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# Emergency Preparedness Program

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## Authority

Section 2400(g) of the California Vehicle Code gives the Commissioner of the California Highway Patrol (CHP) the authority and responsibility to develop a program to protect state employees. Section 14685(c)(1) of the Government Code authorizes the CHP to establish guidelines pertaining to the protection of state employees, properties, buildings and grounds, and occupants of state properties.

## Mission

The mission of the Emergency Preparedness Program (EPP) is to protect state government officers and employees during emergencies. It also serves to prevent losses of state resources, other assets, and personal property as a result of emergency situations.

## Objectives

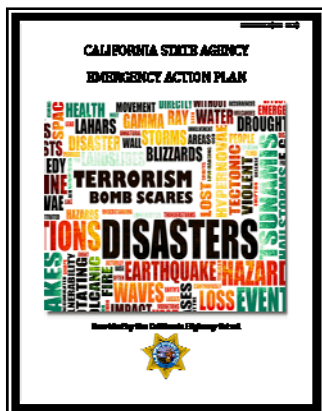
The goal of the EPP is to assist state government by increasing awareness of the consequences of disasters. Beyond the recognition of these consequences, the objective is to prepare state employees to effectively respond to emergencies through measured, reasoned, and informed methods. The CHP EPP will accomplish this by:

- 1) Assisting state agency coordinators by providing a computer disk formatted with EPP information. State agency coordinators will then oversee the training of their employees.
- 2) Assisting in emergency preparedness plan development by making Highway Patrol Handbook (HPH) 100.3, California State Agency Emergency Action Plan, accessible to state agencies. This handbook provides state agencies a resource for guidance and direction in the creation of an Emergency Action Plan.
- 3) Providing pamphlets and brochures to assist in emergency preparedness planning.

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## Highway Patrol Handbook 100.3, California State Agency Emergency Action Plan

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# **CALIFORNIA STATE AGENCY**

## **EMERGENCY ACTION PLAN**

Provided by the California Highway Patrol

HPH 100.3 (OPI 029)

**Example of Crime Prevention Plan**

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## FOREWORD

The purpose of this handbook is to provide California State Agencies a resource for guidance and direction in the creation and development of an Emergency Action Plan.

The objective of this handbook is to assist California State Agencies by increasing their awareness regarding the consequences of local disasters. Beyond the recognition of these consequences, the objective is to prepare state employees to effectively respond to emergencies. Measured, reasoned, and informed methods will help prevent loss of life, damage to state resources, other assets, and personal property as a result of emergency situations.

Any inquiries or comments relating to this handbook should be directed to Protective Services Division, Emergency Operations and Safety Services Section at (916) 843-3250. To obtain an electronic copy of this handbook, contact the Safety Services Program coordinator at [ssp@chp.ca.gov](mailto:ssp@chp.ca.gov).

OFFICE OF THE COMMISSIONER

OPI: 029

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## CHAPTER 1

### EMERGENCY INFORMATION

1. EMERGENCY TELEPHONE NUMBERS. *This chapter shall contain a complete list of emergency telephone numbers which shall include, but not be limited to, the following entities:*

- a. Emergency 911.
- b. Communications Center. *(If applicable, insert the name(s) and telephone number(s) of the communication center(s) serving your Division/Department/Agency).*
- c. Local Law Enforcement Agencies.
  - (1) Police Department *(Insert name and telephone number)*.
  - (2) Sheriff's Office *(Insert name and telephone number)*.
  - (3) California Highway Patrol *(Insert name and telephone number)*.
- d. Ambulance Service. *(Insert name and telephone number of ambulance service).*
- e. Fire Department. *(Insert name and telephone number of local fire department).*
- f. Health Services. *(Insert name and telephone number of city or county health services).*
- g. Environmental Health. *(Insert name and telephone number of city or county environmental health services).*
- h. Emergency Child Protective Services. *(Insert name and telephone number of city or county child protective services).*
- i. Office of Emergency Services.
  - (1) County Office of Emergency Services (OES) *(Insert name and telephone number)*.
  - (2) Regional OES *(Insert name and telephone number)*.
  - (3) State OES *(Insert name and telephone number)*.

- j. Telephone. *(Insert name and telephone number of local telephone company).*
- k. Electric. *(Insert name and telephone number of local electric company).*
- l. Gas. *(Insert name and telephone number of local gas company).*
- m. Water. *(Insert name and telephone number of local water company).*
- n. Sewage Disposal. *(Insert name and telephone number of local sewage company).*
- o. Tow Service. *(Insert name and telephone number of local tow service).*
- p. Emergency Medical Technician Personnel. *(If applicable, provide the name(s), rank(s), and telephone number(s) of all Emergency Medical Technician (EMT) personnel assigned to your Division/Department/Agency).*
- q. Bomb Search/Search and Rescue Teams. *(If applicable, provide the name(s), rank(s), and telephone number(s) of all Bomb Search/Search and Rescue Team personnel assigned to your Division/Department/Agency).*
- r. Emergency Responders. *(If applicable, provide the name(s), rank(s), and telephone number(s) of all personnel delegated to initially respond and investigate reported emergencies and/or incidents occurring at or within your Division/Department/Agency, e.g., bomb threats, civil disturbances, medical emergencies, criminal activity).*

**ANNEX A**

**SCIF 13708 – NOTICE TO STATE EMPLOYEES**

*(Insert a copy of the State Compensation Insurance Fund (SCIF) 13708 – Notice to State Employees).*

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## CHAPTER 2

### FACILITY OVERVIEW

#### 1. PHILOSOPHY.

a. The *(Division/Department/Agency)* has both a legal and moral responsibility to provide a safe and healthy environment for its employees and visitors. To ensure peak efficiency, all employees are to follow safety procedures that promote and maintain safe working conditions.

b. Goal:

(1) *(Insert the goal of your Division/Department/Agency(s)(ies) safety program, e.g., to eliminate suffering by employees, economic losses to them and their families, and to conserve the resources of the Division/Department/Agency).*

(2) *(Insert how your Division/Department/Agency plans to meet these goals, e.g., to maintain effective health and safety programs that comply with local, state, and national standards at all command levels).*

c. *(Insert the philosophy of your Division/Department/Agency, e.g., to maintain, to the greatest extent possible, normal operations in the event of emergency or catastrophic circumstances. Such continued operations must in no way imperil, or potentially imperil, human health or safety, and should not result in material damage to property).*

d. *(Insert your Division/Department/Agency) employees are responsible for adhering to policy and procedures contained in this Emergency Action Plan (EAP), and health and safety standards as directed by management. Additionally, employees are responsible for reporting potential safety hazards to their immediate supervisors/managers so that corrective action may immediately be taken.*

e. For their own personal safety and well-being, *(insert your Division/Department/Agency) employees are encouraged to become **thoroughly familiar*** with the contents of the EAP.

2. PURPOSE. It is incumbent on the *(Division/Department/Agency)* to ensure the optimum safety of all its employees and visitors to its facilities. Therefore, the primary purpose of this plan is to provide emergency incident and safety guidelines for *(insert your Division/Department/Agency) personnel.*

3. POLICY. It shall be the responsibility of all managers/supervisors to be **thoroughly familiar** with the EAP. Managers/supervisors shall review the plan with each employee to ensure comprehension, and shall designate personnel to perform required tasks in the event of an emergency. Additionally, managers/supervisors shall be responsible for preparing and inserting all “site-specific” information (e.g., physical location of the EAP, evacuation route signs, emergency telephone rosters) into their EAP.

4. FACILITY DESCRIPTION. *This portion of Chapter Two shall provide a complete overview of your facility. This chapter shall include, but not be limited to, the following information:*

- a. *(The name and address of your Division/Department/Agency).*
- b. *(A complete physical description of the interior of your facility, e.g., floor plan, name and location of work stations, exit locations).*
- c. *(If your facility has multiple floors, a complete description of each floor shall be provided).*
- d. *(A complete physical description of the exterior layout of your facility, e.g., visitor parking, employee parking, surrounding surface street names).*

**ANNEX A-Z**

**FLOOR PLAN**

*(Insert a copy of your facilities floor plan, campus parking lot, surrounding surface streets, etc.)*



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## CHAPTER 3

### EMERGENCY ORGANIZATION

1. PURPOSE. The purpose of this chapter is to outline an emergency organizational structure for the *(insert your Division/Department/Agency)*.

2. POLICY.

a. Policy supporting emergency organization requirements is contained in *(insert your Divisions/Departments/Agencies appropriate manual)*.

b. The basic organizational structure which will be employed at the *(insert your Division/Department/Agency)* for emergency incident management, is as follows:

(1) Incident Command System. The *(insert your Division/Department/Agency)* emergency organization will be managed utilizing Incident Command System (ICS) concepts by appointing an Incident Commander (IC) and support functions, as necessary. The appointed person will serve as the IC only until the *(insert local CHP area office)* has been notified and arrives to assume IC responsibilities.

(2) Unity of Command. The emergency organization will be structured so that each employee will be accountable to their immediate manager/supervisor. Each manager/supervisor will be responsible to the IC.

(3) Emergency Incident Assignments. Employees should be assigned tasks with which they are most familiar and/or specifically trained to perform (e.g., evacuation procedures, post-evacuation procedures). The *(insert local CHP area office)* or local law enforcement agency will be responsible for bomb searches, search and rescue, medical emergencies, etc.

3. COMMAND STRUCTURE.

a. Incident Commander. *(Indicate who the designated IC is, and the designated alternate[s])*.

b. Incident Command Post.

(1) All incident operations will be directed from the Incident Command Post (ICP) by the IC *(Indicate what the IC will use to establish the ICP, e.g., marked vehicle, identifiable flag)*. Once the *(insert local CHP area office)* arrives to assume IC responsibilities, a marked black and white CHP patrol vehicle will

be used to establish the ICP. The ICP will be established in a location from which the incident can be managed effectively and safely. For the anticipated ICP location, refer to Annex C of this chapter. There should normally be only one ICP per emergency incident. In a Unified Command structure where several agencies or jurisdictions are involved, the responsible individuals, designated by their respective agencies, should be co-located at the ICP. The planning function is performed at the ICP, and all communications should be established at this location.

(2) *(Indicate who will be responsible for establishing an ICP).* The ICP location is subject to change once the *(insert local CHP area office)* arrives and assumes IC responsibilities.

c. Communications. Cellular telephone and/or *(insert your Division/Department/Agency)* radio *(If applicable)* will provide the primary means of communication during an emergency incident (with the possible exception of a bomb threat). The ICP should serve as the primary dispatch point unless otherwise delegated by the IC.

d. Media Relations. An evacuation of the *(insert your Division/Department/Agency)* facility will most likely draw media attention. Employees may be approached at any time by a member of the media seeking information regarding the incident. A response of “no comment” can be damaging to media relations. Details concerning emergency incidents and the efforts to mitigate them should be provided to the media in a timely manner by an assigned Public Information Officer (PIO). Questions directed to employees by the media should be referred to the assigned PIO.

e. Bomb Search/Search and Rescue Teams. *(If applicable).* Once an ICP has been established, *(insert name and title of responsible person(s) in your Division/Department/Agency)* will organize Search and Rescue/Bomb Search Teams as necessary. Search teams are comprised of trained uniformed personnel assigned to *(insert assigned area)*. Search and Rescue/Bomb Search Team responsibilities are outlined in Chapter Four, Emergency Incident Response. A roster of trained personnel is located in Chapter One, Emergency Information.

f. Emergency Medical Technician Teams. *(If applicable).* Emergency Medical Technician (EMT) Teams will provide initial medical assistance to injured personnel. If necessary, EMT teams will be responsible for organizing triage sites at strategic locations outside the *(insert your Division/Department/Agency)* facility. EMT teams are comprised of EMT-trained personnel assigned to *(insert assigned area)*. EMT responsibilities are outlined in Chapter Four, Emergency Incident Response. A roster of trained EMT personnel is located in Chapter One, Emergency Information.

**ANNEX A**

**ASSEMBLY AREA(S)**

*(Insert a copy of a map indicating the assembly area[s].)*

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**ANNEX B**

**ALTERNATE ASSEMBLY AREA(S)**

*(Insert a copy of a map indicating the alternate assembly area[s].)*

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## **ANNEX C**

### **INCIDENT COMMAND POST**

*(Insert a copy of a map indicating the anticipated Incident Command Post location.)*

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## CHAPTER 4

### EMERGENCY INCIDENT RESPONSE

1. PURPOSE. The purpose of this chapter is to outline emergency incident procedures which enhance the safety and well-being of *(insert your Division/Department/Agency)* employees and visitors in the event of an emergency.
  
2. POLICY.
  - a. Policy supporting emergency incident management requirements is contained in *(insert your Division's/Department's/Agency's Emergency Incident Management Operations Manual [or similar] if available)*.
  
  - b. It shall be the responsibility of the *(Division/Department/Agency)* manager/supervisor to ensure that all subordinates are familiar with the emergency action procedures contained in this plan. This information shall be included in all new employee orientations. Managers/supervisors shall use the contents of this chapter to develop office-specific emergency plans, training programs, and orientation guides for their respective employees.
  
  - c. Managers/supervisors and employees should review the *(insert your Division's/Department's/Agencies Emergency Incident Management Field Operations Guide [or similar] if available)* each *(insert your desired time frame, e.g., month, quarter, year)*.
  
3. INTRODUCTION.
  - a. Emergency Action Plans are developed by identifying potential hazards and anticipating emergency situations that will require immediate action to mitigate possible adverse effects upon *(insert your Division/Department/Agency)* employees and visitors. Once a hazard/emergency has been identified, the mitigation process begins by implementing the procedures outlined in this plan.
  
  - b. No one can accurately predict each type of emergency incident that could occur. This chapter focuses on emergency incidents that have the greatest potential for occurrence in and/or around the *(insert your Division/Department/Agency)* facility.
  
4. PROCEDURES. *This portion shall include, but not be limited to the following information:*

a. Utilities.

(1) Water Supply Emergencies.

(a) Reporting.

1 During regular business hours, notify (*insert name and title of person(s) in your Division/Department/Agency to be notified*) (refer to Chapter 1 for telephone numbers). Report the location and the extent of the problem.

2 After regular business hours, and on weekends and holidays, report any water pipe problem to (*insert name and title of person[s] in your Division/Department/Agency to be notified*).

3 (*Insert name and title of responsible person[s] within your Division/Department/Agency*) or the designated alternate will immediately shut off the main water supply.

(b) Locations – Water Shut-Off Valves – Main Water System.

1 (*Indicate where the water shut-off valves are located and what they look like.*)

2 (*Provide instructions for turning off the system.*)

(c) Fire-Control Water Valve. (*If applicable.*)

1 In the event it becomes necessary to turn off the fire sprinklers, turn off the main fire control water valve (*indicate where the shut-off valve is located for this system and describe what it looks like.*)

2 (*Provide instructions for turning the system off.*)

(2) Electrical Power Emergencies.

(a) Reporting.

1 Follow the notification procedures outlined in Chapter 1 (*indicate who is responsible for notifying the electric company.*)

(b) Locations – Electrical Power Controls. (*Indicate where the electrical power controls are located and describe what they look like.*)

(c) Auxiliary Power Generator – Emergency Shut-off Procedures. *(If applicable, indicate where your generator is located. Provide instructions for turning off the generator. Provide notification procedures).*

**NOTE:** The safety of the individual is always of primary importance. Electricity and water supplies are to be shut off **only** when it can be done safely and **only** by persons who understand the proper procedures.

b. Medical Emergencies.

(1) Medical emergencies may be classified into two basic categories: single medical emergencies and mass-casualty incidents. Single medical emergencies may include traumatic accidents such as falls, severe cuts or burns, poisoning, and cardiac emergencies. A mass-casualty incident can result from a variety of causes (e.g., building collapse, elevator malfunction, fire, earthquake, and flood).

(2) Although it is natural for any type of emergency to trigger emotions, it is imperative that employees remain calm, offer necessary first aid and moral support to injured personnel, and if necessary, request appropriate medical care specialists.

(3) Managers/supervisors shall ensure that all employees are provided with the following emergency medical information and instruction:

(a) Location of first aid kits and other emergency medical care equipment.

(b) First aid techniques and/or a list of personnel who are trained as Emergency Medical Technicians (EMT) (refer to Chapter 1).

(c) Procedures for summoning outside assistance (e.g., paramedics, ambulance) to cope with medical emergencies.

(d) Instruction that an employee must always be designated to await the arrival of emergency personnel and escort the emergency responders to their destination.

(e) Locations of emergency response transporters (collapsible chair-like devices designed to carry disabled persons) or stretchers and posted instructions. *(Indicate location[s]).*

(f) Location(s) where the State Compensation Insurance Fund (SCIF) 13708 – Notice to State Employees (list of physicians to be notified in case of emergency) is posted (refer to Chapter 1, Annex A).

(4) Serious Illness or Injury.

- (a) Provide necessary first aid.
- (b) Call 911 and the appropriate emergency personnel will be dispatched to the incident.
- (c) Obtain the assistance of an EMT or a person trained in first aid techniques, if available.
- (d) Do not move the victim unless absolutely necessary.
- (e) Notify your supervisor.

(5) Minor Injury.

- (a) Provide first aid.
- (b) If necessary, summon assistance.
- (c) Notify your supervisor.
- (d) If necessary, transport patients to the appropriate medical care facility (refer to Chapter 1, for telephone numbers and addresses of local physicians and hospitals).

c. Fire.

(1) Fire Prevention.

- (a) The potential for fire is always present. The (*insert your Division/Department/Agency*) facility is vulnerable to many types of fires (e.g., electrical, gas, structural).
- (b) It is incumbent upon employees to assist in identifying and eliminating potential fire hazards in their work environment. The following are examples of potentially contributory negligent acts:
  - 1 Carelessness in the use of tobacco products.
  - 2 Failure to turn off small electrical appliances, such as coffee makers.
  - 3 Overloading of electrical circuits.
  - 4 Accumulations of unnecessary paper and paper products.

- 5 Use of equipment with exposed or frayed wiring.
- 6 Overloading electrical receptacles.
- 7 Flare storage *(if applicable)*.
- 8 Ammunition storage *(if applicable)*.
- 9 *(Insert additional applicable information.)*

(c) In an attempt to reduce fire hazards, employees should exercise the following precautions:

- 1 Monitor lit tobacco products carefully, and extinguish and dispose of them properly.
- 2 Make a routine check of electrical appliances daily before leaving the workplace. Be certain they are turned off and/or unplugged.
- 3 Rather than overload an existing electrical system with new or additional equipment, contact your facility coordinator. The facility coordinator will make arrangements for electricians to oversee proper and safe installation of equipment.
- 4 Keep work and storage areas as uncluttered as possible.

(d) The following potential fire hazards exist in the *(insert your Division/Department/Agency)* facility:

- 1 Electronic equipment stored in the radio vault *(if applicable)*.
- 2 Battery storage area *(if applicable)*.
- 3 Elevator motors and assembly *(if applicable)*.
- 4 Gasoline storage *(if applicable)*.
- 5 Generator and building power plant *(if applicable)*.
- 6 Cleaning solvents.
- 7 Flammable solvents.
- 8 Ammunition storage *(if applicable)*.
- 9 *(Insert additional applicable information.)*



(e) Good housekeeping procedures are imperative. The accumulation of flammable and combustible materials and/or residues must be controlled to reduce fire risk in the *(insert your Division/Department/Agency)* facility. The following housekeeping procedures shall be followed:

1 Flammable and combustible materials shall be stored in a designated area, away from exits and possible ignition sources.

2 Identified spills or leakage of flammable solvents shall be cleaned up immediately and completely.

3 All equipment (e.g., batteries, generators, elevator motors and assemblies, radio equipment) shall be properly and regularly maintained. Rooms or areas containing such equipment shall be kept well ventilated, clean, and free of clutter.

(f) The *(insert your Division/Department/Agency)* facility shall be inspected at least semi-annually. Subsequent to this inspection, a Safety Inspection Checklist (refer to Chapter 4, Annex A) shall be completed. Items requiring facility modifications or repairs shall be referred to *(insert name and title of employee)* for appropriate action.

(g) All employees shall report safety or health hazards on a Hazard Report/Inspection Form (refer to Chapter 4, Annex B).

(h) *(Insert name and title of employee)* is responsible for the mitigation of potential fire hazards and the maintenance of fire extinguishers and fire hoses at the *(insert your Division/Department/Agency)* facility.

(i) When an employee becomes aware of a potential hazard, corrective action should be taken by the employee, or the employee should report it to the supervisor.

(j) Managers/supervisors shall apprise employees of any fire hazards indigenous to their work environment.

(2) Necessary Action in the Event of a Fire.

(a) Immediate action must be taken to mitigate the effects on departmental employees and property which could potentially result from a fire. Managers/supervisors shall ensure that all *(insert your Division/Department/Agency)* employees become familiar with the following procedures:

1 Employees shall first dial **911** and then contact (*indicate name and title of person[s] in your Division/Department/Agency to be contacted*) if during business hours. This person shall dispatch the necessary emergency personnel. After business hours, contact (*indicate name and title of person(s) to be contacted*).

2 If you can **safely** do so, shut down any electrical equipment you may be using.

3 Evacuate the immediate area of the fire.

4 To prevent the further spread of fire, close all doors leading to main hallways from all offices.

5 Avoid inhaling fumes or smoke from any fire. Combustion produces hot, toxic gases which can be as lethal as open flames.

(3) Fire Suppression and Evacuation.

(a) Fire extinguishers for use in combating small fires are available in (*insert location[s]*). Additionally, there are fire hoses located (*indicate location of fire hoses, if applicable*). **CAUTION:** Do not expose yourself to unnecessary danger in an attempt to put out a fire.

(b) The supervisor of the work area in which the fire is located should post someone at the main entrance to the building to give directions to arriving firefighters.

(c) Evacuate the building if directed (refer to Chapter 5).

(d) While exiting, stay to the outside rail of the stairs in single file as fire fighters will be going along the center rail of the stairwell. **DO NOT USE ELEVATORS DURING ANY FIRE EMERGENCY.**

d. Floods.

(1) General. A flood may occur with little or no warning as a result of a levee break or dam failure. A flood may also occur with prior warning as a result of a levee overflow, a break in the levee, or excessive rainfall. The local Office of Emergency Services (OES) or City Engineer will give public notice of open and closed surface traffic routes. The communications center will advise motorists and employees of existing freeway traffic conditions.

(2) Sudden Flooding.

(a) *(Insert applicable information.)*

(b) If time permits, notification should be made to the surrounding commands to handle their own dispatch operations *(if applicable)*. Power supplies should be shut down to minimize damage and make the necessary notifications *(modify as necessary)*.

(c) *(Indicate responsible person[s] in your Division/Department/Agency and the responsibilities of the responsible person[s]).*

(d) *(Insert any additional applicable information.)*

(3) Slow Flooding.

(a) Immediate Action. The building should be closed to the public. Managers/supervisors will give *(insert your Division/Department/Agency)* employees detailed instructions relative to protecting themselves, the facility, and its contents.

(b) Evaluation of Flood Damage Potential. *(Indicate responsible person(s) in your Division or Area)* will evaluate anticipated flood levels and corresponding potential damage and make recommendations of necessary action.

1 The following procedures should be considered when conducting an evaluation of flood damage potential:

- a Evacuation of all employees.
- b Sandbagging against a flood.
- c Removal of material from anticipated flood areas.
- d Shutting down utility services.

e. Earthquakes.

(1) General.

(a) Due to the normal unpredictability of earthquakes, most emergency actions will be taken during and immediately after the first shock. The following procedures should be used during these periods:

1 During an Earthquake.

- a Remain calm. Try to calm and reassure others.
- b Get under a table or desk in a corner away from all windows. Encourage others to follow your example. **Normally, it is best not to run outside.**
- c Watch for falling light fixtures, ceiling panels, high bookcases, file cabinets, computer equipment, shelves, and other furniture which may slide or tumble. Stay away from windows and mirrors.
- d Do not run toward exits. Stairways may be impassable and elevators may be inoperable (*if applicable*).

2 After an Earthquake.

- a Check for injured personnel. Report injuries to your manager/supervisor or his/her alternate. Provide first aid as needed.
- b Check for fires or fire hazards resulting from the earthquake.
- c Check utility lines and electrical equipment for damage. If necessary, shut off utilities and power supplies (refer to page 2 of this chapter).
- d Report damage to (*insert name and title of person[s] in your Division/Department/Agency*), or to another person designated to handle damage control. Keep the (*insert your Division/Department/Agency*) manager/supervisor informed about damage.
- e Do not use matches, lighters, or any open flames until you are sure that no gas leaks exist. Do not operate electrical switches or equipment if gas leaks are suspected.
- f Do not touch downed power lines or objects touching them.
- g Do not flush toilets until you are certain that sewage lines are intact.
- h Do not use the telephone except for emergency calls.
- i Do not spread rumors.

i Be prepared for additional aftershocks. Although most aftershocks will be smaller than the main shock, some may cause additional damage to weakened structures.

f. Bomb Incident Procedures.

(1) Bomb Threat - Telephone Call.

(a) Remain calm and document as much information as possible, using Chapter 4, Annex C, as a guide. The following basic questions should be asked:

- 1 Where is the bomb now? (Attempt to obtain the exact location of the bomb.)
- 2 When is the bomb going to explode?
- 3 What kind of bomb is it?
- 4 What does the bomb look like?
- 5 Who placed the bomb?
- 6 Why was the bomb placed there?

(b) Bomb Threat Notification During Normal Business Hours.

1 The person receiving the call will contact *(insert designated person[s] name and title in your Division/Department/Agency as well as whom the designated person[s] is/are to notify).*

2 The person who received the call will then notify the *(Division/Department/Agency)* manager/supervisor or the designated alternate. The manager/supervisor, or the designated alternate, will immediately relay the information through the chain of command.

(c) Bomb Threat Notification After Normal Business Hours.

1 The person who received the call will notify *(insert the name and title of person(s) in your Division/Department/Agency to be notified).*

2 The person who received the call will then notify the immediate manager/supervisor or alternate. The manager/supervisor or the designated alternate will immediately relay the information through the appropriate chain of command.

3 A facility search of the *(Division/Department/Agency)* may be ordered by *(insert name and title of person[s] in your Division/Department/Agency having authority)* whenever they deem it advisable. The *(Insert your Division/Department/Agency)* facility should not be evacuated unless ordered by *(insert designated person[s] name, or his/her designated alternate)*.

(2) Bomb Threat - Suspected Letter Bomb or Package.

(a) If a letter or package is suspected of being a bomb, employees shall proceed as follows:

1 **Do Not Touch or Handle Unnecessarily.**

2 Evacuate the immediate area and notify personnel in adjacent rooms.

3 Leave the doors unlocked and standing open. Open windows to vent a potential explosion.

4 Immediately notify *(insert designated person[s] name, title, and telephone number in your Division/Department/Agency)*.

5 Notify the manager/supervisor, or designated alternate.

6 The manager/supervisor will provide notification to the next level of command.

(3) Bomb Threat Involving Other Public or Private Property. Notify *(insert name and title of person[s] in your Division/Department/Agency to be notified)*. This person will then notify the appropriate division, department or agency.

(4) Bomb Search Team Responsibilities (If applicable).

(a) The following are definitions of terminology included in departmental bomb search policy:

1 A visual search is the scanning of a room, vehicle, or structure for any suspicious objects. It includes looking inside of containers that are already open (e.g., waste baskets, cabinets).

2 An entry search is the opening of vehicle doors, hoods, or trunks, and removing luggage from commercial carriers. It includes opening closed containers and glove boxes.

3 A facility search is not only a visual scanning of the facility, but includes opening office doors, and stopping and listening for ticking or humming noises similar to those made by a timing device.

(b) The search team(s) will consist of available trained personnel selected from the list provided in Chapter 1, of this plan.

(c) An employee who is well acquainted with each area to be searched will be requested to accompany each search team.

(d) Personnel conducting bomb searches shall adhere to the following policies and procedures:

1 *(Insert name and title of designated person(s) in your Division/Department/Agency)*, will assume the responsibility for establishing a CP and conducting a visual facility search.

2 The *(Division/Department/Agency)* manager/supervisor will provide direct notification to the next level of command.

3 Any suspected explosive devices must result in the facility remaining vacant until it is determined to be safe by the designated manager/supervisor or his/her designated alternate.

4 When a facility search is conducted by bomb search personnel and does not result in the discovery of a suspected explosive device, the designated manager/supervisor or alternate, with the concurrence of *(insert next level of command)* will assess the circumstances and, if determined safe, allow the facility to be reoccupied.

5 Should a suspicious package be found on the premises, *(insert designated name and title of person[s] in your Division/Department/Agency)* will contact the designated local Explosive Ordnance Disposal (EOD) Team for assistance. (This service is available through your local police or sheriff's department or CHP office.)

6 *(Insert name and title of designated person[s] in your Division/Department/Agency)* shall supervise bomb searches which are conducted after business hours. They will be responsible for developing and maintaining call-out procedures to assure that, if necessary, an after-hours bomb search team can be assembled. In the event it is deemed necessary to assemble an after-hours bomb search team, the *(Division/Department/Agency)* manager/supervisor or the designated alternate shall be notified.

7 Bomb incidents involving the *(insert your Division/Department/Agency)* facility, or which affect or could affect *(insert your Division/Department/Agency)* operations, shall be reported and documented on *(insert your Division/Department/Agency[s][ies] appropriate form)*.

(5) Bomb Disposal. Disarming and/or removal of an explosive device will be handled by the EOD Team. Current telephone numbers for the bomb squad(s) are contained in Chapter 1, of this plan.

(6) Bomb Search Training - Responsibility. Bomb search training shall be conducted annually to ensure the availability of an adequate bomb search team. The responsibility for coordinating initial and refresher bomb search training and quarterly updating of Chapter 1, including the "Trained Bomb Search Personnel" roster, is assigned to *(insert name and title of responsible person[s] in your Division/Department/Agency)*.

g. Search and Rescue/Medical Aid. *(If applicable.)*

(1) General. Search and Rescue (SAR) teams will be organized to mitigate injuries and the loss of life to *(insert your Division/Department/Agency)* employees should the structural integrity of the building become damaged or compromised (e.g., earthquake, flood, fire). SAR team efforts, however, will be restricted to light SAR activities. Heavy SAR operations should be reserved for specially trained and equipped personnel. Specialized SAR teams can be acquired from local and State allied agency sources (e.g., canine search/rescue, heavy rescue).

(2) Organization/Reporting. Search and Rescue operations and medical aid triage will be organized under the direction of the IC once the CP has been established. SAR and EMT-trained personnel will immediately report to the CP for their assignments.

(3) Managers/Supervisors Responsibility. It is imperative that all employees be accounted for once the *(insert your Division/Department/Agency)* facility has been evacuated. Managers/supervisors shall immediately conduct a roll call of employees assigned to their command. Roll-call rosters will then be submitted to the IC to assist SAR teams with SAR planning efforts.

(4) Search and Rescue Teams.

(a) Search and Rescue teams will first search the immediate outside area for missing and/or injured employees.



(b) Search and Rescue teams will be responsible for providing damage assessments of the *(insert your Division/Department/Agency)* facility to the IC **before** re-entering the facility. SAR teams will re-enter the building only under the direction of the IC. Once the decision has been made to re-enter the building, extreme caution must be used. SAR team members **shall** report any observed unsafe conditions existing in the building to the IC.

(c) Injured employees/visitors will only be extricated from the building if it can be done without further risk of injury to the employee/visitor or any SAR team member.

(d) Injured persons will be taken to the triage sites designated by the IC, where they will receive initial medical treatment.

(e) Search and Rescue responsibilities will be relinquished by departmental SAR teams and assumed by specialized SAR personnel upon their arrival and/or upon the direction of the IC.

(5) Emergency Medical Technician Teams. Emergency Medical Technician teams will be responsible for organizing and maintaining the designated triage sites at strategic locations outside the facility. EMT skills will be utilized until the arrival of more qualified personnel (e.g., paramedics, doctors).

h. Demonstrations.

(1) General. Operational policies of the *(insert your Division/Department/Agency)*, enforcement actions of employees, or general political or social problems in the community may result in *(insert your Division/Department/Agency)* facilities being the site of civil disturbance or crowd control-type situations.

(2) Response Procedures.

(a) Personnel are to conduct business as usual. They should not interfere with the demonstrators unless it becomes necessary to do so to protect life or prevent serious property damage.

(b) The *(insert the name of your local police or sheriff's department, or CHP office)* will be notified and provided with a factual report of the incident and a prediction of its future course. This shall be the responsibility of *(insert name of the designated manager/supervisor)*, or the designated alternate.

(c) In all such cases, Executive Staff shall be notified through the chain of command.

(d) Most demonstrations are peaceful. Where conditions to the contrary exist, civil disturbance and crowd control procedures should be followed, in accordance with *(insert your Divisions/Departments/Agencies appropriate policy manual, if applicable)*.

i. Hazardous Materials Spills.

(1) Notification Procedures.

(a) These procedures shall be followed in the event of a major hazardous materials (HAZMAT) spill in, or in the proximity of, the *(insert your Division/Department/Agency)* facility.

1 Immediately call 911 and request a HAZMAT Response Team.

2 *(Insert designated person[s])* will call and request the appropriate personnel to respond and shut down the ventilation system.

(2) Evacuation Procedures.

(a) In the event an evacuation is ordered, follow the procedures outlined in Chapter 5 of this plan.

(b) An alternative assembly area may be designated in the event the pre-designated area *(insert primary location)* is determined to be unsafe. The IC will advise personnel on the location of the alternate site.

(c) Evacuations should be in a location upwind of the fumes (e.g., wind blowing away from you towards the fumes).

j. Violence in Workplace.

(1) Active Shooter.

(a) Notification Procedures.

1 These procedures shall be followed in the event of an active shooter in the workplace environment:

a Immediately seek **COVER** or **ESCAPE** from the area.

b Dial 911 to ensure necessary emergency response.

c (If applicable) If possible, notify a uniformed member of the (Division/Department/Agency).

d If it is safe to do so, attempt to quietly ESCAPE - WITHOUT TAKING ANY RISKS. Close doors and alert others to do the same. STAY in **PROTECTED** office areas and lock the doors to your location.

e If possible, stay in contact with emergency personnel by advising them of any new information.

(b) Evacuation Procedures.

1 In the event an evacuation is ordered, follow the procedures outlined in Chapter 5 of this plan.

2 An alternative assembly area may be selected in the event the pre-designated area, (*insert primary location*), is determined to be unsafe. The IC will advise personnel on the location of the alternate site.

(2) Hostage.

(a) Notification Procedures.

1 These procedures shall be followed in the event a hostage incident develops in the workplace environment:

a Do Not Panic - **REMAIN CALM** - cooperate as necessary. Attempt to quietly ESCAPE - WITHOUT TAKING ANY RISKS.

b If you are able to, move away from the area and dial 911 to ensure necessary emergency response.

c (If applicable) If possible, notify a uniformed member of the (Division/Department/Agency).

d Stay in contact with emergency personnel and advise them of any new information.

(b) Evacuation Procedures.

1 In the event an evacuation is ordered, follow the procedures outlined in Chapter 5 of this plan.

2 An alternative assembly area may be selected in the event the pre-designated area, (*insert primary location*), is determined to be unsafe. The IC will advise personnel on the location of the alternate site.

(3) Aggressive Behavior.

(a) Notification Procedures.

1 These procedures shall be followed in the event a person disrupts the work environment by verbally or physically assaulting an employee(s).

a Do Not Panic - **REMAIN CALM** - cooperate as necessary. Move away from the area and dial 911 to ensure necessary emergency response.

b (*If applicable*) If possible, immediately notify a uniformed member of the (*Division/Department/Agency*).

c Stay in contact with emergency personnel and advise them of any new information.

(b) Evacuation Procedures.

1 In the event an evacuation is ordered, follow the procedures outlined in Chapter 5 of this plan.

2 An alternative assembly area may be selected in the event the pre-designated area, (*insert primary location*), is determined to be unsafe. The IC will advise personnel on the location of the alternate site.

k. Elevator Malfunction. (*If applicable, insert relevant information.*)

l. War Emergency Procedures.

(1) General. There may be little or no forewarning of an attack. There may be public warnings, or only a brilliant flash of light to mark the event. The first few moments of the attack are the most critical in terms of protection from the blast and the radiation effects of a nuclear weapon.

(2) Pre-Attack Procedures.

- (a) Listen to the Emergency Broadcast System instructions and follow them carefully.
- (b) Do not spread rumors.
- (c) Remain calm.
- (d) If time permits, go to your local designated fall-out shelter and wait for further instructions.

(3) Procedures During an Attack.

- (a) Duck behind or under any sturdy furniture or structure, face down. Cover your face with the crook of one arm and put the other arm around the back of your neck.
- (b) Do not look at the blast, as this can cause permanent eye damage.
- (c) Try to select a place away from windows, doors, or insecure fixtures that may be knocked loose by the blast wave.
- (d) Remain in position as long as the effects of the blast and resultant shock wave are felt.

(4) Post-Attack Procedures.

- (a) Check for injured personnel. Report injuries to the *(Division/Department/Agency)* manager/supervisor or the designated alternate. Provide first aid as needed.
- (b) Check for fires or fire hazards resulting from the attack.
- (c) Check electrical equipment for damage. Shut off power supplies.
- (d) Do not go outside. You may expose yourself to the hazards of radiation and/or flying debris.
- (e) Report damage to your manager/supervisor, or another person designated to handle damage control. Keep the *(Division/Department/Agency)* manager/supervisor informed of any damage.

- (f) Do not use matches, lighters, or any open flame until you are sure that no gas leaks exist. Do not operate electrical switches or equipment if gas leaks are suspected.
- (g) Do not use the telephone except for emergency calls.
- (h) Do not spread rumors.
- (i) When safe to do so, go to your local designated shelter and wait for further instructions.

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**ANNEX A**

**SAFETY INSPECTION**

*(Insert a copy of your Safety Inspection checklist.)*



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**ANNEX B**

**HAZARD REPORT / INSPECTION**

*(Insert a copy of your Hazard Report / Inspection checklist.)*

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**ANNEX C**

**BOMB THREAT TELEPHONE CALLS**

*(Insert a copy of your Bomb Threat Telephone Call checklist.)*

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## CHAPTER 5

### EVACUATION

#### 1. BUILDING EVACUATION.

##### a. Policy.

(1) During normal business hours, the *(insert your Division/Department/Agency)* facility will be evacuated upon the order of the manager/supervisor, designated alternate, or the next highest ranking member available.

(2) After normal business hours, *(insert name and title of designated contact person[s] in your Division/Department/Agency)*, may order the evacuation.

##### b. Evacuation Alarm (If applicable).

(1) An evacuation alarm system has been installed in your *(Division/Department/Agency)*. Activation switches have been installed *(insert location of activation switches)*.

(2) The alarm will be the signal for all personnel to evacuate to their assigned evacuation areas. Therefore, activation of the alarm shall be made only at the direction of a person authorized to order an evacuation.

EXCEPTION: In the event of a major fire, or other emergency, when the need for immediate evacuation of the building is obvious, the evacuation alarm may be activated by **any** *(insert your Division/Department/Agency)* employee having access to it.

(3) *(Provide instructions for turning off the alarm system.)*

##### c. General Procedures.

(1) During normal office hours, a person authorized to order an evacuation shall be advised of any situation which might require such action. Notification shall be by the most expeditious means. Incidents which may necessitate an evacuation include, but are not limited to, the following:

(a) Fire.

(b) Bomb Threat.

(c) Flooding.

(d) Earthquake.

(2) After normal business hours, the person ordering an evacuation is to notify *(insert name or title of person to be notified in your Division/Department/Agency)*, who will in turn expeditiously notify the next level of command.

(3) Evacuation is to be made by the nearest **stairway** *(if applicable)*, and exit, as designated. Evacuation route signs shall be strategically placed in all facilities *(indicate the location of evacuation signs)*. The signs designate the route and exit to be used by the room occupants. Additional signs are placed at key locations to direct personnel along the proper evacuation routes.

(4) Special instructions may be given by those coordinating an evacuation if the exit routes must be changed.

(5) Special instructions must be readily available for the evacuation of persons with disabilities.

d. Evacuation Responsibilities – Managers/Supervisors.

(1) Managers/supervisors are required to ensure that their employees are aware of established evacuation procedures and routes.

(2) Upon notification of an evacuation:

(a) The *(Division/Department/Agency)* manager/supervisor, or the designated alternate, will ensure that all work areas are completely evacuated.

(b) All managers/supervisors will monitor and coordinate the movement of personnel to assure the safe, orderly, and prompt evacuation of the building.

(3) *(If applicable)* Elevators are not to be used for evacuations.

(4) Managers/supervisors are responsible for assigning able-bodied employees to assist or carry out persons with disabilities and/or visitors.

(5) Managers/supervisors shall determine whether all assigned employees have been accounted for and provide an employee status report to the IC.



e. Evacuation Responsibilities - All Employees.

- (1) All employees shall be aware of established evacuation procedures and routes.
- (2) When notified to evacuate, employees are to terminate telephone conversations and leave work papers on their desks.
- (3) Employees are to make a visual check of objects in their respective office areas. If foreign or suspicious items are observed, immediately report them to the manager/supervisor. Also report foreign or suspicious objects observed in hallways or in other general-use areas. Do not move or touch suspicious objects.
- (4) Appliances and office equipment should be turned off before evacuating the office.
- (5) Employees should take personal belongings with them as they exit the building.
- (6) Office doors should be left open during bomb evacuations.
- (7) Employees should provide assistance to visitors to ensure that they exit the building via the designated routes.

f. Assembly Areas.

- (1) Personnel should use the nearest accessible exit. Emergency route signs have been posted in each office to assist employees in the event of an evacuation (refer to Chapter 5, Annex A, for office-specific routes, exits, and assembly areas). *(Insert designated assembly areas.)*
- (2) *(Insert any additional necessary details.)*
- (3) All specially trained teams will meet at the CP after their managers/supervisors have accounted for them at their designated assembly area.
- (4) Evacuated personnel should remain at least 300 feet from buildings.
- (5) Streets are to be kept clear for emergency equipment.
- (6) Employees are to remain in their designated evacuation areas until they are accounted for and further instructions are given.

(7) The manager/supervisor, the designated alternate, or the next highest-ranking member available, shall issue instructions to re-enter the building. Employees will re-enter through the main entrance unless otherwise instructed.

g. Evacuation Procedures/Drills.

(1) Evacuation drills will be periodically conducted by *(insert name and title of responsible person[s] in your Division/Department/Agency)*. Advance notice of each drill will be provided by *(insert appropriate notification, e.g., memorandum, electronic mail, posted notification)*. Therefore, any activation of the evacuation alarm without any prior notice should be treated as a bona fide emergency and an evacuation shall be initiated.

(2) Upon receiving announcement of a scheduled drill, managers/supervisors will advise their personnel of the forthcoming exercise. Additionally, procedures should be established to:

(a) Assign one person to remain in the office during the drill to answer telephones.

(b) Assure that employees evacuate the building in an orderly manner, and with appropriate caution.

(c) Ensure a complete evacuation of all work areas, including provisions for the escort of visitors and persons with disabilities.

(3) *(If applicable)* Personnel working in Communication Centers will not be required to leave the building during evacuation drills.

(4) *(Insert the name and title of responsible person[s] in your Division/Department/Agency)* will assign personnel to each building exit to monitor the exercise and provide directions. The assigned monitors will also inform personnel when it is permissible for employees to return to the building. Employees are then to return directly to their work areas.

(5) Following completion of the drill, the managers/supervisors are encouraged to critique the drill and provide any suggestions or recommendations for improvement to *(insert the name and title of person[s] responsible for conducting the drill in your Division/Department/Agency)*.

**ANNEX A**

**EVACUATION ROUTE**

*(Insert a copy of a map indicating the evacuation route for your facility.)*

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## CHAPTER 6

### TRAINING

1. PURPOSE. The purpose of this chapter is to establish training guidelines and procedures for implementation, which enhance employee safety awareness and ensure employee emergency preparedness. It is the desire of the *(insert your Division/Department/Agency)* to effectively prepare employees to recognize and anticipate potential hazards, and to act decisively and appropriately during an emergency.

2. POLICY.

a. Policy supporting emergency incident management requirements are contained in *(insert your Division's/Department's/Agency's appropriate policy manual)*.

b. All permanent and temporary employees assigned to this facility will be trained in accordance with procedures contained in this chapter to ensure maximum protection in the event of an emergency.

c. The Emergency Action Plan (EAP) shall be kept at the workplace and be available for each employee to review at any time.

d. *(Insert the name and title of responsible person[s] in your Division/Department/Agency)* will annually review and revise the *(insert your Division/Department/Agency)* EAP. The manager/supervisor will review the EAP annually, and assign staff to update the plan when necessary. Additionally, managers/supervisors shall provide suggestions, corrections, and/or additions to *(insert the name and title of responsible person[s] in your Division/Department/Agency)* for annual updates.

e. *(Insert the name and title of designated person[s] in your Division/Department/Agency)* shall conduct an annual evacuation exercise of the *(insert your Division/Department/Agency)* facility.

3. INITIAL TRAINING.

a. *(Insert your Division/Department/Agency)* managers/supervisors shall be responsible for providing initial emergency evacuation and escape training to all employees. The manager/supervisor shall ensure that safe and orderly evacuation procedures are followed by *(insert your Division/Department/Agency)* employees, whether during a drill or in an actual emergency. The manager/supervisor shall be

responsible for training assigned employees in proper emergency reporting and notification procedures, work location evacuation routes, and employee accountability reporting.

b. Managers/supervisors shall ensure that employees know the location of employee assembly areas once they have been evacuated from the building. The manager/supervisor shall assign specific duties to selected personnel to assist with the emergency planning process and evacuations.

c. The manager/supervisor, or the designated alternate, shall advise each employee of the employees responsibilities under the plan at the following times:

(1) When the plan is initially developed.

(2) Whenever the employee's responsibilities, or designated actions under the plan, change.

(3) Whenever the plan has been revised.

(4) Managers/supervisors shall also ensure that all employees have read and understand the provisions of the EAP. An Employee Emergency Action Plan Review (refer to Chapter 6, Annex A), shall be completed and signed by each employee subsequent to new-employee orientation. Managers/supervisors shall maintain a file containing records of all initial and refresher training given to employees.

#### 4. ANNUAL/REFRESHER TRAINING.

a. The manager/supervisor shall ensure that each (*insert your Division/Department/Agency*) employee reviews the EAP annually. After each review, the Employee Emergency Action Plan Review shall be signed and dated by the employee and his/her immediate supervisor/manager.

b. If any changes are made to the EAP, managers/supervisors shall ensure that all employees review the amended portion of the plan, and initial and date their Employee Emergency Action Plan Review in the appropriate space to indicate that they have reviewed and understand the changes. If necessary, additional training shall be provided to employees.

5. TRAINING RECORDS.

- a. *(Insert the name and title of responsible person(s) in your Division/Department/Agency)* shall maintain records of all emergency evacuation exercises conducted at this facility.
- b. The Employee Emergency Action Plan Review may be placed and maintained in the employee's secondary personnel folder, or shall be placed and maintained in a common binder in the command's file. Should the binder option be utilized, the manager/supervisor shall ensure that the Employee Emergency Action Plan Review is forwarded with the employee's personnel file should a transfer occur.

6. EMERGENCY EXERCISES.

- a. Emergency exercises are conducted for the purpose of testing personnel understanding of the EAP, and to enhance their proficiency in implementing the plan under simulated emergency incidents.
- b. *(Insert the name and title of responsible person[s] in your Division/Department/Agency)* is charged with the responsibility to conduct an annual evacuation exercise of the facility. All managers/supervisors are encouraged to develop "work location" exercises and discussions to enhance employee emergency preparedness and safety.
- c. Emergency exercises are the best method of training personnel to manage emergency incidents. Exercises allow personnel to become thoroughly familiar with policy and procedures contained in the EAP. The following types of exercises will assist managers/supervisors with their emergency planning efforts:
  - (1) Table-Top Exercise. A table-top exercise is an interactive discussion of hypothetical situations presented by the exercise leader, and possible responses proposed by exercise participants. This type of exercise is a convenient method to evaluate existing policies, procedures, and management strategies.
  - (2) Functional Exercise. Functional exercises are performance-oriented and simulate the management of an actual emergency (e.g., evacuation drills, fire drills, earthquake duck, cover, and hold exercises). This strategy will build employees' confidence and stimulate interest. Exercise performance should be evaluated by a separate, dedicated group of evaluators, with the intent of using this knowledge in subsequent EAP revisions.



7. EMERGENCY INCIDENT CRITIQUE.

a. Subsequent to an emergency which necessitated the evacuation of *(insert your Division/Department/Agency)* employees, *(insert name and title of responsible person[s] in your Division/Department/Agency)* shall prepare an After Action Memorandum and forward it through channels to the appropriate manager/supervisor who evaluates and critiques the performance of *(insert your Division/Department/Agency)* employees during the evacuation.

b. Employees directly involved in post-emergency planning activities should participate in the preparation of the After Action Memorandum. The manager/supervisor shall take necessary steps to ensure that appropriate changes are made to the EAP when the critique of an emergency incident discloses any inadequacies. If any changes are made to the EAP, the manager/supervisor shall ensure that all employees review the amended plan, and initial and date their Employee Emergency Action Plan Review in the appropriate space to indicate that they have reviewed and understand the changes. If necessary, additional training shall be provided to employees who do not perform in accordance with existing policy and/or procedures.

**ANNEX A**

**EMPLOYEE EMERGENCY ACTION PLAN REVIEW**

*(Insert a copy of your Divisions/Departments/Agencies Employee Emergency Action Plan Review checklist.)*