserves the scene until Police arrive and assume control.

Sweep Team: Assembles Staff that do not have supervisory duties to form 2-3 person sweep teams to check hallways, offices and restrooms for persons who have not evacuated.

Media Coordinator: Helps facilitate media communication

Crisis Management Team

North (Main Building)

CMT Leader:

Name: Scott Maloney

Title: Executive Director

Office Ext: 1031

Cell: 507-250-3650

Home: 507-536-9956

Alternate:

Name: Terry Eich

Title: Operations Supervisor

Office Ext: 1023

Cell/Home: 507-398-3905

CMT Participants:

Name: Terry Eich

Title: Operations Supervisor

Office Ext: 1023

Cell/Home: 507-398-3905

Name: Cindy Lefebvre-Westendorf

Title: Director of HR

Office Ext: 167

Cell/Home: 507-383-7677

Name: Crystal Smith

Title: Director of Finance & Support Services

Office Ext: 1004

Cell/Home: 507-269-9703

Name: Brenda Chilman

Title: Director of Community Engagement

Office Ext: 1014

Cell/Home: 507-421-0359

Crisis Management Team

South Building

CMT Leader:

Name: April Sutor

Title: Director of Innovation/Collaboration

Office Ext: 1022

Cell: 507-250-3650

Alternate:

Name: Scott Maloney

Title: Executive Director

Office Ext: 1031

Cell: 507-250-3650

Home: 507-536-9956

CMT Participants:

Name: Terry Eich

Title: Operations Supervisor

Office Ext: 1023

Cell/Home: 507-398-3905

Name: Cindy Lefebvre-Westendorf

Title: HR Director

Office Ext: 1067

Cell/Home: 507-383-7677

Name: Crystal Smith

Title: Director of Finance & Support Services

Office Ext: 1004

Cell/Home: 507-269-9703

Name: Brenda Chilman

Title: Director of Community Engagement

Office Ext: 1014

Cell/Home: 507-421-0359

General Staff Responsibilities in any Crisis Situation

- **Verify Information**
- **Call 911 if necessary**
- **Contact Executive Director and HR**
- **Relocate staff and clients to a Designated Safe Area, evacuate if necessary to evacuation assembly areas**
- **Be sensitive to the needs of staff and clientele**
- **Keep detailed notes if needed**

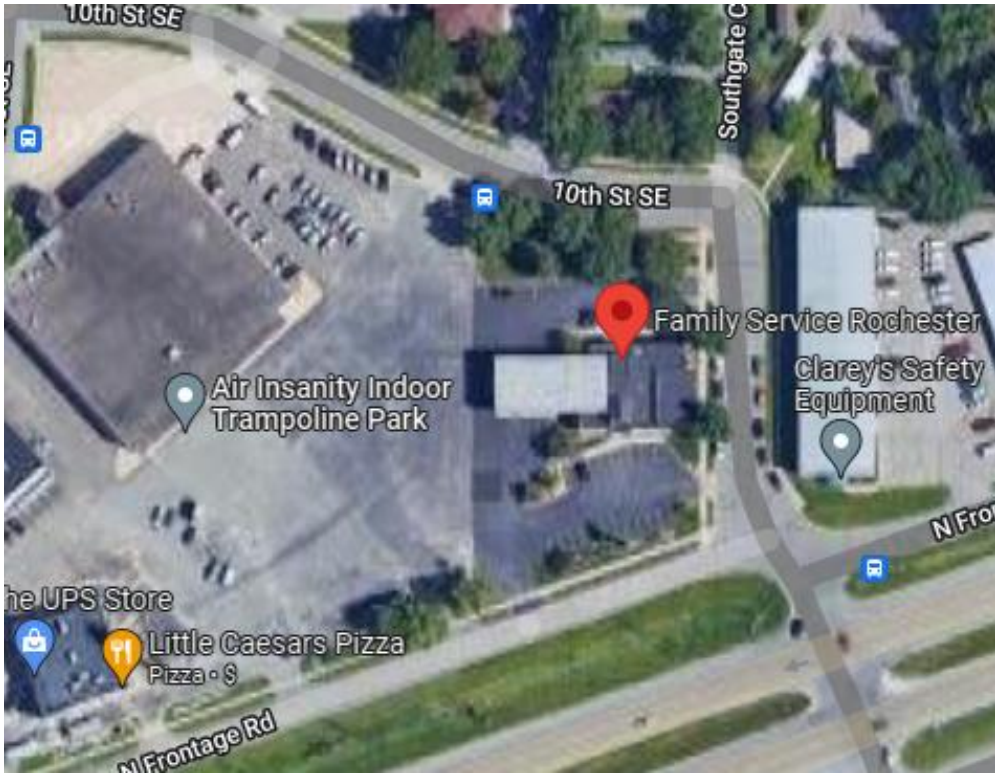
General CMT Responsibilities in any Crisis Situation

- **Convene/notify Crisis Management Team**
- **Refer media to designated appointee**
- **Secure high-risk area(s)**
- **Account for staff after a relocation/evacuation**
- **Keep detailed notes if needed**
- **Follow procedures outlined by CMT team**

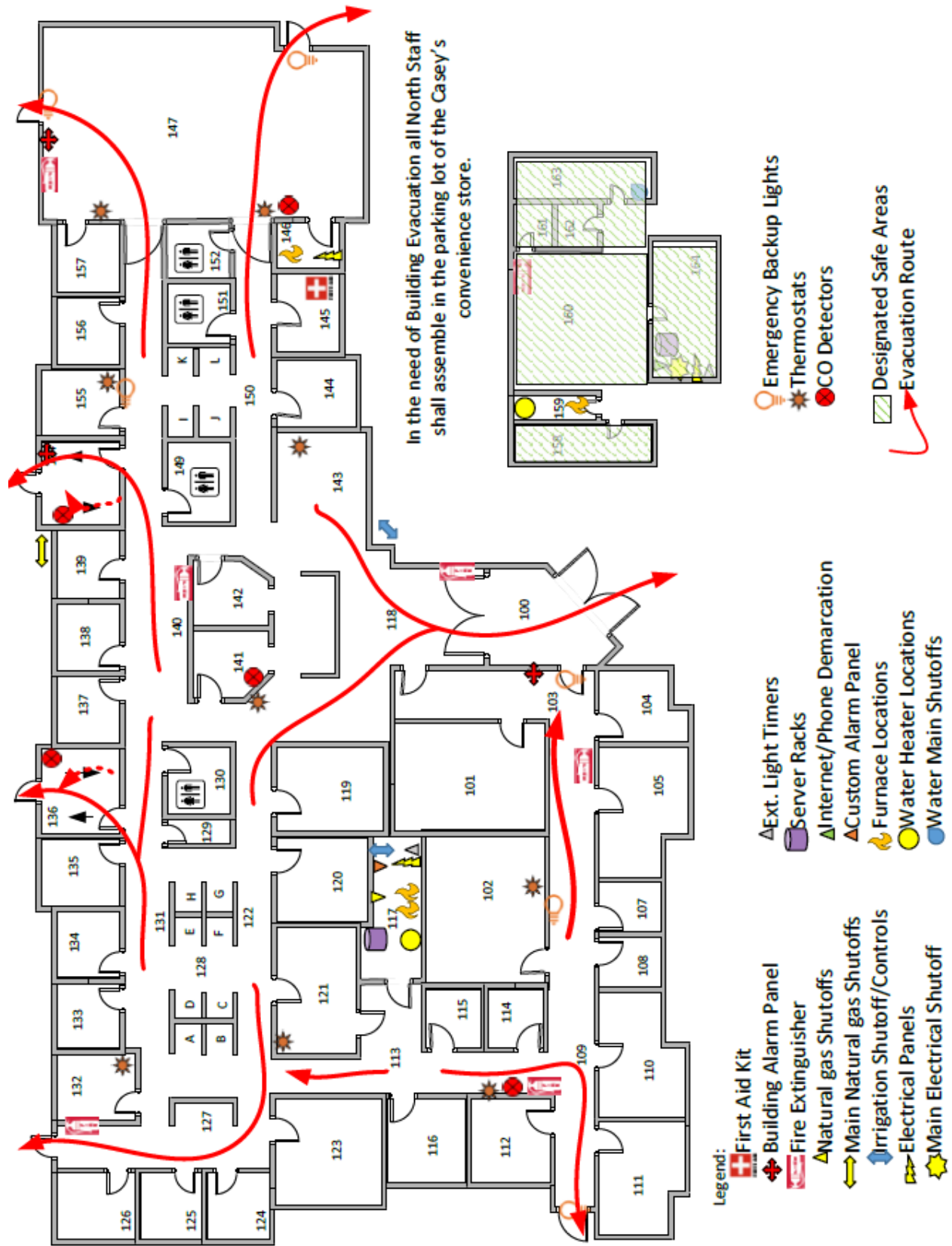
Family Service Rochester North Site Map



Family Service Rochester South Site Map

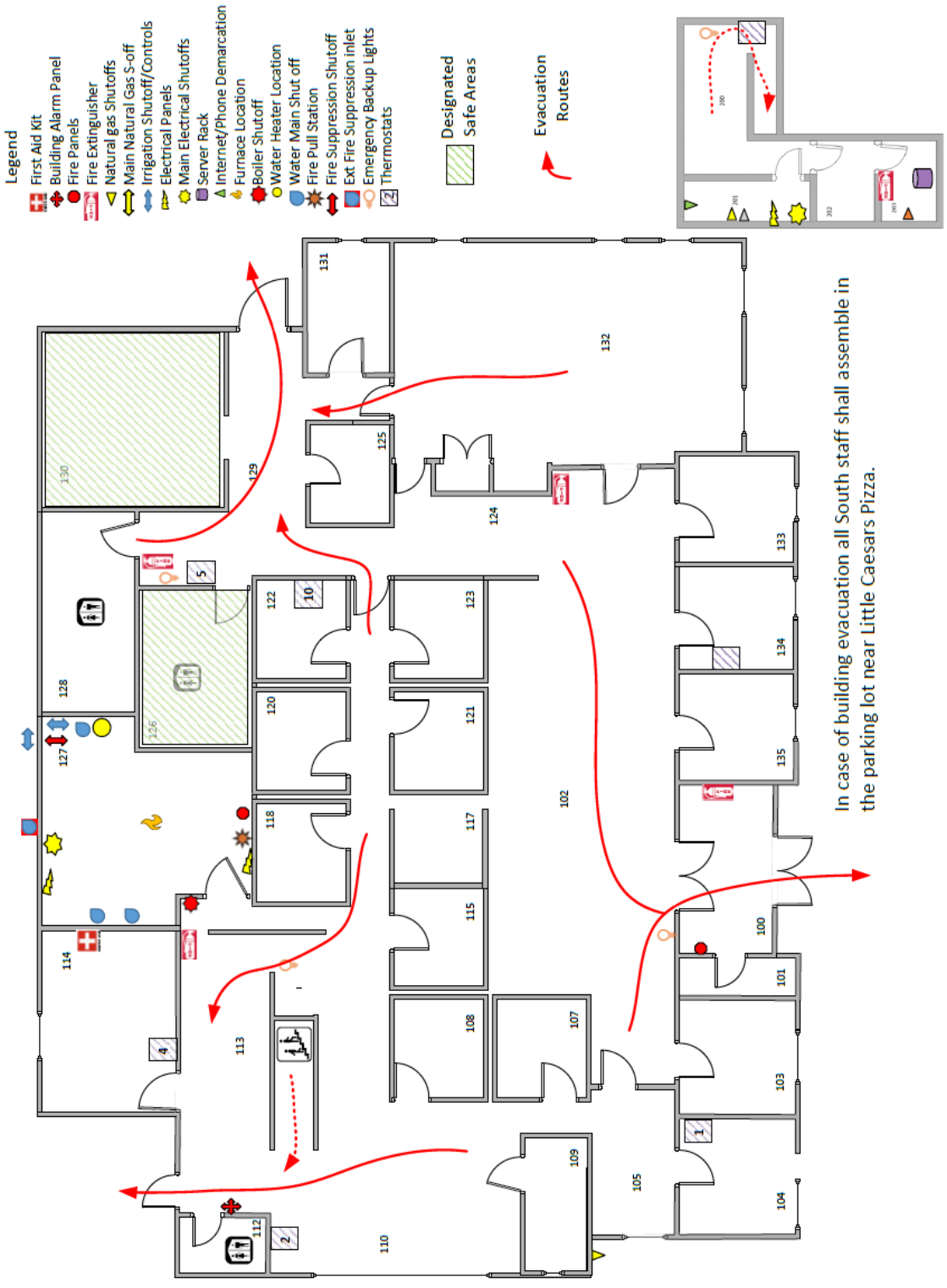


Evacuation Map FSR North



- Legend:
- First Aid Kit
 - Building Alarm Panel
 - Fire Extinguisher
 - Natural gas Shutoffs
 - Main Natural gas Shutoffs
 - Irrigation Shuttoff/Controls
 - Electrical Panels
 - Main Electrical Shuttoff
 - Ext. Light Timers
 - Server Racks
 - Internet/Phone Demarcation
 - Custom Alarm Panel
 - Furnace Locations
 - Water Heater Locations
 - Water Main Shutoffs
 - Emergency Backup Lights
 - Thermostats
 - CO Detectors
 - Designated Safe Areas
 - Evacuation Route

Evacuation Map FSR South



In case of building evacuation all South staff shall assemble in the parking lot near Little Caesars Pizza.

Phone Paging

To page to all phones (Speaker) at one time.

Page key if you have one

Select page zone 1 for the all phone page group and deliver your message

Message format examples:

-Attention all building occupants. An incident has occurred that requires you to evacuate the building. Please evacuate by the nearest exit following the directions of staff.

-Attention all building occupants. Due to severe weather please temporarily relocate to a designated safe area in the building. Please proceed safely following the directions of staff.



Assault/Fight

(Follow the directions of Emergency Personnel if dispatched)

Critical Information

An assault is the intentional infliction of or attempt to inflict bodily harm upon another person. Early intervention may reduce or eliminate escalation of the incident.

Not all fights/disturbances are criminal in nature. Many fights or disturbances are spontaneous behavioral situations that should not elicit a significant response from law enforcement.

Staff Responsibilities

Notify your supervisor or Director

Use a calm voice and low tones in addressing the assailant

If Behavior continues shout "Stop" and continue with a calm voice

Disperse onlookers and keep others from congregating

Ensure First Aid is rendered to all injured

Do not leave victim alone

Administrative Responsibilities

Notify Law Enforcement if needed

Give nature and number of injuries

Document all actions on Incident Form

Notify HR and Executive Director

Bomb Threat

(Follow the directions of Emergency Personnel if dispatched)

Critical Information

All bomb threats must be taken seriously until assessed. If no device is located the decision to evacuate will rest with the Executive Director. Generally, a bomb squad will not search a building unless a suspicious package has been located. Law enforcement may search a building if requested.

Staff Responsibilities

Notify your supervisor or Director

Document credible information

Administrative Responsibilities

Notify Law Enforcement if needed

Determine credibility of threat

If Bomb Threat is credible:

Do not touch any suspicious devices

Scan building for any suspicious devices

Notify CMT Team of any findings

Initiate lockdown if appropriate

Direct staff to report any suspicious devices

Document all actions/findings

Determine if evacuation is needed

Death on premises

(Follow the directions of Emergency Personnel if dispatched)

Staff Responsibilities

Notify your supervisor

Do not leave victim unattended

Perform preliminary First Aid or CPR if trained

Clear onlookers and isolate victim

Be sensitive to the needs of staff

Administrative Responsibilities

Notify law enforcement

Do not leave victim unattended

Perform preliminary First Aid or CPR if trained

Clear onlookers and isolate victim

Hold debriefing meeting for staff

HR notify any State authorities

Evacuation

(Follow the directions of Emergency Personnel if dispatched)

Critical Information Evacuation procedures are used when conditions are safer outside of the building than inside the building.

Staff Responsibilities

Take the closest and safest way out as posted or instructed

Use a secondary route if primary route is blocked

Proceed to evacuation assembly area

Initiate sweep team, check all rooms are clear

Administrative Responsibilities

Determine evacuation routes based on location and type of emergency

Monitor the situation and provide updates as needed

Announce an all clear signal when it is safe to reenter the building

Staff should stay on/near premises until accounted for after evacuation

When outside the building check for injuries, account for staff and wait for instruction

Evacuation sites:

North: Casey's Parking Lot

South: Little Caesars Parking lot

Reverse Evacuation

Critical Information Reverse Evacuation procedures are used when conditions are safer inside of the building than outside the building to insure safety of staff who are outside of the building.

Fire

(Follow the directions of Emergency Personnel if dispatched)

Critical Information Smoke is just as dangerous as fire. Most fire deaths are caused by smoke inhalation. If a Fire is suspected Administrative staff must first do an assessment of the area before deciding on evacuation. If smoke or fire are evident then evacuate. If smoke or fire are not evident after an area assessment, HR, CMT Member will offer instruction when deciding to evacuate or not.

Procedures in the event of Fire or Smoke

Staff Responsibilities

Notify HR or CMT Member

Implement evacuation plan

Evacuate building

Use a secondary route if primary route is blocked

If trapped initiate shelter in place

Once outside assemble a safe distance from building and emergency apparatus.

Administrative Responsibilities

Call 911 & notify Emergency responders

Meet with emergency responders

Advise any injured persons

Signal all clear when safe to reenter

Staff should stay on/near premises until accounted for after evacuation

Hazardous Materials

(Follow the directions of Emergency Personnel if dispatched)

Critical Information In the event of a natural gas leak or odor- ***EVACUATE IMMEDIATELY***. In other cases, contact HR, CMT Team and they will determine need for evacuation, shelter in place, etc.

Procedures in the event of a Hazardous Material event:

Staff Responsibilities

Notify HR, CMT Team

Report location and (if known) type of Hazardous substance

Move staff away from immediate danger

Render first aid if needed

Administrative Responsibilities

Notify Law Enforcement

Report location of leak and spill material (if known)

Decide action plan with Emergency Responders evacuation, shelter in place, shut down HVAC

Keep staff from affected area

Document all actions taken

Environmental Emergency- An environmental emergency means that the threat is outside of the building and staff will need to move into the building for safety. This would most likely be a Lockdown situation.

Follow the Lockdown procedure.

Hostage/Intruder/Kidnapping

(Follow the directions of Emergency Personnel if dispatched)

Critical Information If the Hostage taker/Intruder is unaware of your presence, **Do Not Attract attention!** In the event of a hostage situation and you are taken hostage:

- Cooperate with the hostage taker to the fullest extent possible
- STAY CALM, try not to panic, calm staff if present
- Be respectful to the hostage taker
- Ask permission to speak; do not argue or make suggestions

Procedures in the event you witness a hostage situation:

Staff Responsibilities

Notify HR, CMT Team immediately

Wait for further instructions

Administrative Responsibilities

Initiate Lockdown

Notify Law Enforcement

Provide a description if known, incident location
Any injuries, number of hostages

Seal off area near hostage scene

Staff should be evacuated

ASAP assign a staff member to prohibit entry

Law enforcement will take control

Document all actions taken

Critical Information **Intruder/Visitor-** An intruder may be either well intentioned or ill-intentioned. Early intervention may reduce or eliminate the escalation of the incident. There is always the potential that an intruder may possess a weapon or become violent.

Loss of Power

(Follow the directions of Emergency Personnel if dispatched)

In the event of Power Outage (Most likely via cell phone)

- Contact Operations Supervisor
- Check with RPU 280-9191 for any outage updates

In the event of an extended power outage, consultation between Executive Director and Operations Supervisor will determine next steps.

Phone outages contact Operations Supervisor

Medical Emergency

(Follow the directions of Emergency Personnel if dispatched)

Critical Information The role of FSR staff in a medical emergency is to provide care to the victim until first responders arrive. Staff should not provide any First Aid beyond their training. Staff should comfort the victim and reassure him or her that medical attention is on the way. Before providing assistance, staff should survey the scene for additional hazards and ensure it is safe to render First Aid.

Procedures in the event of a Non-Responsive or Life-Threatening Injury or Illness:

Staff Responsibilities

Send for immediate help, call 911 (if applicable)

Describe Injuries, victims, location

Do not move victim, unless safety is concern

Check for medical alert bracelet

Provide detail to first responders

Disperse onlookers & keep others from congregating in the area

If possible isolate victim(s)

Assist emergency responders with pertinent details about the incident

Complete an incident report and document all actions taken

Administrative Responsibilities

Ensure 911 was called

Ensure someone meets with Emergency & directs first responders

Provide any additional detail on victims status a

Document all actions taken by staff

Assist emergency responders with pertinent details about the incident

Notify HR

Procedures for Medical Emergencies Related to Life-Threatening Allergies:

Encourage all staff with special health considerations to alert HR

Missing Person

(Follow the directions of Emergency Personnel if dispatched)

Critical Information If an FSR staff member believes a client is a missing person law enforcement should be contacted. Adults who disappear voluntarily have not committed a criminal offence. Information that can be shared if the suspected individual has left the premises is extremely important to the investigative process.

Procedures in the event of contact with a suspected missing person:

Staff Responsibilities

Notify HR or CMT Member

If the suspected individual has left the agency prepare any detail from conversation or observations that could assist Law Enforcement

Administrative Responsibilities

Call 911 or local Law Enforcement after accessing the situation

Ensure someone meets Law Enforcement upon arrival

Sharing information on the whereabouts of a suspected missing individual can be made anonymously

Sexual Assault

(Follow the directions of Emergency Personnel if dispatched)

Critical Information Sexual assault is a crime of violence. For the victim, it is often an experience of fear, humiliation, violence and loss of control. Victims may experience a full range of emotional reactions.

Procedures in the event of a sexual assault or notification of a sexual assault:

Staff Responsibilities

Notify HR immediately

Complete incident report

Do not leave the victim alone

Ensure short term safety of the victim

If appropriate preserve all physical evidence

Administrative Responsibilities

Maintain confidentiality during investigation

Instruct staff to not to repeat any information or to give out any information to anyone unless specifically told to do so

If assault occurred on work site notify appropriate law enforcement & rape crisis center

Take action to control rumors

Document all actions taken by staff and complete incident and services provided in a confidential file

Severe Weather Sheltering

(Follow the directions of Emergency Personnel if dispatched)

Critical Information Severe Weather Shelter procedures are implemented during a severe weather emergency

Procedures in the event of a Severe Weather Shelter:

Staff Responsibilities

Take the closest and safest route to shelter in designated safe area

Use secondary route if primary route is blocked or dangerous

Administrative Responsibilities

Make an announcement using the Phone Paging system. Use straight talk to describe situation

Announce all clear signal when the Severe Weather has ceased

Once in designated safe area:

- Account for staff
- Be prepared to report any missing staff
- Remain in designated safe area until an all clear is given by administration

Severe Weather

Tornado/Severe Thunderstorm/Flooding

(Follow the directions of Emergency Personnel if dispatched)

Critical Information Tornado shelter areas when available are interior restrooms or rooms away from windows and exterior doorways. Building diagrams with designated Safe Areas will be posted in all FSR locations highlighting safe areas.

Watches: Indicate conditions are right for development of a weather Hazard. Watches provide advance notice.

Warnings: Indicate a Hazard is imminent or the probability of occurrence is extremely high.

Procedures in the event of a Severe Weather:

Staff Responsibilities

Follow Severe Weather Sheltering

Administrative Responsibilities

Monitor NOAA

Communicate with CMT Team and all FSR locations

Consider closing windows if applicable

Review severe weather sheltering procedures

If a Tornado or Severe Thunderstorm WARNING has been issued or spotted near facility:

Staff Responsibilities

Close doors and windows

Administrative Responsibilities

In addition to above communicate severity of the weather event and importance of sheltering in designated Safe Areas until all clear

Provide updated conditions to CMT Team

Announce all clear signal when the Severe Weather has passed

Shelter-In-Place

(Follow the directions of Emergency Personnel if dispatched)

Critical Information Sheltering in place is used when evacuation would put people at risk (e.g. environmental hazard, blocked evacuation route(s)). Sheltering in place provides refuge for staff and public inside an FSR building during an Emergency. Shelters are located inside the building in or near a Designated Safe Area.

Procedures for Sheltering-In-Place:

Staff Responsibilities

Direct immediate staff to a Designated Safe Area

Assist those with special needs

Account for staff when in Safe Area

Do not allow anyone to leave the Safe Area

If there appears to be air contamination within the shelter area provide wet cloth, paper Towels to cover nose and mouth as temporary respiration protection

Administrative Responsibilities

Announce through Phone Page to proceed to a Designated Safe Area

Instruct to close all doors and windows

Monitor the Situation

Provide updates when available

Announce all clear when emergency has ceased

Active Threat Response

(Follow the directions of Emergency Personnel if dispatched)

The following active threat information has been gathered from a variety of sources including the Department of Homeland Security, FEMA, FBI

Critical Information: An active threat is defined as a person or persons who pose a possible threat such as an active shooter, someone who may attempt to injure a staff member or an armed person who has threatened the use of deadly force on other persons while having unrestricted access to additional victims. An active threat is an imminent and immediate threat that could result in injury or death.

Active Threat options are to Avoid, Barricade or Counter (ABC)

1. AVOID

a. **RUN/EVACUATE if you hear gun shots that are far away and you can safely exit**

- Be aware of your environment
- Have at least 2 escape routes in mind from your location
- Leave your belongings behind
- Warn others as you leave who may be unaware of the danger
- Keep your hands visible
- Run away from the building and the gun shots
- Remain calm & reassure staff
- Remember Safety is the #1 goal
- Call 911 when safe to do so and report any facts you are aware of

2. BARRICADE

a. **LOCKDOWN/HIDE if the gun shots are in close proximity to your location and escaping the building is not an option**

- Be aware of your environment
- Turn off lights lock your door
- Block the entrance to the room, barricade the door
- Hide quickly & quietly (do not draw attention to yourself)
- Turn off phones, computers and other electronic devices
- Hide in an area out of the shooters view
- Remain calm & reassure staff
- Utilize all of your senses to stay alert
- Remember Safety is the #1 goal
- Call 911 when safe to do so and report any facts you are aware of

3. COUNTER

- This is used as a last resort where you are in a position of immediate harm
- Be aware of your environment and utilize items on hand to counter and distract the actions of the threat if possible
- Try to create escape opportunities
- Utilize all of your senses to stay alert
- Remember Safety is the #1 goal
- Call 911 when safe to do so and report any facts you are aware of

HOW TO RESPOND WHEN POLICE AND FIRST RESPONDERS ARRIVE

- Remain Calm & make sure you do not have **anything** in your hands
- Keep your hands high above your head
- Do not make sudden or quick movements
- Do not point, scream or yell
- Do not overwhelm first responder(s) with questions that can be addressed later
- Tell the first responder(s) any factual information you are aware of
 - Location of shooter
 - Number of shooters, weapons used
 - Physical description of shooter(s)
 - Any victims you may have encountered

A few things to know about active shooters:

- There is not a particular look associated with active shooters, any person can be an active shooter regardless of race, sex, socioeconomic status, etc.
- On average, active shooter events last 5-7 minutes.
- The key to survival is to allow TIME or first responders to arrive.
- Active shooters may have a specific target in mind but are very opportunistic and will shoot, harm or kill anyone they encounter.
- Active shooting situations occur randomly and can be impulsive.
- Active shooters are **NOT** afraid to die and many kill themselves rather than face prosecution or consequences.
- Survival, not accountability, has to be the priority.
- People who use common sense tend to be survivors.
- Doing nothing is **NOT** an option. Do your best to keep yourself out of harms way. Goal is survival
- Events unfold quickly during active shooter situations. **Think, Act Live!**
- When you call 911, leave the line open (even if you cannot talk) so the operator and first responders will have an idea of what is going on at the scene.

Suicidal Threat or Attempt

(Follow the directions of Emergency Personnel if dispatched)

Critical Information Writing, talking or even hinting about suicide must be taken seriously. Immediate intervention is essential.

In the event that a staff member believes an individual is at risk or attempted suicide:

Staff Responsibilities

Stay with the person of interest until assistance arrives

Ensure short term safety and provide First Aid if needed

Listen to what the client is saying and the threat seriously to:

- Assure you will help to keep client safe
- Do not let the client convince you that the crisis is over
- Listen & provide support until a plan of action is decided

Administrative Responsibilities

Call 911 if medical attention needed or if there is a need for restraint or a parent cannot be reached

Determine a course of action with Social Worker or other Mental Health Professional.

If needed contact Parent or Guardian and make appropriate Recommendations. Do not let a minor leave without a parent or guardian

Document all actions

Follow up and monitor to ensure client safety

Suspicious package or Mail Chemical/Biological Threat

(Follow the directions of Emergency Personnel if dispatched)

Critical Information Characteristics of a suspicious package or letter include excessive postage or excessive weight; misspellings of common words; oily stains, discolorations, or odor, no return address or a city or state postmark that does not match the return address; or a package that is not anticipated by someone in the agency or is not sent by a known agency vendor.

In you receive a suspicious package or letter by mail or delivery service:

Staff Responsibilities

- DO NOT OPEN*** package or letter
- Notify HR & CMT Team
- Limit access to letter/package and number of handlers
- Preserve evidence for law enforcement

Administrative Responsibilities

- Call 911 to notify law enforcement
- Document all staff actions

If a letter/package contains a written threat but no suspicious substance:

Staff Responsibilities

- Notify HR & CMT Team
- Limit access to letter/package and number of handlers
- Preserve evidence for law enforcement

Administrative Responsibilities

- Call 911 to notify law enforcement
- Document all staff actions

If a letter/package is opened and contains a suspicious substance:

Staff Responsibilities

- Notify HR & CMT Team
- Limit access to letter/package and number of handlers
- Isolate the people who have been exposed or may have handled it
- Preserve evidence for law enforcement

Administrative Responsibilities

- Call 911 to notify law enforcement
- Preserve evidence for law enforcement
- Turn letter/package over to law enforcement
- Consult with Emergency Officials to determine:
 - Need for decontamination of the area and staff
 - The need for shelter in place
- Notify legal guardians if necessary

Terrorism

(Follow the directions of Emergency Personnel if dispatched)

Critical Information Terrorism is the unlawful use of force or violence against persons to intimidate or coerce a government, the civilian population, or any segment thereof, in furtherance of political or social objectives (Federal Bureau of Investigation). Most terrorism events are at a national or international level. Initially, domestic or local events will be perceived as a criminal act and not immediately recognized as terrorism.

In the event of an attack within the United States:

Staff Responsibilities

- Stay calm and address client concerns
- Monitor client behaviors, Notify HR & CMT Team with any concerns about client behavior

Administrative Responsibilities

- Monitor the situation
- Consult with local law enforcement and emergency management agencies
- Develop an action plan
- Consider lockdown, dismissal of staff
- Reevaluate action Plan as information develops

Threat

(Follow the directions of Emergency Personnel if dispatched)

Critical Information A threat is the expression of intent to harm one's self, another person or property. A threat can be spoken, written, or symbolic (e.g. a gesture). A threat can be direct, indirect, veiled or conditional. A threat may be a crime. All threats must be taken seriously and evaluated to address imminent danger and to determine course of action.

In the event of immediate danger:

Staff Responsibilities

- Take immediate action to secure/isolate the individual making the threat
- Prevent access to potential weapons
- Prevent access to personal property (purse, cell phone, backpack) that may contain a weapon
- Take immediate action to move others from harm's way

Administrative Responsibilities

- Determine viability of the threat
- Initiate lockdown if needed
- Call 911
- Document the incident

If threat is identified but there is no risk:

Staff Responsibilities

- Notify HR and the CMT Team
- Maintain confidentiality

Administrative Responsibilities

- Discuss threat with CMT Team for credibility
- Notify law enforcement if appropriate
- Conduct agency search if appropriate
- Interview individual posing a threat
- Develop an action plan
- Notify legal guardians if necessary
- Document actions taken, decisions made

Weapons

(Follow the directions of Emergency Personnel if dispatched)

Critical Information Weapons including guns are prohibited in FSR buildings. Early intervention may reduce or eliminate escalation of a weapons incident.

If you are aware of a weapon on agency property:

Staff Responsibilities

- IMMEDIATELY** Notify HR and the CMT Team
- Provide location, identity & description of the individual with a weapon
- Description and location of the weapon
- Whether the individual has threatened themselves or others
- Limit sharing info to need to know
- Stay calm do not call attention to weapon

Administrative Responsibilities

- Notify Law enforcement /Call 911
- Provide location, identity & description of the individual with a weapon
- Provide description and location of the weapon
- Develop an action plan
- If the weapon is on an individual, isolate them
- If weapon location is known isolate area
- Determine to lockdown or evacuate
- Conduct weapon search if needed
- DO NOT** approach the individual alone

Consider these factors:

- Need for law enforcement
- Best time & location to approach individual
- Description, location & accessibility of weapon
- Safety of persons in that area
- State of mind of the individual

If the individual displays or threatens with weapon:

- Do not try to unarm
- Avoid sudden moves or gestures
- Use a calm, clear voice
- Instruct to put the weapon down
- Use the individuals name when talking to them
- Allow for escape routes, Back away with your hands up
- Document all actions taken by staff