



AN HONORS UNIVERSITY IN MARYLAND

**EMERGENCY RESPONSE  
PLANNING GUIDE  
FROM MARYLAND  
EMERGENCY  
MANAGEMENT AGENCY  
(MEMA)**



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# INTRODUCTION

All employees need to understand that emergency planning is crucial for any type of facility. In fact, any facility with more than 10 employees must comply with OSHA standards 29 *CFR* 1910.36 Means of Egress, 1910.38 Employee Emergency Plans and Fire Prevention Plans and 1910.165 Employee Alarm Systems. This means that they must have a written emergency response plan, including procedures for emergencies that are most likely to occur at the facility. Note that 85% of companies that shut down for 90 days or more after an emergency or disaster are likely to go out of business. This *On-Site Emergency Response Planning Guide for Office, Manufacturing and Industrial Operations* details the key elements of emergency and disaster planning, the roles of federal, state and local agencies, concepts, standards and other elements of responsible emergency planning for a facility.

The *Guide* is divided into five sections.

- Section I discusses the aspects of emergency response programs.
- Section II describes general principles of emergency response planning.
- Section III highlights site-specific fire detection, alarm, public address and firefighting systems, and describes in detail the roles of key personnel.
- Section IV describes the most frequently used employee emergency response procedures.
- Section V contains site-specific information for your facility and information on conducting drills and critiquing employee performance and a pre-drill and post-drill examination for employees. Section V also includes maps of grounds, buildings and any other information crucial to your written emergency response plan.

# SECTION I

## EMERGENCY RESPONSE

### PROGRAMS

In Section I, you will learn about the following aspects of emergency response programs:

- Phases of Emergency Response Management
- Roles of Government
- Consultation Services
- Steps for Establishing On-Site Emergency Response Plans
- Training
- Drills
- Personal Protective Equipment
- Respiratory Protection
- Confined Space Entry
- Medical Assistance
- Security
- News Media
- Business Records
- Response Agreements

# SECTION II

## EMERGENCY RESPONSE

In Section II, you will learn the following about emergency response:

**Purpose of Emergency Response Procedures**

**OSHA Regulation Compliance**

**Emergency Response Strategy and Chain of Command**

**Community Emergency Response Principles**

**Department Emergency Information**

# PURPOSE

The importance of establishing emergency procedures for the protection of employees has long been recognized. This *Guide* consolidates and standardizes various procedures written for this facility. This document has been developed by:

**Michael C. Pound Assistant Director Environmental Safety & Health**

The objective of this procedure is to comply with OSHA standards and requirements of emergency planning and to protect employees, property and the public. OSHA standards addressed include:

- 1910. 36 Means of Egress /General Requirements
- 1910. 38 Employee Emergency Plans and Fire Prevention Plans
- 1910.165 Employee Alarm Systems

These OSHA standards require a planned response for every facility, including:

Facilities must have in writing an Emergency Response Plan that addresses the actions employees must take to insure their safety during an emergency.

The Emergency Response Plan must include information on emergency procedures for general evacuation, fire reporting, medical emergencies, bomb threats, tornado safety, and notification procedure for deaths, hazardous material releases, earthquakes or structural failure, armed robbery, and media-related events.

All employees (including employees who are new to a facility) must be trained to respond to various emergencies that may occur. Employees must be notified whenever there are major changes to the procedures.

Each department is responsible for implementing and updating the procedure and orienting their staff to the emergency response plan in place at the facility.

# Emergency Response Strategy and Chain of Command

The general purpose of developing on-site emergency response procedures is to anticipate emergencies and lessen the potential for loss of life and property. Instituting appropriate response procedures will minimize the impact of an emergency. All employees must understand their responsibilities and those of their co-workers in the event of an emergency.

The Emergency Response Strategy Overview outlines the response chain for dealing with emergencies.

## EMERGENCY RESPONSE STRATEGY OVERVIEW

1. Initial Notification of an incident should be made to the UMBC Police Department by calling (410)455-5555. On Campus 5-5555.
2. The University Police will notify the Vice President for Administration and Finance who will notify the University President and Provost.
3. The University Police will notify the Vice President for Student Affairs.
4. The Vice President for Student Affairs will be responsible for notification of the student body.
5. The Director of News and On-Line Information will be notified. The Director will be responsible for all media inquiries and official statements relating to the emergency.
6. If a possible criminal act, the person who discovers or reports the incident should not disturb anything at the scene of the incident (unless to save a life or administer emergency care to the injured).
7. The University President, Provost, Vice President for Administration and Finance and the Vice President for Student Affairs, or their representatives are authorized to assemble the Crisis Management Team.
8. An action plan is determined, protecting life first, then property with command and coordination.
9. Protective action plan is activated to protect life and property.
10. Parallel action: A call is placed to outside agencies and parties for assistance. Parallel action involves concerned parties, agencies, and other resources.
11. Facility employee responsibilities and response roles are implemented during the emergency.

## **CHAIN OF COMMAND**

The Chain of Command in an emergency should be as follows:

- The Chief of Police is the highest ranking emergency official and directs the Emergency Command Center. The Emergency Command Center is located at the UMBC Police Station. This is the location where all emergencies are first reported. UMBC Police dispatch maintains the Emergency Command Center.
- The EMERGENCY OPERATIONS CENTER is located in the Commons-Room 331. This is the location where the Emergency Preparedness Committee will meet to coordinate Emergency Response efforts.
- An Emergency Coordinator needs to be designated for each department.
- An Alternate or Assistant Emergency Coordinator also is designated for each department. The Alternate or Assistant Emergency Coordinator assists the Emergency Coordinator.
- The Stairwell Monitors should be those employees closest to fire doors.
- The Searchers are employees who are assigned by each department.
- The Special Response Team Members are employees familiar with administering first aid.

## **EMERGENCY RESPONSE STRATEGY**

The emergency response strategy is a four-point strategy outlining the essential points of any response plan. The four points are initial notification, assessment, command and coordination, and protective action. At the same time, parallel actions may be required. Complete the information for your facility in the spaces provided below.

## **INITIAL NOTIFICATION**

It is the responsibility of all employees to report immediately all incidents or conditions that pose a threat to life or property.

Call the Crisis Response Communications Center (CRCC) which is the UMBC Police Department at (410)455-5555, on campus 5-5555. The person receiving the initial call will make necessary notifications regarding the reported emergency.

Emergency Coordinator: Michael C. Pound, Dept. of Safety & Health  
Phone: Office (410)455-2918; Cell-(443)604-2107; Pager-(410)716-0178

Assistant Emergency Coordinator: Robert Nielsen, Director – Dept. of Safety & Health  
Phone: Office-(410)455-2918; Cell (410)868-9370

Backup Emergency Operations Center: Communication Services, Rm 017 Central Plant  
Phone ext.: (410)455-1234; On-Campus 5-1234

## **ASSESSMENT**

The Director of Crisis Management is responsible for assessing the level of an emergency.

## **COMMAND AND COORDINATION**

The Director of Emergency Preparedness Team is responsible for activating and coordinating the appropriate protective action plan. The director also interfaces directly with outside emergency agencies. During an emergency or disaster, the Director of Crisis Management Team will direct emergency operations from the Emergency Operations Center.

The Emergency Operations Center is located in the Commons, Room 331.

The Backup Emergency Operations Center, which will be used for Tornado emergencies, is located in the Central Plant: Communications Services, Room 017  
Phone ext. (410) 455-1234 or on Campus 5-1234

## **PROTECTIVE ACTION**

Procedures to address several emergency scenarios have been designed. Protective actions are those functions that mitigate the situation at hand to ensure the safety of personnel and property, with a planned response for an uncontrolled event.

## **PARALLEL ACTION**

Parallel action facilitates the duties of an Emergency Coordinator during an emergency response and involves on-site personnel and/or outside emergency agencies. Parallel action also refers to information and other resources that aid affected parties.

# **COMMUNITY EMERGENCY RESPONSE PRINCIPLES**

## **TYPES OF DISASTERS AND CONCERNS ABOUT TOXIC RELEASES**

Disasters can be caused by natural or manmade events. Natural disasters include floods, tornadoes, and hurricanes. Manmade disasters include chemical releases and vehicle accidents.

Regardless of the type of disaster or where it occurs, employees must be aware that exposures to hazardous or toxic substances can occur through inhalation and skin contact. Employees should protect themselves to avoid exposure. Check with on-site authorities to avoid exposures to toxic substances if hazards are present.

## **EMERGENCY MANAGEMENT SYSTEM**

Many communities have already adopted Emergency Management Systems. As such, several community emergency agencies may respond to an emergency or a disaster on your facility grounds. Responding agencies can include medical, police and HAZMAT teams, and firefighters. This composition of these professionals is known as the Emergency Management System.

The activities of all responding outside agencies are coordinated through a central chain of command headed by one person, usually the highest ranking firefighter at the scene. This person is known as the Incident Site Commander and is positioned at the Incident Site Command Center, which is set up outside the area of danger. Communications are usually headquartered at the Command Center. This is the UMBC Police Department.

## **ON-SITE DISASTER DUTIES OF THE DIRECTOR OF EMERGENCY PREPAREDNESS TEAM**

The Director of Crisis Management commands all personnel during on-site disasters. He or she is the facility's official representative with outside emergency agencies.

The Director of Emergency Preparedness Team will:

- Be located at the Incident Site Command Center.
- Identify himself or herself to the Incident Site Commander.
- Report roll call results gathered by the Emergency Coordinators to the Incident Site Commander.
- Provide information, as needed, to company management.
- Note that all news releases will be given by the Office of Institutional Advancement-Media Relations Director. Charles Melichar.410 455-6380.

## **OFF-SITE DISASTER DUTIES**

Employees at the scene of an emergency or disaster outside of work must understand the Emergency Management System. Remember that the nationwide Emergency Management System has been organized so that many agencies from neighboring communities and different geographic locations may respond to an emergency or disaster. Knowing how the system works is especially important if more than one emergency agency does respond and is on the scene of an emergency or disaster.

## **OFF-SITE DISASTER FIELD RESPONSE**

The person in charge usually has the title of Incident Site Commander. (See the previous description of the Emergency Management System.) Every disaster response is handled on a case-by-case basis. If you are at the site of an emergency before responding emergency agencies arrive, remember the following guidelines:

- Report the emergency (per the instructions given in Sections III and IV).
- Survey the scene. First, determine if it is safe to enter. If gases or chemical clouds are present or if power lines are down, do not enter.
- If you choose to volunteer and are able, administer first aid to the injured according to your training level.
- Protect yourself from blood borne pathogen exposures.
- Report findings to Incident Site Commander or first agency to respond.

# DEPARTMENT EMERGENCY INFORMATION FORM\*

## DEPARTMENT INFORMATION

Location: \_\_\_\_\_  
Phone: \_\_\_\_\_ Ext: \_\_\_\_\_  
Street Address: \_\_\_\_\_  
District: \_\_\_\_\_ Number of Employees Assigned: \_\_\_\_\_

## EMERGENCY REPORTING NUMBERS

On-Site: Extension 5-5555  
University Police: (410) 455-5555  
Fire: Arbutus Fire Dept. (410) 242-6601  
University Health Services: Ext. 5-2542; (410)455-2542  
Physical Plant: Ext. 5-2550; (410) 455-2550  
Baltimore County Police: (410) 887-0870  
Maryland State Police: (410) 288-2244  
HAZMAT Response: (410) 887-4564  
P.R.: Charles Melichar (410) 455-6380

Key Department Emergency Personnel/Duties (See Section III for details)

Physical Plant Manager: Joe Hill - Work Phone: (410)455-2547  
Emergency Coordinator: \_\_\_\_\_ Phone: \_\_\_\_\_  
\*\* Emergency Coordinator: \_\_\_\_\_ Phone: \_\_\_\_\_  
\*\* Emergency Coordinator: \_\_\_\_\_ Phone: \_\_\_\_\_  
Department Searchers (Male/Female): \_\_\_\_\_  
Unoccupied Areas to Search: \_\_\_\_\_

## Stairwell Monitors

\_\_\_\_\_  
\_\_\_\_\_

## Stairwell Exit/Alternate Stairs

Flr. \_\_\_\_ # \_\_\_\_ / # \_\_\_\_  
Flr. \_\_\_\_ # \_\_\_\_ / # \_\_\_\_

(See details of Exit, Stairs, & Assembly Areas in Section V.)

## EXIT INFORMATION

Exit # \_\_\_\_\_ Primary for: \_\_\_\_\_ Alternate Exit # \_\_\_\_\_  
Exit # \_\_\_\_\_ Primary for: \_\_\_\_\_ Alternate Exit # \_\_\_\_\_  
Exit # \_\_\_\_\_ Primary for: \_\_\_\_\_ Alternate Exit # \_\_\_\_\_

## ASSEMBLY LOCATIONS OUTSIDE IMMEDIATE LOCATION

Primary Location: \_\_\_\_\_ Alternate Location: \_\_\_\_\_

## TORNADO EMERGENCY INFORMATION

### SAFE AREAS [LIST AREAS FOR YOUR OPERATIONS]

\_\_\_\_\_

## DISASTER RECOVERY PLANNING

In the event a location cannot be reoccupied, our "Alternate Site Relocation Plan" calls for Re-establishment at: \_\_\_\_\_

\*To be updated as needed by Emergency Coordinator. To be forwarded twice each year to the Emergency Planning Committee.

\*\*Designates alternates or assistants. Attach additional information if needed.

# **SECTION III**

## **GENERAL INFORMATION**

In Section III, you will learn about the following emergency response systems:

**Emergency Reporting**

**Evacuation Alarm Systems**

**Fire Detection Systems**

**Types of Firefighting Equipment**

**Duties of the Following Key Employees**

**Director of Crisis Management**

**Assistant Director of Crisis Management**

**Emergency Coordinator**

**Assistant Emergency Coordinator**

**Stairwell Monitors**

**Searchers**

**Special Response Teams**

**All Employees**

# EMERGENCY REPORTING GUIDELINES

All emergencies (fire, bomb threat, medical, or any other) must be reported immediately to the UMBC Police Department at (410)455-5555; or on campus 5-5555.

- To report an emergency by phone, state your name, department, extension number, and exact location. Report the emergency event as clearly and accurately as possible. Remember, in any situation, it is important to remain calm.
- The Receptionist/Dispatcher may need additional information. Stay on the line; do not hang up first.
- When all of the necessary information has been given, the Receptionist/Dispatcher will either ask you to hang up or will end the call himself.
- If the emergency is fire related.
- Describe the equipment involved.
- Describe the extent of smoke and/or fire.
- Describe the approximate size of the affected area.
- After finishing your call to the Receptionist/Dispatcher, attempt to extinguish a fire only if you have been trained on how to do so and when your personal safety is not in jeopardy.

## SITE-SPECIFIC EVACUATION ALARM INFORMATION

The evacuation alarm system for this location is: \_\_\_\_\_

It is activated by: \_\_\_\_\_

It is located: \_\_\_\_\_

It sounds like: \_\_\_\_\_

Alarm repair number: \_\_\_\_\_

# EVACUATION ALARMS AND BUILDING FIRE DETECTION SYSTEMS

Fire Detection System at UMBC.

UMBC has installed two types of fire detectors, smoke detectors and heat/rise detectors. The UMBC Police department monitors these alarms 24 hours a day, seven days a week.

Note that smoke detectors are not installed in all areas of the building. Heat/rise detectors are installed in the areas housing the furnace, chillers, and electrical cabinets. (This system protects the building in case of fire and/or heat loss during winter months when the facility is closed down and heating levels reduced.)

If an alarm is triggered, UMBC Police Department will assess the information, and determine what authorities they will notify.

**[When the fire evacuation alarm sounds, all building occupants, including facility staff, contractors, and visitors must evacuate according to the UMBC site evacuation plan. Take care to be certain that all hearing-impaired building occupants are alerted when the alarm sounds.]**

## SITE-SPECIFIC FIRE PROTECTION INFORMATION

*Protected Areas*

*Protected by What System*

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# ON-SITE FIREFIGHTING EQUIPMENT AND SYSTEMS

This part of the plan details the types of on-site firefighting equipment or systems. A variety of fire extinguishers are available. Always note the type of fire that the extinguisher is made for before using it on a fire. Basically, fires are classified into the following five kinds:

- Class A fires occur in ordinary materials, such as wood, paper, excelsior, rags, and rubbish.
- Class B fires occur in the vapor-air mixture over the surface of flammable liquids, such as gasoline, oil, grease, paints, and thinners.
- Class C fires occur in or near energized electrical equipment where non conducting extinguishing agents must be used.
- Class D fires occur in combustible metals such as magnesium, titanium, zirconium, lithium, potassium, and sodium.
- Other fires involve certain combustible metals or reactive chemicals that may require special extinguishing agents or techniques. (See NFPA 49, *Hazardous Chemicals Data*, and NFPA 325 M, *Fire-Hazard Properties of Flammable Liquids, Gases and Volatile Solids*.)

Note locations of firefighting extinguishers, equipment, pull alarms, and exit points on your floor diagrams in Section V. If you need floor plans for your location, contact: Physical Plant- Construction Services –IT Support Specialist William Wiley (410)455-1572; or on campus 5-1572.

## FACILITY SPRINKLER SYSTEM

Manufacturer: \_\_\_\_\_ Repair number: \_\_\_\_\_

Activated by: \_\_\_\_\_

Areas located: \_\_\_\_\_

Other information: \_\_\_\_\_

## CHEMICAL EXTINGUISHING SYSTEMS

Manufacturer: \_\_\_\_\_ Repair number: \_\_\_\_\_

Activated by: \_\_\_\_\_

Areas located: \_\_\_\_\_

Other information: \_\_\_\_\_

# EMERGENCY RESPONSE ROLES FOR EMPLOYEES

<b>EMERGENCY ROLE</b>	<b>TITLE DURING NORMAL HOURS</b>
Director of Emergency Preparedness:	John Cook, Chief of Police (410) 455-2872
Asst Director of Emergency Preparedness:	_____
Emergency Coordinator:	Michael C. Pound, Safety & Health (410) 455-2918
Assistant Emergency Coordinator:	Bob Nielsen, Director for Safety & Health (410) 455-2918
Stairwell Monitors:	_____
Searchers:	_____

## **DIRECTOR OF EMERGENCY PREPAREDNESS**

This person coordinates and oversees facility activities during normal operations.

Director of Emergency Preparedness: John Cook, Chief of Police (410) 455-2872

### **Duties of Director of Emergency Preparedness:**

- Evaluates incoming emergency-related information.
- Determines the response plan of action and activates it.
- Notifies and updates upper management of status of the crisis.
- Acts as the official representative of the facility, communicating with outside fire and rescue agencies.
- Directs and monitors the emergency activities. Assigns personnel as needed.
- Provides information to upper management and/or public relations.
- Assists in determining when the resumption of normal activities can begin.

## **ASSISTANT DIRECTOR OF EMERGENCY PREPAREDNESS**

The person selected to be the Assistant Director of Emergency Preparedness also needs to be familiar with the facility activities. The designated Assistant Director will also assume the role of Director of Emergency Preparedness in the event of his or her absence.

Assistant Director of Emergency Preparedness: \_\_\_\_\_

### **Duties of an Assistant Director of Emergency Preparedness:**

- Evaluates the site of the emergency and assists emergency efforts of facility personnel.
- Communicates directly with the Director of Emergency Preparedness.
- Assists contractors, visitors, and others as necessary.
- Responds to the emergency as necessary.
- Assists outside rescue and fire agencies.
- Opens gates, doors for outside rescue and fire agencies.
- Acts as a guide for outside rescue and fire agencies.
- Knows locations of shut-off valves for all utility services and electrical and communications panels.
- Assumes the role of the Director of Emergency Preparedness when he or she is not available; assigns a temporary Assistant Director of Emergency Preparedness.

## **EMERGENCY COORDINATOR**

An Emergency Coordinator and an Assistant Emergency Coordinator should be assigned for each department or unit. Their key duties are to instruct new employees on the facility's emergency response procedures, train Searchers and Stairwell Monitors for their department, and perform a roll call in the event of an actual evacuation.

Emergency Coordinator: Michael C. Pound Environmental Safety & Health Manager

### **Duties of an Emergency Coordinator:**

- Each Emergency Coordinator must be familiar with all Emergency Response Procedures.
- The Emergency Coordinator will maintain a current list of their location personnel for emergency roll call purposes.
- The protection of personnel is priority one. If there is ample time, employees will secure any records of value and confidentiality.
- Based on hours of operation, location, and department size, the Emergency Coordinator will appoint and train the appropriate number of Stairwell Monitors, Searchers, Special Response Team members, and their alternates. The Emergency Coordinator will maintain a current list of these personnel and appoint replacements as necessary.
- The Emergency Coordinator is responsible for informing new department personnel of the Emergency Response Procedures, as well as an annual briefing.
- In an emergency, the Emergency Coordinator is the department decision maker, initiator, and coordinator of the appropriate Action Plan for the department personnel.
- In the event of an evacuation, the Emergency Coordinator will perform a roll call and account for all persons and visitors. The Emergency Coordinator will forward the results of the roll call immediately to the Director of Emergency Preparedness.

## **ASSISTANT EMERGENCY COORDINATOR**

Assistant Emergency Coordinator: Robert Nielsen Director Dept. of Safety & Health

Duties of an Assistant Emergency Coordinator

- Performs duties of Emergency Coordinator when the Emergency Coordinator is not available
- Assists the Emergency Coordinator during emergencies

## **STAIRWELL MONITORS**

The roles of Stairwell Monitors are vital to an effective facility Emergency Response Plan. Any employee may have to fulfill the function of a Stairwell Monitor. As such, all employees need to be familiar with these duties, because they may be the closest person to the stairway during an evacuation and be required to know how to open the door safely.

There will be two Stairwell Monitors assigned to each stairwell entrance equipped with a fire door. Stairwell Monitors will be selected employees who happen to be closest to the entrance of the stairs when an alarm sounds.

The first monitor that arrives assumes the first five duties listed. Each Stairwell Monitor will be stationed at the stairwell entrance. Stairwell Monitors report to Emergency Coordinators of their departments or units.

### **Duties of Stairwell Monitors**

- During an evacuation, the Stairwell Monitor immediately goes to the nearest or assigned stair entrance. Using the back of the hand to check the door for heat, the Stairwell Monitor stands off to the side and carefully opens the door to determine if the stairwell is clear of smoke and is passable. If so, the Stairwell Monitor directs people to use the stairwell in evacuating to the exit at ground level.
- If the stairwell is smoke-filled or not passable, the Stairwell Monitor will stay to direct people to alternate exit(s). Monitors will notify their command center as to the status of the stairwell, if it is impassable.
- The monitors will keep traffic moving on the stairs in an orderly manner and keep the talking to a minimum.
- When it is necessary for the fire department to use a designated stairwell, the Stairwell Monitor will assist and shall redirect personnel to the alternate exit(s).

The monitors will stay in place until all Searchers have passed and/or use of the exit is completed.

The Stairwell Monitor will implement the clearing procedure for buildings with multiple floors and a lower level. The number of landings a stairwell has will determine modification of the clearing procedure.

The following is the clearing procedure for a building with two or more floors:

- The Stairwell Monitor for the top floor will join the next floor's Stairwell Monitor when the use of the landing exit on the top floor is completed. (The Basement Monitor will move up to the ground floor).
- These floor monitors will proceed to the next floor down when the use of that exit is completed. This procedure will be repeated until the ground floor is reached.
- Stairwell Monitors will report directly to their Emergency Coordinator.

## **SEARCHERS**

All departments will designate an appropriate number of trained search teams for all shifts/hours of operation.

It is critical that Searchers operate in pairs. If one of the Searchers is missing, another employee may accompany the Searcher. When assigning Searchers to an area, always be sure the areas they search overlap with those of other Searchers. Assign a man and a woman to each team as possible in order to facilitate entering restroom areas.

Personnel who perform as Department Searchers should inform the Emergency Coordinator if they will be absent for extended times on vacations or in training, so alternates can be designated. Department Searchers will report to their department/unit Emergency Coordinator during emergencies.

### **Duties of Department Searchers:**

- Searchers will sweep their department or unit area.
- Searchers will check all normally unoccupied rooms/storerooms, training areas, meeting rooms, restrooms and areas adjacent to their departments, areas where alarms may not be heard, or where public address speakers are missing.
- Searchers shall carefully check all closed doors for the presence of heat and smoke before opening by checking the door with the back of the hand to detect heat and standing off to the side when opening doors.
- Searchers will close all open doors in areas they have searched.
- Searchers will inform personnel they come in contact with to evacuate immediately.
- Searchers will inform Stairwell Monitors when all persons have been evacuated from their assigned area.
- Searchers will exit the building, proceed to their assigned assembly point and report to the Emergency Coordinator of their department.

## **SPECIAL RESPONSE TEAMS**

### **THE BENEFIT OF A SPECIAL RESPONSE TEAM NEEDS TO BE DISCUSSED WITH THE CRISIS MANAGEMENT COMMITTEE ON ITS VIABILITY**

In an emergency or disaster, the role of Special Response Teams is crucial. They must be trained and must drill to practice their skills.

Special Response Teams are the first line of defense in emergencies. Before assigning personnel to these teams, you must first assure that employees are physically capable of performing the assigned duties. Depending on the size of the facility and the particular operation, there may be one or several teams trained in the following areas at your site:

- First aid, including cardiopulmonary resuscitation (CPR)
- Critical operations and emergency shutdown procedures
- Evacuation of disabled persons
- Chemical spill control procedures
- Use of a self-contained breathing apparatus (SCBA)
- Search and emergency rescue procedures

The type and extent of an emergency will depend on the facility operations. The response will vary according to the type of process, the material handled, the number of employees, and the availability of outside resources.

Availability of outside resources, such as professional firefighters and medical personnel, will determine the required level of expertise of the Emergency Response Teams. Members of Emergency Response Teams need to be trained and certified in the emergency actions they will perform. The Emergency Response Teams will be trained according to appropriate regulations.

It is important for these team members to know when not to intervene in an emergency. For example, team members must be able to determine if a fire is too large for them to handle, or whether search and emergency rescue procedures should be delayed until they can be performed safely.

If it is possible that members of the Special Response Team may receive fatal or incapacitating injuries, they should wait for professional firefighters or emergency response groups to arrive on the scene.

Note: Special Response Team members need to be informed about special hazards, such as storage and use of flammable materials, toxic chemicals, radioactive sources, and water-reactive substances, to which they may be exposed during fire and other emergencies.

**It needs to be addressed with the Emergency Preparedness Committee if they would like volunteers to form an ER unit.**

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## **ALL OTHER EMPLOYEES**

All employees have the responsibility to report emergencies immediately to the UMBC Police Dept. at (410)455-5555 or on campus at 5-5555.

### **Duties of All Employees**

- Know the location of the nearest fire extinguisher in all areas they may enter.
- Assist visitors who are on company property during emergencies.
- Know the Action Plans and follow them when initiated.
- If an evacuation alarm sounds, evacuate immediately to your assembly area.
- Not every emergency can be covered by preset plans. In these cases, use your best judgment.
- If smoke is present, employees must stay beneath the smoke while evacuating.

<b>ACTION PLANS</b>	<b>NOTIFICATION</b>	<b>RESPONSE</b>
General Evacuation Procedure	Alarm and an Announcement	Evacuate to Assembly Area
Tornado Emergency Procedure	Announcement (Or insert your facility's method)	Proceed to "Safe Area"
Bomb Threat Procedure	Call UMBC Police 5-3133	Document Call
Medical Emergency Procedures	Call UMBC Police 5-3133	If Trained, Give Aid
Hazardous Materials Emergency	Call UMBC Police 5-3133	Outlined in Announcement
Earthquake Procedure/Structural Failure	Building becomes unstable.	Take Cover, Then Evacuate
<b>FIRE REPORTING &amp; ALARM SYSTEM</b>		
Reporting of Fire	Call 5-5555	Give Location & Details
After Hours	Call 5-5555	Give Location & Details
All Clear	Emer.Coordinator to notify	Return to Normal Activities
<b>EVACUATION ROUTES</b>		
Know the primary and alternate escape routes from your department, all areas of the building you may enter, and your assigned assembly area.		

**Note: IN ALL EMERGENCIES**, if no one answers at the inside emergency phone (5-5555) number, **IMMEDIATELY DIAL 911 AND REQUEST HELP.**

# **SECTION IV**

## **SITE-SPECIFIC EMERGENCY RESPONSE PROCEDURES**

In this section, you will learn how to respond to emergencies through individual action plans. When changes occur in personnel and phone extensions, updating these action plans is the responsibility of each department or business unit Emergency Coordinator.

**General Evacuation Procedures**

**Alternate Site Relocation Plan**

**Tornado Emergency Procedures**

**Bomb Threat Procedures**

**Death Notification Procedures**

**Medical Emergency Procedures**

**Hazardous Materials Emergency Procedures**

**Earthquake/Structural Failure Procedures**

**Armed Robbery and Workplace Violence Emergency Response  
Procedures**

**Media-Related Events**

# General Evacuation Procedures

## RESPONSIBILITIES OF ALL FACILITY PERSONNEL

All facility personnel must understand the Emergency Response and General Evacuation Procedures for their location. They must also know the correct exits to use for all areas they enter and the assembly point locations. During an evacuation, all facility personnel must assist members of the public, visitors, and contractors from the facility premises.

## USE OF EVACUATION PROCEDURE

The evacuation procedure can be used for a variety of emergencies. All employees should be familiar with it.

The alarm signal will be activated by the following: (Insert name as designated by your plan.). \_\_\_\_\_.

The alarm for this location is a \_\_\_\_\_ and sounds like

Upon notification that an evacuation is in progress, all company personnel and visitors will immediately use the nearest available exit and proceed to their designated department assembly location.

Do not use elevators.

The department Emergency Coordinator will take a roll call where applicable.

The Director of Emergency Preparedness will send a designee to the assembly location to obtain roll call results. The Emergency Coordinator will report to this designee the names of the persons from his or her department who may still be in the building.

Visitors will remain with the staff member(s) they are seeing and their names will be reported to the Emergency Coordinator.

All personnel will stay assembled by department until further instructions are received from their Emergency Coordinator. However, it is important to note that in some emergencies, employees must deviate from these instructions. Use common sense. For example, if smoke is present, employees need to begin evacuating even if the alarm has not been sounded. If smoke is present, stay below smoke while evacuating.

## Summary of Duties for Employees

Following are the duties of employees during an evacuation of the facility:

Emergency Coordinators will oversee the evacuation of their own departments.

Stairwell Monitors will check for heat and smoke to ensure the exit is safe and assist in the movement of people. Every employee must be able to assume the duties of the Stairwell Monitor.

Department Searchers will only operate in pairs and will check for personnel who initially failed to hear the alarm in normally non occupied areas in and adjacent to their departments. They will check for heat and smoke before opening any door.

Disabled employees (those who need assistance to use the stairs) will assemble in the nearest available safe stairwell. Searchers and employees will report to their Emergency Coordinator the location of any disabled employees in stairwells.

See Section V for site-specific exit and assembly information for your facility/department.

# ALTERNATE SITE RELOCATION PLAN

If it is determined that your building cannot be reoccupied, your department's Alternate Site Relocation Plan shall be implemented. Our alternate site location is

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## Tornado Emergency Procedures

### TORNADO WATCH VS. TORNADO WARNING

Knowing the difference between a watch and a warning can be a lifesaver.

*tornado watch* means conditions are right for a tornado to form. Keep apprised of weather conditions and be ready to take shelter.

*tornado warning* means that a funnel cloud or tornado has been spotted in the area. Take shelter immediately in case a tornado approaches your location.

### PURPOSE

In the event of a tornado, all facility occupants must move to a safe area within the building as outlined in this procedure. Go to an interior room; but never to an inside corner. Flying debris collect in corners when a structure is breached.

### TORNADO ANNOUNCEMENT

**A coherent emergency communication system must be in place prior to filling in this information. There is nothing currently in place. THIS IS VITAL TO ANNOUNCE ANY EMERGENCY SITUATION TO THE CAMPUS.**

In the event of a tornado, an announcement will be made or an alarm will be sounded. The following is a sample announcement: "A tornado emergency exists. proceed to your safe area." The Searchers will proceed through their areas, ensuring all employees have heard the announcement.

### DUTIES OF EMPLOYEES

The duties of the Emergency Coordinator, Stairwell Monitors, Searchers and all employees are basically the same as they are in a general evacuation. But instead of leaving the building, occupants will go to the closest designated safe areas. (Areas below ground level are preferred.)

## **SAFEST AREAS**

It is vital that all employees know that there is *no such thing as a safe area* in the event of a tornado. However, there are safer areas within any building. These are identified as follows.

Safe areas are (list areas):

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## **INFRASTRUCTURE CONSIDERATIONS**

In addition to crisis situations involving victimization, the nature of the crisis may impact the campus infrastructure. There are two primary contacts for these problems.

- Telecommunications Failure- During business hours contact Telecommunications, Communications Services at 5-3262. During non-business hours contact the police department who will coordinate contacting service personnel. The Director of Telecommunications, Communications Services will be the Situation Coordinator.

The Director of Physical Plant will be the situation coordinator for the following problems.

- Utility Failure- During business hours reports of power outages or the need for alternative power sources should be made to Physical Plant Work Control, ext. 5-2550. During non-business hours notify the Police Department, ext.5-5555 who will coordinate information with the Physical Plant through the Boiler Room.
- Water and sewerage- Same as above.
- Building repairs- Same as above
- Emergency Road Closings- Notify the Police Department, ext.5-5555 who will provide for detour routes and coordinate with the Physical Plant for repairs.

If the structure is damaged, it should not be entered until the Director of Emergency Preparedness has approved reentry.

## **BACKUP EMERGENCY OPERATIONS CENTER**

In the event of a tornado, the Emergency Operations Center will be moved to the Central Plant, Communication Services-Room 017.

**The backup Emergency Operations Center is located in Central Plant, Communication Services - Room 017.**

The backup Emergency Operations Center's phone is (410) 455-1234 or on campus 5-1234.

## Tornado and Severe Weather Warning Systems

**The Emergency Communication System will notify all UMBC personnel of an impending Weather Emergency via the Siren/Pa., A.M Radio system.**

If visual weather updates are needed, observers will be posted around the building to watch for funnel clouds.

Local radio stations and law enforcement agencies can also be contacted for weather conditions. Non-emergency numbers for the local fire and police departments are:

Baltimore County Police Department -Wilkins Station (410) 887-0870

Arbutus Fire Department- (410) 242-6601

Catonsville Fire Department- (410) 887-0917

### **ADDITIONAL SITE-SPECIFIC INFORMATION**

This will contain the lists of offices that have the SAME Radio's and their extensions.

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# **BOMB THREAT PROCEDURES**

All company personnel should know the procedures for handling a bomb threat emergency. The procedures should be readily available and in the hands of all facility employees who by reason of their assignment might be expected to receive a phone call, a verbal or physical threat, or suspicious mail or packages. This category includes all telephone operators, mail handling personnel, receptionists, and secretaries to company officers.

## **RECEIVING A THREAT**

If you receive a call, document the call as outlined in the Bomb Threat Checklist for Phoned Threats later in this procedure.

Record the time and the exact words of the message with particular emphasis on the description and the possible location of the device.

Be familiar with Letter and Parcel Recognition Points outlined later in this procedure.

## **REPORTING A THREAT**

Immediately call the UMBC Police Department at (410) 455-5555 or on campus 5-5555. The UMBC Police Department will contact the appropriate agencies.

## **DECIDING TO EVACUATE**

Immediately after evaluating the threat, law enforcement agencies will decide whether there might be validity to the threat. If they determine that the threat is valid, activate your facility Evacuation Procedure.

## **EVALUATING AND DOCUMENTING THE THREAT**

The majority of the bomb threats received is crank calls. There is frequently a clue to the validity of the threat in the message itself or in the attitude and manner of the caller. That is why it is important to record the caller's message exactly as it was given. After receiving a threatening call, a Bomb Threat Checklist should be completed immediately after contacting your Emergency Coordinator to report the call.

### **DECIDING IF THE THREAT IS REAL**

A *bomber*, in placing the call, will usually prolong the call and furnish some detail as to the location of the device and reasons for planting it. The call is frequently repeated.

A *crank caller* tends to be abrupt and hurried. Seldom are details provided regarding the type of device, the location, and reasons. The crank caller repeats the call less frequently because of the fear of the call being traced.

### **WHAT TO DO WHILE SPEAKING TO A CALLER**

Basic instructions are to be calm, be courteous. Listen, do not interrupt the caller.

Pretend difficulty with hearing the caller's conversation. Keep the caller talking.

Did the caller appear familiar with the facility or building when he or she described the location of the bomb(s) or device(s)? If the caller seems agreeable to further conversation, ask questions like the following, jotting down his or her responses.

What kind of bomb or device is it?

What does it look like?

How many devices did you place?

Did you place the bomb? Why?

When will it/they go off? At a certain hour?

How much time remains until it goes off?

Where is it located? In which building? In which area?

Will the bomb cause a fire?

What will cause it to explode?

Why are you doing this?

From where are you calling?

What is your address?

What is your name?

If the building is occupied, inform the caller that if the device detonates (goes off) it could cause injury or death.

### **ACTION TO TAKE IMMEDIATELY AFTER BOMB THREAT CALL**

Notify the UMBC Police Department at (410) 455-5555 or on campus 5-5555.

## BOMB THREAT CHECKLIST FOR PHONED THREATS

Exact message received: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**To be completed after contacting your Emergency Coordinator.**

Name of person receiving call: \_\_\_\_\_ time: \_\_\_\_\_ date: \_\_\_\_\_

**Caller's identity:**

Male \_\_\_\_\_ Female \_\_\_\_\_ Adult \_\_\_\_\_ Juvenile \_\_\_\_\_ Approximate age: \_\_\_\_\_

**Origin of call (if you can tell or ask):**

Local \_\_\_\_\_ Long Distance \_\_\_\_\_ Booth \_\_\_\_\_ Internal (from within building) \_\_\_\_\_

**Vocal characteristics**

\_\_\_\_\_ Loud \_\_\_\_\_ Soft  
\_\_\_\_\_ High Pitch \_\_\_\_\_ Deep  
\_\_\_\_\_ Raspy \_\_\_\_\_ Pleasant  
\_\_\_\_\_ Intoxicated \_\_\_\_\_ Other

**Speech**

\_\_\_\_\_ Fast \_\_\_\_\_ Distorted  
\_\_\_\_\_ Distinct \_\_\_\_\_ Nasal  
\_\_\_\_\_ Stutter \_\_\_\_\_ Lisp  
\_\_\_\_\_ Slurred \_\_\_\_\_ Other  
\_\_\_\_\_ Slow

**Language**

\_\_\_\_\_ Excellent \_\_\_\_\_ Good  
\_\_\_\_\_ Fair \_\_\_\_\_ Poor  
\_\_\_\_\_ Foul \_\_\_\_\_ Other

**Accent**

\_\_\_\_\_ Local \_\_\_\_\_ Regional  
\_\_\_\_\_ Foreign \_\_\_\_\_ Other  
\_\_\_\_\_ Not local

**Manner**

\_\_\_\_\_ Calm \_\_\_\_\_ Angry  
\_\_\_\_\_ Rational \_\_\_\_\_ Irrational  
\_\_\_\_\_ Coherent \_\_\_\_\_ Incoherent  
\_\_\_\_\_ Emotional \_\_\_\_\_ Office Machine  
\_\_\_\_\_ Righteous \_\_\_\_\_ Laughing

**Background noises**

\_\_\_\_\_ Machinery \_\_\_\_\_ Trains  
\_\_\_\_\_ Bedlam \_\_\_\_\_ Animals  
\_\_\_\_\_ Music \_\_\_\_\_ Quiet  
\_\_\_\_\_ Voices \_\_\_\_\_ Street  
\_\_\_\_\_ Party Atmosp. \_\_\_\_\_ Other

## **LETTER AND PARCEL BOMB RECOGNITION POINTS**

The following are letter and parcel bomb recognition points.

Foreign mail, air mail, and/or special delivery

Restrictive markings, such as “confidential” or “personal”

Excessive postage

Handwritten or poorly typed addresses

Incorrect titles

Titles but no names

Misspellings of common words

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 or string

Visual distractions

## **ACTION TO TAKE AFTER RECEIVING SUSPICIOUS PACKAGE**

Do not handle package. Evacuate area package is in.

Notify the UMBC Police Department at (410) 455-5555 or on campus 5-5555.

# **MEDICAL EMERGENCY PROCEDURES**

## **PURPOSE**

The following describes the procedure that facility personnel should follow in the event of a serious injury, illness, or death. This procedure covers employees, visitors, contractors, and vendors.

## **MEDICAL EMERGENCY NOTIFICATION**

In the event of a serious injury or illness of a person, contact the UMBC Police Department at (410) 455-5555 or on campus 5-5555. The police department will notify the appropriate agency for emergency care.

When you make contact with the person taking the call:

Identify yourself.

Give the location of the victim and his or her identity, if known.

Describe the victim's condition.

Tell whether he or she is breathing and alert.

State whether paramedics/EMTs are needed.

If internal contact is not possible, the person finding the victim should contact the appropriate outside agency directly and relay the victim's condition.

Do not hang up until the emergency operator tells you to do so or hangs up first.

During off hours, send someone to the facility entrance to open doors for outside rescue agency.

## Outside Emergency Numbers

Baltimore County Police Department-Wilkins Station - (410) 887-0870

Arbutus Fire Department - (410) 242-6601

St. Agnes Hospital - (410) 368-6000

DEPARTMENTAL CONTACT NUMBERS: (CONTACT AS TIME PERMITS.)

1. Manager: work \_\_\_\_\_ home \_\_\_\_\_
2. Director: work \_\_\_\_\_ home \_\_\_\_\_
3. Public relations: work \_\_\_\_\_ home \_\_\_\_\_
4. Facility/building mgr: work \_\_\_\_\_ home \_\_\_\_\_

List locations of first aid kits and first aid rooms:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## INITIAL RESPONSE FIRST AID

First survey the area to see if it is safe to enter.

Do respond quickly, using accepted standards of care.

Do not attempt to move anyone who is unconscious, has a broken limb, or injured back.  
Keep person from moving.

Administer first aid as trained. Practice Universal Precautions.

Do check for breathing/open airway. Administer rescue breathing, if needed.

Do administer CPR if needed (and you are trained and it is safe to do so).

Do try to stop severe bleeding.

Do treat for shock and make patient comfortable.

Do get all information concerning the patient and accident or illness if person is conscious (signs, symptoms, allergies, medication taken, pertinent past illnesses, last oral intake, events leading to pertinent past illnesses, events leading to the illness/injury).

If contact was made with blood or body fluids, follow the company's Blood borne Pathogens Standard Exposure Control Plan. If exposure occurs, contact the University Health Services at (410)455-2542 or on campus 5-2542.

Document the exposure event in writing:

Number of employees on-site at the facility

Location of the facility

Locations of the worksites

Number of work shifts per work day

Response time for outside professional medical agencies

Do have victim follow up with visit to his or her physician.

## **DEATH NOTIFICATION PROCEDURE (NATURAL OR PREVENTABLE)**

### **Student or Staff Member Occurring on Campus**

In the event of death of a student, faculty member or staff person occurring on campus, the Situation Coordinator for making next of kin notifications is designated as follows:

- If the deceased is a student, coordinate all notifications with the Vice President for Student Affairs.
- If the deceased is a staff member, coordinate all notifications with the Vice President for Administration and Finance.
- If the deceased is a faculty member, coordinate all notifications with the Provost Office.
- Obtain all personal information on the deceased using the resources of the Human Resources Department, Registrar's Office, and the Police Department.

Upon discovering a person who is dead, contact your immediate supervisor:

1. Location of body.
2. Name of deceased, department, or employer if known.
3. If known, circumstances related to the death.

Remain with the deceased until the police arrive. Assist police and outside agencies with their investigation.

# HAZARDOUS MATERIALS EMERGENCIES

The Environmental Safety & Health Office ((410)455-2918 or on campus 5-2918) maintains information on Hazardous Waste & Proper disposal, Biological & Chemical Hazards, Laboratory Guidelines, Radiation Safety, Blood borne Pathogens, Hazardous Communication, Communicable Disease Guidelines & Procedures, Right-to-Know, MSDSs and other Safety & Health concerns.

The Director of Emergency Preparedness will correspond directly with all federal, state, and local governmental agencies. Therefore, the response will be based on recommendations from these governmental agencies.

Employees, contractors, and visitors all building occupants will be notified and given the course of action to be initiated and the routes to use.

*Designate restricted areas:* Contaminated areas of a location would be evacuated. Employees and other building occupants would be advised as to what areas are deemed “safe.”

*Isolate building:* Employees and building occupants would remain in the building. Outside air sources, such as fans and doors, would be shut down.

At the first opportunity, contact the following departments and personnel:

Emergency Preparedness Committee Members: \_\_\_\_\_  
Public Relations: \_\_\_\_\_ Home: \_\_\_\_\_  
Manager: \_\_\_\_\_ Home: \_\_\_\_\_  
Director: \_\_\_\_\_ Home: \_\_\_\_\_

## ON-SITE SPILL OR RELEASE OF HAZARDOUS MATERIALS

### SPILL

In the event your location has a spill involving hazardous waste, contact the Office of Safety & Health at 5-2918, or (410) 455-2918-off campus.

If your safety is not in jeopardy, stop the source of the spill.

Prevent the spill from entering waterways or drains.

Call to report the spill as soon as possible.

## **AIR RELEASE**

In the event there is release of potentially harmful material such as pipe insulation or gases into the air follow these steps:

Evacuate employees, contractors, and visitors (all building occupants) from the immediate area affected.

If your safety is not in jeopardy and it is feasible, try to stop the source of the release.

Contact the Physical Plant for assistance, at (410)455-2550 or on campus 5-2550.

## **LIST OF ON-SITE HAZARDOUS MATERIALS**

Each department must maintain an inventory of all chemicals. This inventory must be completed on an annual basis. A copy of the inventory must be sent to the Environmental Safety & Health Office. MSDSs must be made available to any student/faculty/employee /contractor/guest that comes in contact with a chemical and request information on that chemical (Right-to-Know). UMBC maintains a contract with the 3E Company that will fax a copy of the MSDS requested by calling-1-800-451-8346.

## **EARTHQUAKE/STRUCTURAL FAILURE PROCEDURES**

In the event of an earthquake and/or structural failure, there will be very little, if any, warning time in which to react. Advise facility employees, contractors, and visitors (all building occupants) to take the following actions:

- If you are inside, protect yourself immediately by going under the nearest table or desk.
- During the tremors, do not attempt to exit the building. Most fatalities occur when people fail to take cover.
- When tremors have stopped, evacuate immediately. Damage to the structure is likely.
- Follow your facility's general evacuation plan.
- If the building is not to be reoccupied, follow the facility Alternate Site Relocation Plan.
- Do not enter a damaged building until the Director of Crisis Management gives approval to reenter the structure.
- All facility data and information should be backed up at an off-site location.
- At the first opportunity, contact the Physical Plant at (410)455-2550 or on campus 5-2550 to have the utility service to the building structure turned off. Service should remain off until the building can be inspected.

# **ARMED ROBBERY AND WORKPLACE VIOLENCE EMERGENCY RESPONSE PROCEDURES**

## **PREVENTING ROBBERIES**

Instruct employees to take the following daily precautions to prevent break-ins and robberies at your facility.

Check all security equipment.

Do not discuss cash levels and security procedures outside of work.

Be alert for suspicious persons loitering in or near the workplace.

Be alert for unfamiliar or suspicious vehicles near the workplace.

Report all suspicious activity to your supervisor.

## **ROBBERY IN PROGRESS**

If employees should encounter a robbery taking place, instruct them to follow these procedures.

1. Remain calm and avoid any action that might incite the robber to act violently. The robber may be nervous, and further excitement by the employee can cause the robber to panic and harm the employee or bystanders.
2. Obey the robber's instructions, even if it appears that employees cannot be harmed. Money and property are not worth the price of a life.
3. Activate a holdup alarm at a safe time, when the robber is leaving. Do not let the robber see the alarm being activated; it may further incite the robber to violence.

## **AFTER THE ROBBERY**

Immediately after the robbery, ensure that no employees have been injured. Once that has been established, follow these steps:

1. Close and secure the office until the police arrive. This procedure will help preserve the scene of the crime for fingerprints and other physical evidence.
2. Preserve any notes that the robber may have written, such as a request for money/valuables.
3. Immediately call your local police department and executive management.
4. Each employee involved in the incident should write down their own description of the robber and events; and should complete the Physical Characteristics Form that is supplied. Employees should be separated so they cannot confer or compare notes

## **WORKPLACE VIOLENCE**

After the Office of Safety & Health's Workplace Violence program has been approved, it will be inserted here.

All employees are entitled to a safe and violence-free workplace. If you know of a potential concern or need to report an incident, contact your supervisor or human resources staff at 5-2337. A copy of this facility's Workplace Violence Policy can be obtained by contacting Robert Nielsen at the Office of Safety & Health at ext. 5-2918 or off campus (410)455-2918.

## DESCRIPTION OF PHYSICAL CHARACTERISTICS FORM

<b>Perpetrator 1</b>	<b>Perpetrator 2</b>
Male/Female: _____	_____
Race/Nationality: _____	_____
Height: _____	_____
Weight: _____	_____
Build: _____	_____
Hair Color/Length: _____	_____
Glasses: _____	_____
Eye Color: _____	_____
Scars or Marks: _____	_____
Weapon Type: _____	_____
(revolver, automatic rifle, shotgun, etc.)	
Jewelry: _____	_____
Clothing: Jacket: _____	_____
Shirt: _____	_____
Pants: _____	_____
Hat: _____	_____
Shoes: _____	_____
Vehicle: Type: _____	_____
Model/Year: _____	_____
Color: _____	_____
License Plate: _____	_____

Additional Information on Perpetrator 1: \_\_\_\_\_

Additional Information on Perpetrator 2: \_\_\_\_\_

Do not discuss any details of the event until the police are through taking statements from you and your co-workers. Thank you for your cooperation.

# **MEDIA-RELATED EVENTS**

## **INFORMATION COORDINATION**

### **Director of News and Online Information**

The director of On-Line News and Information Services is responsible for all press briefings. The office is responsible for all written updates to the press. In addition to media relations during a crisis, the Director will assist the CMT with the following:

- Will notify the President, Provost and General Counsel
- Serves as the primary University spokesperson;
- Respond to all media inquiries and coordinate all media activity;
- Prepare/authorize the information to be released to the media/University community in consultation with appropriate University personnel and the Chief of Police;
- Arrange/authorize media interviews with the Chief of Police other administrators, and external officials, as appropriate;
- Press briefings should be held at a location away from the crisis scene, if possible, and the CRCC.
- In most cases all written press releases should be cleared through the University's General Counsel.
- For prolonged situations, progress briefings should be used.
- For situations involving use of emergency personnel and police organizations from outside the University, all press releases should be coordinated with the organization providing the outside assistance.
- Serve as the University's liaison for media issues with all involved external agencies (e.g., allied law enforcement agencies, Medical Examiner's Office, etc.)

## **DUTIES OF COMPANY SPOKESPERSON**

To best serve the interests of the facility, a person needs to be designated as a spokesperson. A backup spokesperson also needs to be appointed.

The designated spokesperson should do the following:

- Gather all available information to determine if it is necessary to set up a press headquarters. A press headquarters office can help keep all press people in one area.
- If the incident or disaster occurred at the company facility, set up the press area away from the incident area.
- Remain in contact with the press.
- Provide information that is factual.
- Log and record all information given to the media.
- Avoid speculation on causes of events, amount of damage, and seriousness of injuries.
- Never release names of persons to the press. Let law enforcement agencies do so.
- Always stress the positive.

## **NOTIFYING RELATIVES OF INJURED EMPLOYEES, CONTRACTORS, AND/OR VISITORS**

When relatives of people injured in an emergency need to be notified, follow these steps:

1. Use a previously appointed member of upper management to notify the relatives of injured.
2. Determine what occurred, the number of persons injured, and the extent and seriousness of the injuries.
3. Determine where the injured were taken.
4. Once information is obtained, brief the previously designated member of upper management; and have him or her go to the injured person's relatives' homes or workplaces to notify them of the occurrence.
5. Always do notifications in person.

## **ALTERNATE SITE RELOCATION PLAN**

This is where the specific buildings relocation plan will go.

# SECTION V

## SITE-SPECIFIC INFORMATION

After reading this section, you will know how to conduct a hazard assessment, run drills, and provide the necessary site-specific emergency response information for your location, as follows:

**Hazard Assessment Forms**

**Drills and Testing Information**

**Emergency Response Exercise Documentation Form**

**Exit, Stairs, and Assembly Information**

**Location Maps of Buildings, Floors, Exits, Firefighting Equipment**

**Maps of Grounds and Assembly Points**

**Miscellaneous Site-Specific Information for Your Facility**

# HAZARD ASSESSMENT

Emergency response plans are based on the identified potential emergencies that can reasonably be expected to occur at a particular workplace. To create such plans, first identify all potential emergencies. Then conduct a hazard assessment (also known as a risk evaluation or hazard audit) on each historical or current potential emergency. Use outside sources to assess hazards.

Have an assessment team of personnel familiar with the operations of the site review each hazard assessment. (For example, a review team for an office building would include a maintenance engineer, office supervisor, and safety manager. The assessment team analyzes on-site emergencies by determining *what if* and *how bad will it be* if this event occurs. Each event must be evaluated objectively by considering frequency, intensity, and duration.

Hazard assessments include the following components:

- critical equipment list - Critical equipment fails and causes an emergency, determine the potential consequences of various failure scenarios. Determine the minimum personnel needed to monitor and operate the equipment in the event of an emergency.
- site utilities list - Determine suppliers, entry points, and shutoffs for on-site utilities such as air-handling systems (HVAC), electric, gas, water, and communications. Determine the need for and extent of backup systems.
- natural disasters - Determine the potential effects of natural disasters, such as tornadoes, blizzards, ice storms, tidal waves, hurricanes, earthquakes, mud slides, floods, and/or fires.
- man made disturbances - Determine the possible effects of a bomb threat, arson, riot, vapor release, chemical release, terrorist attack, and structural failures.
- transportation lines - Determine if shipping, rail, air, or highway emergency events may have a spillover effect on a facility.
- toxic materials and/or raw materials - Determine if a potential hazard exists on-site.
- other site spillovers - Determine the effects of potential spillover emergency events from other facilities.

# HAZARD ASSESSMENT FORM

Directions: Use this form to determine potential hazards and the consequences of natural or manmade emergencies, and to identify critical equipment/operations and resources needed to mitigate an event at your facility or operation. Use a team approach when identifying hazards and the potential of occurrences and consequences. Contact outside sources to compile a history of the frequency and severity of past hazardous events.

TYPE OF EMERGENCY: \_\_\_\_\_

DESCRIPTION OF EMERGENCY: \_\_\_\_\_

POTENTIAL OF OCCURRENCE (CITE CURRENT AND HISTORICAL DATA.):\*:  
 \_\_\_\_\_  
 \_\_\_\_\_

CONSEQUENCES CAUSED BY THE EMERGENCY\*:  
 \_\_\_\_\_  
 \_\_\_\_\_

CRITICAL EQUIPMENT/OPERATION DISRUPTION: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

ON-SITE EQUIPMENT NEEDED TO RESPOND TO THE EMERGENCY:  
 \_\_\_\_\_  
 \_\_\_\_\_

ON-SITE SKILLS/TRAINING NEEDED TO RESPOND TO THE EMERGENCY:  
 \_\_\_\_\_  
 \_\_\_\_\_

- Based on the information listed, numerically rate the potential of occurrence and consequences of the event, using the following key:

<b>Potential of Occurrence</b>			
4. Very High	3. Strong	2. Limited	1. Rare
<b>Consequences</b>			
4. Catastrophic	3. Major	2. Limited	1. Minor

POTENTIAL OF OCCURRENCE RATING: # \_\_\_\_\_

CONSEQUENCES RATING: # \_\_\_\_\_

<b>HAZARD ASSESSMENT RESPONSE/RECOVERY INFORMATION</b>			
<b>Outside industrial resources to contact during or after event. Use 24-hour live line phone numbers.</b>			
<b>Company</b>	<b>Service Provided</b>	<b>Contact Name</b>	<b>Contact Phone/ Pager Number</b>
<b>EMERGENCY AGENCIES FOR RESPONSE/RECOVERY</b>			
<b>Agency</b>	<b>Service Provided</b>	<b>Contact Name</b>	<b>Contact Phone/ Pager Number</b>
<b>LOCAL</b>			
<b>COUNTY</b>			
<b>STATE</b>			
<b>HAZARD REVIEWER'S SIGN-OFF*</b>			
<b>Reviewed By</b>		<b>Title</b>	<b>Date</b>

\* This hazard assessment and contact data should be reviewed and updated in one year or sooner, as needed.

# SUGGESTIONS FOR DRILLS AND TESTING

## EVACUATION DRILLS

Follow these steps and note the following for an evacuation drill:

- Sound evacuation alarm.
- Observe employee response.
- Did Searchers operate in pairs?
- Did employees know their assembly area?
- Was a roll call taken?
- Record start and end times of drills.

## TORNADO DRILL

Follow these steps and note the following for a tornado drill:

- Test the communication process of informing your personnel. An Emergency Response notification tree must be utilized to inform all personnel in the building of a potential emergency.
- Did Searchers operate in pairs?
- Did everyone get to a safe area?
- Were people assigned the task of shutting off utilities? Did they have the tools they needed to perform the shutoff?

## BOMB THREAT DRILL

Follow these steps and note the following for a phoned-in bomb threat drill:

- Place call.
- Let Receptionist/Dispatcher or other staff person receiving the call know this is a drill from the beginning and identify yourself.
- Proceed with the drill.
- Observe if person taking the call recorded the exact message and used the Bomb Threat Checklist to help identify the caller.

Follow these steps and note the following for a suspicious package bomb threat drill:

- Let mailroom or other package handlers know this is a drill.
- Deliver package.
- Observe actions taken when they find the “bomb.”
- Ask what their next action would be. Would they evacuate the building?
- Would they contact local police?

## **MEDICAL EMERGENCY DRILL**

Follow these steps and note the following for a medical emergency drill:

This drill/exercise should involve those trained and certified employees demonstrating their first aid and CPR skills under emergency-like conditions.

CPR skills can be practiced on a mannequin.

Note if participants “called” for help from outside agencies.

## **HAZARDOUS MATERIALS EMERGENCY DRILL**

Follow these steps and note the following for a hazardous materials drill:

Time and practice shutting down the air (ventilation) system and isolating the building.

Time the length to get to the designated off-site meeting area.

Make employees aware of the possibility of hazardous material releases from industry or transportation lines, such as highways and railroads.

## **ARMED ROBBERY EMERGENCY DRILL**

Follow these steps and note the following for an armed robbery emergency drill:

In a meeting setting, test employees’ ability to recall descriptions of person(s) witnessed.

Question them on steps to take in sounding the alarm, securing the scene, and notifying contacts.

Evaluating drills not only provides a strong emergency response, it also lays the groundwork for a successful safety program. Documenting drills also is important for successful compliance with government regulations. The Emergency Response Exercise/Event Documentation Form follows. Use it whenever you conduct a drill.

# EMERGENCY RESPONSE EXERCISE/EVENT DOCUMENTATION FORM

All locations should test one or several of their Emergency Response Procedures at least once a year. Actual emergencies can count as drills. Any questions? If so contact:  
\_\_\_\_\_.

Facility Location: \_\_\_\_\_(Check one) Exercise: \_\_\_\_\_ Actual Event: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 City: \_\_\_\_\_ State: \_\_\_\_\_ County: \_\_\_\_\_  
 Manager: \_\_\_\_\_ Phone: \_\_\_\_\_ Ext.: \_\_\_\_\_  
 Drill Coordinator(s): \_\_\_\_\_  
 Date: \_\_\_\_\_ Start Time: \_\_\_\_\_ End Time: \_\_\_\_\_  
 # of Employees Assigned to Station: \_\_\_\_\_ (Approx.) # Participating: \_\_\_\_\_

Type of Drill(s):  
 \_\_\_\_\_ Evacuation \_\_\_\_\_ Tornado \_\_\_\_\_ Bomb \_\_\_\_\_ Medical Emergency  
 \_\_\_\_\_ Hazardous Material Emergency \_\_\_\_\_ Earthquake \_\_\_\_\_ Robbery \_\_\_\_\_ Other

Brief Description of Event:  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Areas of Operation of Exercise/Event	Initial Response of Personnel	Time Responded by	# of Employees Participating
_____	_____	_____	_____
_____	_____	_____	_____

Post Critique: Date \_\_\_\_\_ Time \_\_\_\_\_ Location \_\_\_\_\_  
 Attendees:  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Initial Comments and/or Suggestions:  
 \_\_\_\_\_  
 \_\_\_\_\_

**IMPORTANT: DOCUMENTATION IS REQUIRED**  
 cc: File Originals On-Site  
 Attach copies of check-off sheets from roll calls, etc.

# EXERCISE/EVENT RESPONSE STRATEGY CRITIQUE RECOMMENDATION FORM

Initial Notifications/Comments: Describe initial employee notification process and effectiveness; also evaluate communication process during exercise/event.

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Recommendations:

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Assessment: Observations of employee transition from normal operations to emergency operations.

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Recommendations:

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Command & Coordination: Effectiveness of Emergency Coordinator and/or employees charged with decision-making responsibility during exercise/event.

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Recommendations:

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Protective Action: Employees', Contractors', etc. knowledge of Emergency Response Procedures.

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Recommendations:

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Parallel Action: Involvement or use of concerned parties that can aid Director of Crisis Management during exercise/event.

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Recommendations:

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# EXIT, STAIRS, & ASSEMBLY INFORMATION

## EXIT DOOR INFORMATION

**[To the Emergency Planner: Provide site-specific information for your facility when indicated. Include maps of the building, noting exits, fire extinguishers, stretchers, stairs, first aid kits, and assembly areas.]**

**Exit # Doors:** Describe exit-designated doors.

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**Door # 1:** Describe where main exit door is located and direction it is facing.

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**Door # 2:** Describe where secondary door is located and direction it is facing.

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**Door # 3:** Describe where third exit door is located and direction it is facing.

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**Door # 4:** Describe where fourth exit door is located and direction it is facing.

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## STAIRWAY INFORMATION

**Stairway # 1:** Describe the closest stairway to door # 1.

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**Stairway # 2:** Describe the closest stairway to door # 2.

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**Stairway #3:** Describe the closest stairway to door # 3.

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**Stairway # 4:** Describe the closest stairway to door # 4.

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## EVACUATION ASSEMBLY AREAS

All personnel will proceed to their designated Assembly Areas.

**[To the Emergency Planner: Describe your facility site-specific assembly area and add map. See examples provided.]**

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All personnel will stay assembled by departments.  
Roll call will be taken by the Emergency Coordinator.  
Roll call results will be reported to the assistant Crisis Manager.  
Reports are then forwarded to the Director of Crisis Management.

Next, there is an Emergency Response Exam to be given before and after drills are conducted. Your employees can use these to test their emergency response know-how.

# EMERGENCY RESPONSE EXAM

1. Who makes the determination to evacuate at your location?  
\_\_\_\_\_
2. What do you hear if a general evacuation of the building alarm is sounded?  
\_\_\_\_\_
3. During an emergency, who is the highest-ranking emergency person at your location?  
Give this person's title:  
\_\_\_\_\_
4. Your Emergency Coordinator is:  
\_\_\_\_\_
5. To report a bomb threat, you dial what number?  
\_\_\_\_\_
6. Fire breaks out in your work area and it is out of control. After reporting the fire, what should your department/business unit do? (Check one.)  
 a. Evacuate immediately.  
 b. Evacuate only after the evacuation alarm is sounded.
7. Remembering that smoke rises, your work area starts to fill up with smoke. You go to your primary exit and find that it is impassable. The smoke is now waist-high. You should: (Check the one correct answer.)  
 a. Hold your breath and run to the alternate exit.  
 b. Get under the smoke and crawl to your alternate exit.
8. How are you informed that a tornado emergency exists and you are to go to your safe areas? By \_\_\_\_\_
9. You find yourself next to a stairway exit door on an upper floor when the evacuation alarm sounds. (Check the one correct response.)  
 a. You check the door to be sure it is safe to use.  
 b. You exit immediately through the door without checking.
10. Safe areas are part of what emergency action plan?  
\_\_\_\_\_

11. Safe areas are located where in your building?

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12. My department or business unit assembles where outside during an evacuation?

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13. To report a fire, you dial what number?

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14. To report a medical emergency, you dial what numbers?

Internally? \_\_\_\_\_ Externally? \_\_\_\_\_

15. My alternate worksite location is:

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**ANSWERS: MOST ANSWERS WILL BE SITE-SPECIFIC; HOWEVER, THESE ARE THE ANSWERS TO THE OTHER QUESTIONS: 6A, 7B, 9A.**