



## **EMERGENCY RESPONSE GUIDE**

A Quick User Guide to the  
Pennsylvania's State System of Higher Education @ Center City/  
Mellon Independence Center  
Life Safety Manual

MELLON INDEPENDENCE CENTER  
701 MARKET STREET, PHILADELPHIA, PENNSYLVANIA

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# Important Phone Numbers

## Emergency Phone Numbers for Mellon Independence Center (MIC)

**\*IN THE CASE OF AN EMERGENCY DIAL 911\***

**If dialing from a State System @ Center City Classroom dial 8-911**

Department	Primary Number	Other Number
Main Lobby Security Desk	(215) 238-9777 ext. 1	
Police	911	
Fire	911	
Ambulance	911	

## Building Management Phone Numbers, Business Hours

Department	Primary Number
Property Administrator	(215) 592-8905
Building Management	(215) 592-8905

### MIC - Director of Security

(215) 238-9306

### State System @ Center City Staff Members

Main Office Telephone Line

(267) 386-3001

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Director, State System @ Center City  
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### Acronyms

EFC- Emergency Floor Coordinator  
ETM- Emergency Team Member  
AEFC- Alternate Emergency Floor Coordinator  
AETM- Alternate Emergency Team Member  
MIC- Mellon Independence Center

Pennsylvania's State System of Higher Education is an equal opportunity educational institution and will not discriminate on the basis of race, color, national origin, age, religion, veteran status, sex and disability in its activities, programs, or employment practices as required by Title VI, Title VII, Title IX, Section 504, ADEA and the ADA.

For information regarding civil rights or grievance procedures and for inquiries concerning the application of Title IX and its implementing regulation, contact Dr. Victoria Sanders, Assistant Vice Chancellor/[PASSHE Title IX Coordinator](#), 2986 North Second Street, Harrisburg, PA 17110-1201; Phone: (717) 720-4061; Email:[vsanders@passhe.edu](mailto:vsanders@passhe.edu).

Additionally, inquiries concerning Title IX and its implementing regulation can be made to the U.S. Department of Education, Office of Civil Rights, Region III, The Wanamaker Building, 100 Penn Square East - Suite 505, Philadelphia, PA 19107; Phone: (215) 656-6010; Fax: (215) 656-6020.

## Mellon Independence Center and State System @ Center City Emergency Communications

In the case of an emergency, the first call you should make is 911.

Building management and building security are alerted anytime that 911 is dialed from within the building.

If necessary, a building wide announcement will be made regarding the situation. It is important to pay close attention to any building announcements.

Building management or building security will contact the State System @ Center City Director if necessary by phone or email.

## Timely Warning Notifications

The State System @ Center City Director will contact partner university campus police to make a decision regarding the necessity of a timely notification warning.

If deemed necessary, the State System @ Center City Director and/or partner university campus police will issue a timely warning notification. State System @ Center City will provide timely warning notifications using e2Campus (more information to follow), the State System @ Center City website ([www.centercity.passhe.edu](http://www.centercity.passhe.edu)), email to all available email addresses to partners, faculty and students, and by posting notices throughout the Concourse Level and the 3<sup>rd</sup> Floor.

## Emergency Drills

Building management runs three (3) drills per year. Two (2) are shelter-in-place drills and one (1) is a fire drill. Drills are run three (3) times throughout the day: morning; evening; third shift.

**It is important to participate in these drills and pay close attention to any building announcements during the drill. This will help prepare you in the case of a real emergency.**

The City of Philadelphia issues a city wide evacuation drill once every five (5) years. Specific instructions will be provided by building management prior to the drill via email and during the drill using the loudspeaker system.

# Emergency Alert Notifications

State System @ Center City uses a messaging system called e2Campus to communicate weather and utility delays along with any other emergency notifications. Below you will find details regarding the use of this system and how to sign up. This type of communication will be used in the event of a crisis, emergency, or weather situation and will be used in addition to the current methods of communication which include a voice message on the main line (267.386.3001), the website - [www.centercity.passhe.edu](http://www.centercity.passhe.edu), and the local media (radio and tv).

## *What is e2Campus?*

e2Campus is one of multiple communication methods that State System @ Center City will use in the event of a crisis, emergency, or inclement weather situation that may impact the operation of the State System @ Center City facilities.

## *How does the system work?*

If it is determined that a crisis, emergency, or inclement weather situation will impact the operation of the State System @ Center City facilities, a text message will be sent to all individuals who have registered. These messages will be sent to cell phones or to an e-mail address.

## *How do I register?*

Go to the State System @ Center City website at [www.centercity.passhe.edu/emergency.php](http://www.centercity.passhe.edu/emergency.php). Once there, if you already have a username and password you can login through the “login here” section. To register for the first time, fill in the information under “Register for e2Campus”. Once registered, you will receive a validation code via text message on the mobile number or email address that you provided to activate the account. You will then be able to login and add other mobile numbers and email addresses. There is also a link on the main page to sign up for email only accounts.

## *Why should I register?*

By registering, you will be able to receive alerts in the event of a crisis, emergency or inclement weather situation. Text-messages are, for now, the quickest communication method in an emergency and are an effective way to contact individuals who are off-campus, outside of class or who are not reachable by other methods such as e-mail.

## *How will State System @ Center City communicate in an emergency?*

Text-messaging is just one of multiple methods State System @ Center City uses in an emergency. Other methods include postings on [www.centercity.passhe.edu](http://www.centercity.passhe.edu), recorded message on 267.386.3001, and release of information to the local media (as posted on the website).

## *What should I do when I receive an alert?*

If an alert is issued, it is vital that you follow instructions in the message. The length of the message is limited but will provide needed information.

## *Will the system be tested?*

The system will be tested at least once a semester at a time that will not disrupt the current class schedule.

## *How do I update my contact information?*

If you change cell numbers or providers, please login to e2Campus and make the necessary changes. You can do this through the State System @ Center City website at [www.centercity.passhe.edu/emergency.php](http://www.centercity.passhe.edu/emergency.php). To be effective, the contact information must be current and we ask that changes be made as soon as possible. You are responsible for ensuring the accuracy of your information.



3. One you have successfully entered the information select **'Create Account'**. You will receive a text message to the registered mobile phone with a validation code within a few minutes. Please take note to the information on the website.

**NOTE: When registering for text message notifications via cell phone...**

- Please make sure your cell phone is on
- After you complete the form and click "Create Account"
- Your cell phone will beep that you have a text message and will say:  
"From gateway@gw.omnilert.net"  
(Service Validation)  
e2Campus Validation  
Code: 1234
- Type code number at red arrow in example image below
- Your computer screen will display this image:



4. Once you receive the validation code, enter the code as instructed on the website:



## Fire Alarm Activation and Response

### Upon the activation of an alarm, the following will occur:

1. The fire/life safety system equipment located at the lobby desk and in the fire command center will automatically indicate the building section and floor number that the alarm occurred.
2. Speakers will activate sounding a pre-recorded, scripted announcement throughout the building.
3. Strobe lights will activate throughout the building.
4. Elevators will be recalled to first floor either manually or automatically depending on device activated.
5. Stairwell doors will automatically unlock.
6. Secured doors (Card-Readers) automatically unlock with the exception of some GSA tenant suites.
7. The main lobby turnstiles will open.
8. The main lobby security officer calls 911/PFD to report the activation.
9. Engineering will report to the Fire Command Center and monitor the fire/life safety system while awaiting the arrival of the fire department.
10. Upon arrival, engineering will escort the fire department to location of the device activation to investigate.

### Upon receipt and acknowledgement of an alarm, the security supervisor will do the following:

1. Monitor the fire/life safety system for additional alarms (confirmation alarms of an actual incident).
2. Make proper notifications to Building Management.
3. Direct tenants as needed in the main lobby area.

### If no fire or hazardous conditions are present and the Fire Department is not responding (Off Line):

1. Engineering will search for and determine the source of the alarm then advise the lobby security desk.
2. After clearing the alarm, attempt to reset the system.
3. If unable to reset the system due to a malfunction, building engineers will take necessary steps to correct the problem.

### If no fire or hazardous conditions are present and the Fire Department is responding (On Line):

1. Engineering will await the Fire Department's arrival and then proceed to the alarmed floor and investigate the source and reason for the alarm.
2. If due to a malfunction, the Fire Department will clear the alarm and allow elevator operation to resume.
3. If the alarm cannot be immediately reset, elevators are released and will resume normal operations.

### If a fire or hazardous condition is present:

1. The Fire Department will take overall command of the event utilizing the building personnel as needed.
2. Give instructions and deploy adequate manpower to address the fire or hazardous condition.
3. Direct proper manpower to evacuate indicated floors.

## Actions During Alarm Activations

### If an actual fire or hazardous condition occurs in your area, you should:

1. Activate the closest fire alarm Pull Station even though an alarm may have already been activated. (This will help to confirm the alarm). Call your respective building emergency phone number and advise them of the situation (if time permits).
2. When actual emergency occurs, that would necessitate an evacuation, the EFC on floors 2 – 7 has the authority to give the command to evacuate, as deemed necessary, when Building Management, Security, the Fire Department or other designate cannot physically be on that floor or is not present. The EFC directs the ETM's to start evacuating their assigned areas. Once the evacuation has started, personnel are to be directed to the nearest stairwell and proceed to the respective assembly area. Personnel on Concourse level and First Floor should always evacuate when an alarm is activated.
3. Close all doors that will help contain the fire.
4. Assist persons with disabilities to the first landing of the fire tower stairwell if it would be unsafe or dangerous to wait for Fire Department assistance.
5. Immediately contact your building emergency phone number or 911 if someone needs immediate medical assistance

### If an actual fire or hazardous condition occurs that is not in your immediate area and there is no imminent danger you should:

1. EFC's on floors 2 thru 7 should direct the ETM's and personnel that they are responsible for to the closest fire tower.
2. EFC's on floors 1, concourse, and sub-basement will direct their personnel to the designated evacuation points outside the building.
3. Enter the fire tower and await further instructions from security personnel and/or building engineers.
4. Assistants should circulate throughout your office space (especially store rooms, restrooms or inner office areas) making certain that your fellow employees are participating in a fire drill or are aware of a fire emergency. After each room or inner office area is investigated, shut the door(s) behind you and join your fellow employees at the Fire Tower door.
5. If you are assigned to assist a physically challenged person, follow your fellow employees with that person and line up at the end of the line. You are to remain with the person until the fire drill or fire emergency is over.
6. Be prepared to immediately activate the Emergency Evacuation Plan, when or if instructed.
7. Listen and pay close attention to all announcements sounding over the fire/life safety system.
8. For tenants on floors 2 thru 7: Do not evacuate unless circumstances dictate otherwise or until instructed to do so as not to unnecessarily clog stairwells.
9. For tenants on floors 1, concourse, and the sub-basement: Evacuation is mandatory for all alarm activations.
10. Immediately contact your building emergency phone number or 911 if someone needs medical assistance.

# Typical Evacuation Practices

## By Stairwell

### Normal Stairwell Movement

- Stay Calm.
- Keep talking to a minimum and listen to announcements sounding over the fire/life safety system.
- Enter the stairwell single file.
- Stay to the wall side of stairwell while descending as firefighters/emergency personnel will typically come up the inside portion of the stairwell.
- Move quickly but do not run and utilize handrails.
- Remove high-heeled shoes to avoid tripping (carry them with you).
- Be alert to other traffic entering/descending down the steps from other floors.
- Use courtesy and allow others entering the stairwell from other floors to merge in with the flow but do not unnecessarily hold up traffic.
- Do not carry open containers of liquids as a potential spill may cause a slip and fall.
- Gain assistance for those who are slower moving or physically impaired.
- Complete the evacuation and do not congregate in the stairwell. Once out immediately proceed to the assembly area.
- Dispel any false information or rumors you might hear during the evacuation by other evacuees and follow the instructions sounding over the fire/life safety system or by emergency personnel.

### Extreme Stairwell Situations and Movement

\*In the event of complete power loss and/or loss of the ability to make announcements through the fire/life safety system do the following:

- Utilize the same practices as outlined in Normal Stairwell Movement.
- Emergency Floor Coordinators and Emergency Team Members should utilize their flashlights to help illuminate the stairs and provide additional guidance with stairwell movement.
- Personnel evacuating can place an arm on the shoulder of the person in front of them to assist with movement in the event that the stairwell becomes dark or if a wall and/or hand railing are present, use it as a guide and follow it all the way down to the exit point.
- If necessary, follow the instructions in the Extreme Emergency Measures section of this book.

### Ground Floor and Stairwell Exit Points

- Proceed directly out of the building using the nearest ground floor exit point or where the stairwell exits, and proceed directly to the designated assembly area using the fastest and safest route.

### Stair tower Emergency Phones

- Emergency phones are located on the 4<sup>th</sup> floor landing inside each stair tower at Mellon Independence Center. The phones are housed in a red, labeled call box next to the stair tower door.

# Emergency Evacuation Suggestions for Individuals with Disabilities

## Individuals with Vision Disabilities

- People who are visually impaired need to be familiar with an evacuation route for use in emergency situations ahead of time. It is also good to learn at least one alternate route, just in case.
- Use the buddy system. The buddy should be someone familiar with the person having the impairment, specifically knowing how to provide guiding assistance, and they should be familiar with the guide dog or other service animal. Additionally, back-up or alternate buddies should be recruited and trained.
- Buddies should go to the person's workstation or an agreed meeting place to look for the employee with a disability. If the employee is not found, the buddy should then immediately vacate the building.
- During the semi-annual zone evacuations or when a full evacuation drill is conducted, it is good to participate, as this improves familiarity with the evacuation procedures and routes for the employee, their service animals, and the buddy(s).

## Individuals with Hearing Disabilities

- If visual alert devices are not present or not working properly, the EFC or ETM needs to ensure that someone alerts the individual to the evacuation and if necessary, assign a buddy to assist.

## Individuals with Disabilities – Non Ambulatory

- A non-ambulatory individual can be described as someone who would need assistance in evacuating a floor or area. These can be individuals who use a wheelchair, crutches, cane, walker, or other device and would need assistance in evacuating. This can also include individuals who are in the later stages of pregnancy or have a severe physical ailment other than a mobility issue. These individuals should have a buddy assigned to them and should stay with them throughout the event. These individuals should proceed to the freight elevator landing, with their buddy to await evacuation.

## Individuals with Disabilities – Ambulatory

- An ambulatory individual can be described as someone who may have a minor respiratory ailment or other minor physical ailment that would not necessitate the need for a buddy; however, the individual would not be able to typically ascend stairs during an evacuation. These individuals should proceed to the freight elevator landing to await evacuation.

## Individuals with Mental/Cognitive Disabilities

- If necessary, assign a buddy to the individual and assist as needed.

## Extreme Emergency Movement of Individuals with Disabilities

In the event of an extreme emergency, employees using wheelchairs, motorized scooters, crutches, etc., should consider alternative evacuation measures, including being picked-up and carried down the stairwell to a safer location and if necessary, out of the building.

When circumstances necessitate separating the user and the wheelchair, try to keep the period of separation to a minimum. Ensure sufficient help to carry both the user and the wheelchair/scooter is available to use this procedure.

When more than one flight of stairs is traversed, helpers may need to switch positions, since one person may be doing most of the lifting. Switch positions only on level landing areas. When the lifting is complete, follow the instructions of the wheelchair's user and restore the manual or motorized wheelchair to full operation; then assist the user to a safe area.

In the event that an individual(s) with disabilities is evacuated by other means such as freight or passenger elevator, they will most likely be assembled at a closer location, away from the danger, such as one of the other buildings, instead of to the designated location. The decision as to what evacuation means will be utilized and where these occupants will be assembled will be made by the authorities (PFD/PPD) at the time of the event as circumstances may determine the decision.

## Emergency Evacuation Suggestions for Disorientated and Frightened Individuals

Occasionally, during an emergency situation, individuals may panic or develop severe anxiety over the event. This type of a reaction may even cause the person to freeze-up and lose all rational thought processes as to what they need to do. In the event that you encounter someone on your floor that becomes severely distressed attempt the following:

- Talk to the individual and try to reason with them.
- Logically explain to them the situation that is occurring and that they need to leave the area.
- Be firm and reassuring.
- If needed, assign a buddy to the person and ensure the buddy stays with them throughout the event.

If there is imminent danger and the person is irrational, apprehensive, and unwilling to leave the area, obtain assistance, as needed, and attempt to safely use reasonable force to assist the individual away from the danger.

If the situation deteriorates to the point that your or others' safety is in question, immediately evacuate the area and as soon as possible advise Security, building management, or emergency personnel what has occurred so that they can respond to the situation.

## Evacuation Guidelines

Situation/Action	Hold	Floor Evacuation	Full Evacuation
Haze of Smoke	X	X	
Haze of Smoke with Aroma/Odor	X	X	
Light Smoke		X	
Medium Smoke			X
Heavy Smoke			X
Bomb Threat	X	X	X
Suspicious Odor – External	X		
Suspicious Odor – Internal	X	X	X
Power Outage	X		
Severe Weather	X	X	
Earthquake	X		

The above is only a basic representation of the guidelines used in making evacuation and life safety decisions. As each emergency occurrence will have unique and specific circumstances, any and all decisions made to evacuate or take other necessary actions to ensure the safety and well being of personnel will be based upon incident assessment, direct and known factual information available regarding the specific occurrence.

### Evacuation Sequence

**Fire:** If an evacuation is ordered due to a fire condition, the following below listed sequences would typically occur:

1. The authorities will communicate to building personnel to activate the Emergency Evacuation Plan.
2. Building personnel will make a scripted building-wide announcement over the fire/life safety system to instruct all building occupants to activate the evacuation plan, exit the building, and proceed to the pre-determined assembly areas.
3. The Fire Department will then determine the condition of the building and determine when it will be safe for re-entry by the building occupants.

**Bomb Threat:** An evacuation during a Bomb Threat Emergency will be very similar to a fire evacuation, however, it may differ somewhat depending on the circumstances of the threat. After careful assessment of the situation by security and/or emergency personnel, any of the following actions can occur:

1. No Evacuation.
2. Area Evacuation (move to another part of the floor).
3. Floor Evacuation (to assembly area).
4. Full Building Evacuation (to assembly area).
5. When ordered to evacuate, due to a Bomb Threat, the following rules apply:
  - **DO NOT** use cell phones or any type of wireless two-way communications device.
  - Remain calm.
  - Evacuate, as indicated, from the area or floor in a quiet and orderly fashion.
  - Listen closely to Public Address announcements or instructions from Emergency Personnel on your floor.

- Follow your assembly area procedures once evacuated.

**Power Outage:** Hold on floor until an assessment of the situation is conducted, an announcement is made with further instructions, or until power is restored.

**Severe Weather:** Hold on floor until an assessment of the situation is conducted or an announcement is made with further instructions and/or information. If the situation escalates the following instructions might be issued:

- Move away from windows or any exterior glass.
- Evacuate to the center of the building (i.e.: elevator corridor) and/or into a stairwell.
- Refer to page 24

**Suspicious Odor – External:** Hold on floor until an assessment of the situation is conducted or an announcement is made with further instructions and/or information. As engineering is able to control the environment inside of a building, it is safer to remain inside instead of evacuating out of the building into a potentially more hazardous atmosphere or environment.

**Suspicious Odor – Internal:** Hold on floor until an assessment of the situation is conducted or an announcement is made with further instructions and/or information. If the odor is strong, offensive, irritating or causes respiratory distress, evacuate the area/floor immediately and proceed to your assembly area. If possible, call building security and advise of the situation once it is safe to do so.

- Typically, an evacuation of a floor(s)/building would be conducted in the same manner as a fire evacuation. The level and extent of the evacuation would be dependent upon existing circumstances of the incident. An evacuation due to a Suspicious Odor would typically occur in one of the below listed manners:
  - Floor evacuation, if other floors are not involved as well, proceed to assembly area.
  - Multiple floor evacuations of the affected areas.
  - Full building evacuation in the event the entire building is affected.

(Pay close attention to Public Address announcements for additional instructions)

**Earthquake:** In the event of an earthquake the following procedure would apply:

1. Move away from windows, high shelving and outside doors.
2. Take cover underneath a desk, table, or other heavy piece of furniture.
3. If there is not any furniture around, brace yourself under an inside doorway.
4. Be prepared for aftershocks. Do not leave your protected area too soon.
5. During an earthquake, the safest place is right where you are. It is not safer outside the building. In fact, most injuries occur as people enter or leave a building, due to falling debris.
6. If inside, stay inside; if outdoors, stay in an open area.
7. Do not attempt to enter a building.
8. Stand-by for emergency announcements/instructions.

## Important Notes to Remember During an Emergency

- ❑ As fire, smoke, and heat rises, the alarmed floor, the floors immediately above then immediately below the alarmed floor will be initially evacuated. Subsequent floors above the zoned floors will be evacuated prior to any floors below. Do not go to the roof, as this can hamper rescue and evacuation efforts.
- ❑ Assist persons with disabilities to the first landing of the fire tower stairwell if it would be unsafe or dangerous to wait for Fire Department assistance.
- ❑ Personnel evacuating down a stairwell may encounter some water (due to sprinkler or fire hose operations) slight smoke, and/or the aroma of smoke or other substance. This is normal as some smoke and water will escape under a door or as a door is opened during an evacuation. These effects should be minimal. Unless directed otherwise, personnel should continue to safely and orderly evacuate down the stairwell as instructed or directed.
- ❑ Pay close attention to Public Address announcements, as you will be instructed if it is necessary to use an alternative stairwell other than your primary one.
- ❑ It is normal for personnel on the lower floors to encounter residual odors and even possibly a haze from an emergency. This is due to elevator shafts and stairwells carrying these odors in a chimney type of effect. Unless there is an immediate danger, do not evacuate until instructed to do so. This will eliminate the unnecessary clogging of stairwells and help ensure a safe and orderly evacuation.
- ❑ It is also possible for some water to seep onto the lower floors especially when the sprinkler system has been activated or fire hoses are in operation. Unless there is an imminent danger, move to another area of the floor and await further instruction announcements from emergency personnel.
- ❑ It is important to remember that all instructions will come via the fire/life safety system speakers and/or from Emergency Personnel on your floor. You should not call the building emergency number to inquire as what to do or to find out what is occurring. This unnecessarily clogs phone lines being used during an emergency and ties up security and emergency personnel from carrying out their prescribed duties.
- ❑ If ordered to evacuate, there is a very good chance that you will not be able to immediately return to your work area. Ensure that coats, purses, or other valuables are collected as quickly and as safely as possible before evacuating your area. If time permits, secure your work area.
- ❑ In the event that anyone refuses to evacuate the floor for any reason, the EFC and/or ETM's should report this to the command post in the lobby and/or inform Security, Building Management, or emergency personnel of the situation.

# Extreme Emergency Measures

## If trapped in a room or area

- Place cloth material (jacket, coat, etc.) around and under the door to prevent smoke from entering.
- Close as many doors as possible between you and the fire.
- Attempt to signal somebody regarding your situation.

## If caught in smoke

- Drop to your hands and knees and crawl.
- Hold your breath as much as possible.
- Breathe through your nose using clothing (shirt, blouse, etc.) as a filter.
- If caught in smoke, remember that smoke rises, and the freshest air will be located closest to the floor.

## If forced to advance through flames

- Hold your breath and move quickly.
- Cover your head and hair.
- Keep your head down and eyes closed as much as possible.
- Once through the flames, if your clothing has caught fire, do not panic...Stop, Drop and Roll.

**Blocked Emergency Egress:** In the event that all emergency egress from upper floors are blocked, personnel are to evacuate UP, as far as possible, away from the danger (smoke & heat).

- After arriving at a location “deemed safe”, utilize telephone, cell phone, pull station, bullhorn or any other means of communication to advise emergency personnel that all emergency egress has been blocked and that you need assistance at your present location.
- Remain Calm.
- If necessary, follow previous extreme emergency measures.
- Await the arrival of emergency personnel who will assist and guide you to a safe evacuation route.
- Do not attempt entry onto the roof as exits are locked.

## Stairwell Exit Points

Concourse	Exit Point
Exit Front Doors; Turn Left	Stairwell #9 - 1 <sup>st</sup> floor near Ross; exit to 8 <sup>th</sup> Street
Exit Back Door; Turn Right	Subway tunnel; turn right; stairs up; exit to 8 <sup>th</sup> Street
Third Floor	Exit Point
Stairwell #7	1 <sup>st</sup> Floor near Main Building Elevators; exit to 7 <sup>th</sup> or 8 <sup>th</sup> Streets
Stairwell #9	1 <sup>st</sup> Floor near Ross; exit to 8 <sup>th</sup> Street

**Stairwell #7** – follow to exit point; upon exiting stairwell turn right; go through security gate; at security desk turn right; once in main hallway turn left to exit to 7<sup>th</sup> Street or right to exit to 8<sup>th</sup> Street

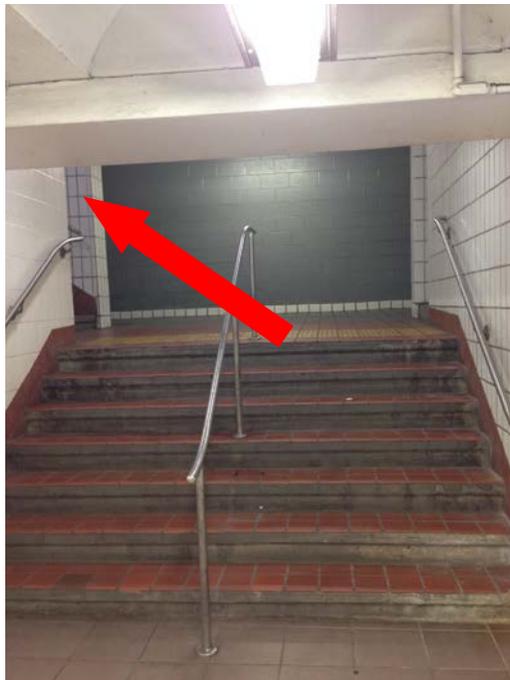
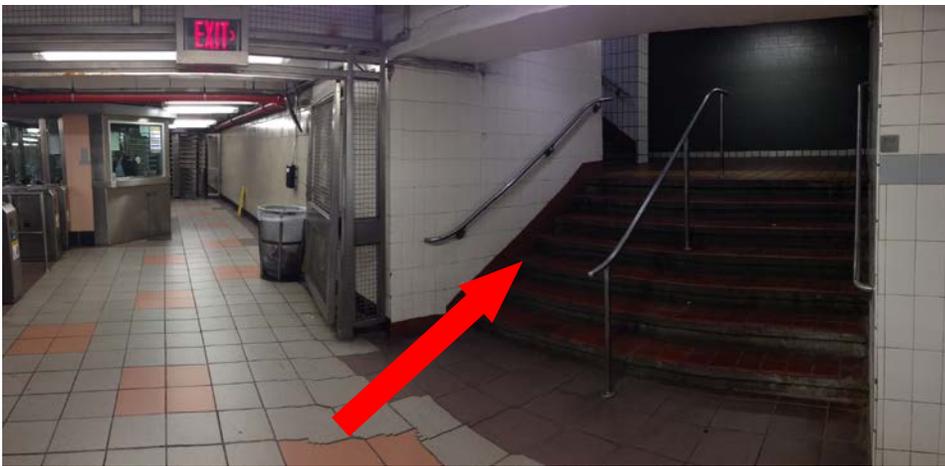


Exit left to 7<sup>th</sup> Street or right to 8<sup>th</sup> Street

Stairwell #9 – follow to exit point; upon leaving stairwell turn left towards Ross; exit to 8<sup>th</sup> Street

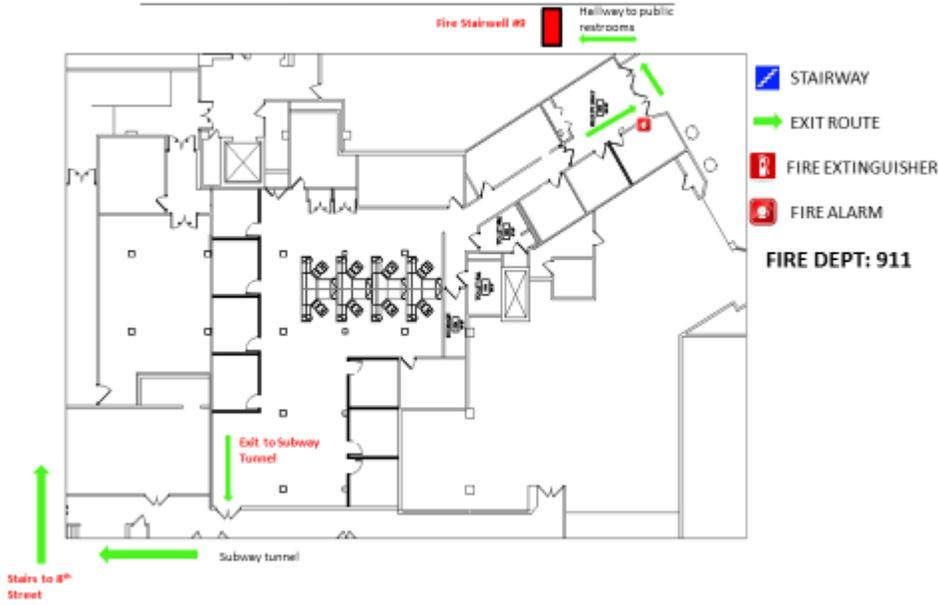


**Subway Tunnel** – upon exiting emergency door turn right; at stairwell turn right and take stairs up; at top of stairs turn left and exit onto 8<sup>th</sup> Street



**EVACUATION MAP**  
PASSHE Center City

Concourse Level



**EVACUATION MAP**  
State System @ Center City

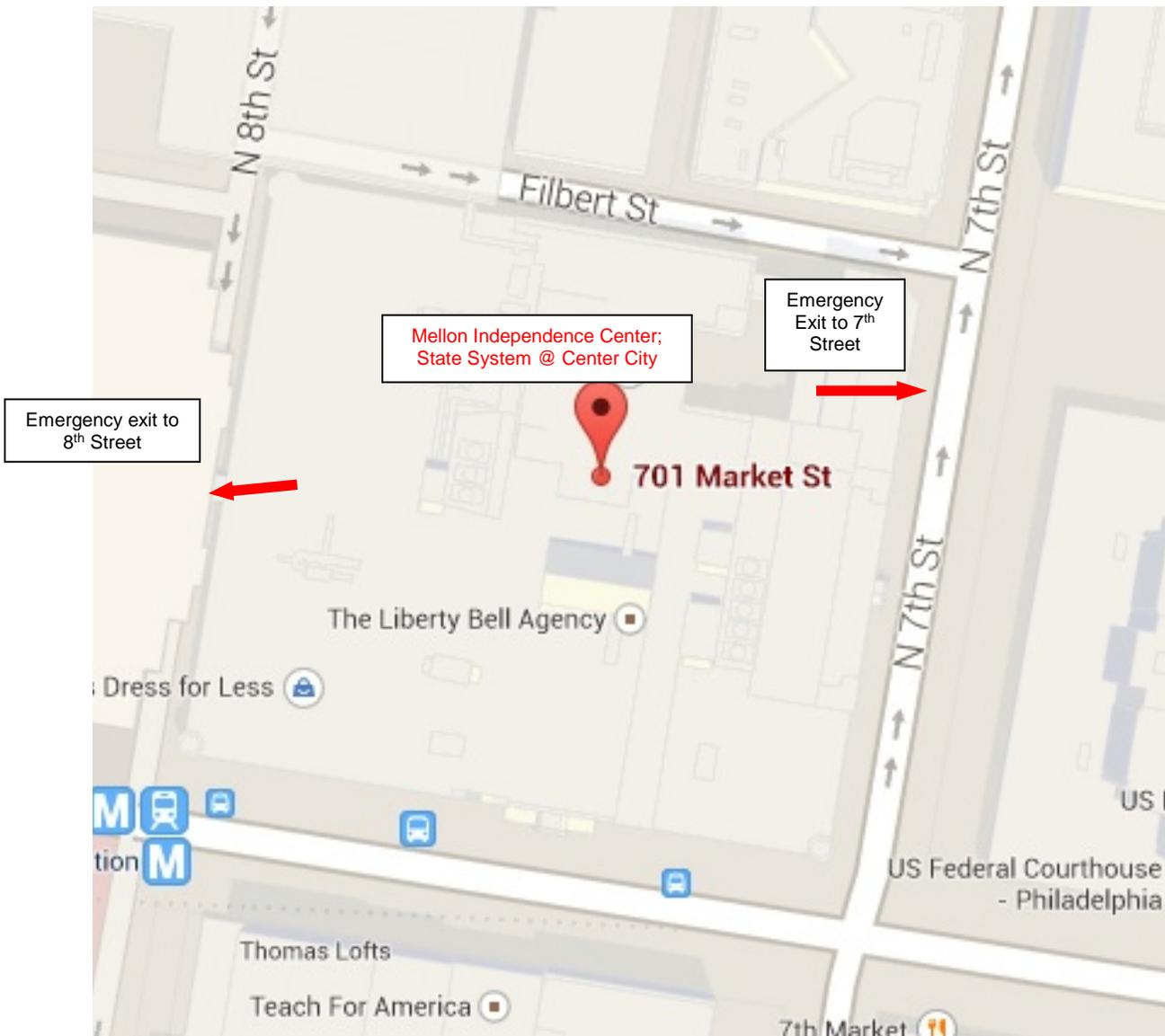
Third Floor



**IN CASE OF FIRE USE STAIRWAY TO  
EXIT – DO NOT USE ELEVATOR**

**FIRE DEPT: 911**

Map of Mellon Independence Center Emergency Exits to 7<sup>th</sup> and 8<sup>th</sup> Streets



## Building Evacuation Designated Meeting Point

	Assembly Point
Concourse Level & Third Floor	8 <sup>th</sup> & Arch Street – Philadelphia Parking Authority Surface Level Parking Lot

### Map



### Designated Meeting Point - Recommended Practices

As there will be voluminous amounts of people from all buildings arriving at the assembly area the following recommendations should be considered to ensure personnel accountability:

- Select a pre-designated location at the assembly area for your group where everyone is to meet.
- Consider making a sign with the department name and/or AIM NUMBER that can be attached to a pole or similar type of device that can be held-up in the air at the assembly area location so that it is visible to assembled or arriving personnel.
- Instructors should carry with them a class list and take a head count upon arrival at the meeting point.

## City Wide Evacuation Designated Meeting Point

In the event that the local authorities determine Mellon Independence Center must perform a full building evacuation, a remote area has been identified as a suitable assembly point for the building's tenants.

**The location is Franklin Square located at 7<sup>th</sup> and Race Street.**

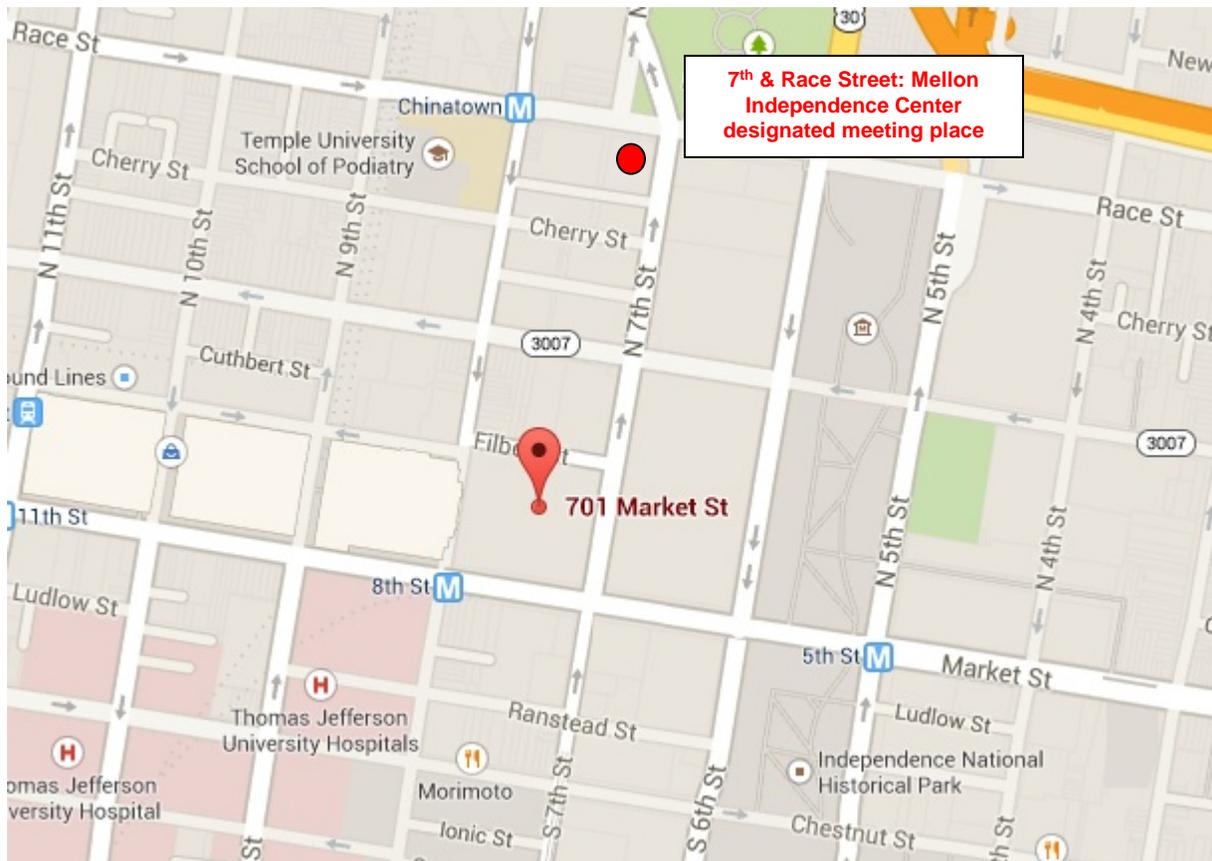
This area is accessible utilizing any of the building main exits or stair tower exits by proceeding to 7<sup>th</sup> Street and continuing north toward Arch St. for approximately two blocks until arriving at the entrance to the park.

Upon arrival check-in with your instructor or State System @ Center City personnel and await further instructions from building personnel or local authorities.

### Assembly Area Instructions

Upon arrival to the designated assembly area, the Disaster Recovery Plan may go into effect. At this point, a communications liaison will be established. The liaison will communicate updated information, as it becomes available, regarding incident status, return to work, etc.

A member of the building security team or management team will be posted on the corner of 7<sup>th</sup> Street and Arch Street. EFC's will be able to obtain updated building status from this person.



## Medical Emergencies

Medical Emergencies can occur anywhere throughout Mellon Independence Center. In the event of an emergency, it is extremely important that everyone know how to respond.

**In the event of a medical emergency you should immediately contact 911.**

It is important that you contact security at the emergency number to advise that paramedics have been contacted. This allows for security personnel, who are all First Aid and CPR trained to immediately respond and render care. Additionally, the security officer is assigned to capture an elevator while he/she escorts the arriving paramedics. The elevator is then used to provide an express escort for the paramedics. The captured elevator will remain in override on that floor to wait until the patient is ready to be transported to the waiting ambulance.

### Automated External Defibrillator Program (AED)

The AED unit responds when there is an indication that the medical problem might be cardiac related. If upon arrival it is determined that the patient is not breathing and has no pulse, the AED unit is then attached to the patient. The unit will read the rhythms of the heart and determine if it is necessary to shock the heart.

The AED unit is completely automated and gives the operator voice commands to follow. It is incorporated with the application of Cardio Pulmonary Resuscitation (CPR) and provides a progressive, innovative, and enhanced means to provide pre-hospital care to employees, tenants, customers, and visitors.

AED's Locations in MIC and State System @ Center City:

- **Concourse Level:** copy room
- **First Floor:** across from the Mellon Independence Center Fire Command Center
- **Third floor:** main hallway diagonally across from room 310

### What to do if a medical emergency occurs:

- 1) Call 911.
- 2) State the patient's age, sex, and chief complaint.
- 3) Give the exact location of the patient to expedite response.
- 4) If possible, have a co-worker meet security/paramedics at the freight elevator landing and escort them to the patient to further expedite response.

## Emergency Power

The Mellon Independence Center is equipped with an emergency generating system that will provide power to fire/life safety equipment and emergency lighting on the floors and in the stair towers. As in all emergency situations, do not use the elevators during power failures, please utilize the stairs only.

In the event of a power or communication failure:

- Remain calm.
- Remain at your workstation or gather in an area where there is emergency lighting.
- Disconnect or turn off all electrical equipment so when power is restored, there will not be a surge of electrical power or initiate overload of the electrical system.
- Your telephone will most likely not operate, unless it is a power failure telephone.
- If required to evacuate, follow the directions given.

## Elevator Entrapment

### Regular Entrapment

In the event of an elevator entrapment, specific procedures are in place to expedite the release process of those entrapped. Building Management or the security console officers will contact the building's elevator service provider to assist. They will immediately page and dispatch the "on-call" technician with an average response time of 20 to 30 minutes.

The elevator cars are equipped with a two-way communication system for notifying the main lobby security console of entrapments or other elevator related emergencies.

If you become trapped:

1. Remain Calm
2. Use the emergency communication button or alarm switch

### Entrapment of Hearing and Speech Impaired Employees

In the event that an employee who is hearing and/or speech impaired becomes entrapped, a procedure has been developed where the employee will activate the emergency button and then tap on the speaker three times. Security officers have been trained to interpret these taps by verifying the elevator position, and if no movement, attempt to recall. If unable to recall, immediately go into regular elevator entrapment procedures.

## Severe Weather Procedures

### Emergency Floor Coordinator (EFC) Responsibility

Whenever severe weather conditions are reported, the EFC may need to be activated as spotters to monitor for conditions that may become serious or life threatening and then follow procedures for that particular condition.

## Tornadoes or High Winds

- A “Tornado Watch” is issued when atmospheric conditions are favorable for the development of tornadoes.
- A “Tornado Warning” is issued when an actual tornado is in the area. If a “Tornado Warning” is issued for your area, it is a “call to action” to seek shelter immediately.
- A “High Winds Warning” is issued when an approaching storm front or atmospheric condition indicate winds in excess of 50 miles per hour.

## Monitoring of Tornadoes or High Winds Watch

In the event of High Wind Warnings or a Tornado Watch, building management and security will monitor this situation for additional information and advise as necessary.

## Monitoring of a Tornado Warning

If weather conditions are such that the formation of a tornado is possible, close monitoring of the national weather service should provide adequate advance notice. In the event that a tornado is spotted in the immediate area, an announcement shall be made via the building’s fire/life safety system.

## Public Warnings

Warnings will be broadcast by radio, television, or by local government agencies.

## Action to Take

1. Move away from the perimeter of the building and from exterior glass. This means staying away from windows, doors, atriums, lobbies, and outside walls.
2. If you are in an exterior office, leave it and close the door.
3. Go to interior rooms, hallways, center corridors, or stairwells. Sit down and protect yourself by putting your head as close to your knees as possible or kneel protecting your head.
4. The stairwells are safe. **DO NOT USE ELEVATORS.**
5. **DO NOT** go to the first floor lobby, atrium, or outside of the building. There is high risk of being hurt by flying glass.
6. If you are trapped in an outside office, seek protection under a desk.
7. **KEEP CALM.**
8. If you have a radio or television, tune it to a local station for information.
9. **DO NOT** use the telephone to get information or advice.

## Lightning

Whenever lightning is severe, avoid leaving the building. The building is equipped with a lightning grounding system.

# Weather and Utility Closings and Delays

The State System @ Center City Director or designee will make decisions regarding weather related delays or closings. The Director will notify the Deputy Vice Chancellor for Academic and Student Affairs or designee and the Director of Human Resources or designee regarding any decision about a delayed opening or campus closure. Most announcements involving morning travel will be made by 6 a.m.

## General

1. This policy is based upon available forecasts and predictions. In the event of an unpredicted storm, decisions will be made by consultation among the Deputy Vice Chancellor for Academic and Student Affairs, the Human Resources Director, and the Director of the State System @ Center City, as necessary.
2. If the Governor or the Mayor of Philadelphia issue a State of Emergency, daytime delay, early dismissal or closing for the City of Philadelphia, the State System @ Center City will be closed.
3. If mass transit service is suspended, the State System @ Center City will be closed.

### **Daytime**

1. In the event that the Governor does not issue a delay or closing, and severe weather is forecast with the potential to impact travel and the opening of campus, a power outage or other emergency situation occurs, the State System @ Center City, if warranted, will delay, dismiss or close with notification, if possible, no later than 6 a.m. that day.
2. On occasion there could be a forecast that requires a daytime closure but will allow State System @ Center City to open for evening meetings and classes. In this situation, State System @ Center City personnel will be onsite no later than 3:30 p.m. to prepare the site for those meetings and classes.

### **Evenings**

1. In the event that the forecast suggests there will be in excess of 3" of snow, any amount of ice or severe flooding after 3 p.m., the State System @ Center City will cancel all evening classes and events with notification no later than 1 p.m. that day.
2. In the event of a power outage or other emergency situation that affects the safety and security of the Center, the State System @ Center City will cancel all evening classes and events.

### **Saturdays**

1. In the event that the forecast suggests there will be 1"-3" of snow, the State System @ Center City will delay opening the campus until 10 a.m. This decision will be made by 4 p.m. Friday afternoon for Saturday classes and events.
2. In the event that the forecast suggests there will be more than 3" of snow, any amount of ice or severe flooding, the State System @ Center City will cancel all Saturday classes and events. This decision will be made by 4 p.m. Friday afternoon.
3. In the event of a power outage or other emergency situation that affects the safety and security of the campus, the State System @ Center City will cancel all Saturday classes and events.

### **Communication**

1. The State System @ Center City Emergency Policy will be shared with partner universities on an annual basis.
2. In case of an emergency, there will be direct communication with university program coordinators and meeting planners.
3. State System @ Center City cancellations and closings will be broadcast on the following television and radio stations as determined by Human Resources in the Weather-Related Office Delays and Closings memo.

ABC - Channel 6  
 CW - Channel 17  
 NBC - Channel 10

FOX - Channel 29  
 CBS - Channel 3  
 KYW Radio - 1060 AM

4. State System @ Center City cancellations & closings will be left in a message on (267) 386-3001.
5. State System @ Center City cancellations & closings will be posted on the web at [www.centercity.passhe.edu](http://www.centercity.passhe.edu).

6. Emergency or weather related situations will be broadcast to students and faculty via a text messaging system called E2Campus. This service is available to anyone who signs up through the State System @ Center City website.

# Hazardous Materials Incidents

## Overview

Hazardous Material or Haz-Mat response procedures will vary depending on whether a spill is small, medium, or large. Typically, as a safety precaution, any occupant of a facility who directly or indirectly encounters what they believe to be a hazardous substance should immediately evacuate the general area of the occurrence and report it right away so that a proper assessment and potential action can be taken.

An encounter with a hazardous material can be direct or indirect. An example of a direct encounter would be coming in contact with the substance at its source. An indirect encounter, for example, would be encountering the vapors, away from the source, of a spilled liquid or expelled gas.

## General Spill Classifications

**Small Spills:** This category includes spills where the major dimension of the spill is less than 18 inches in diameter.

**Medium Spills:** These are spills where the major dimension exceeds 18 inches, but is less than 6 feet.

**Large Spills:** This category includes any spill involving a flammable liquid where the major dimension exceeds 6 feet in diameter; and any “running” spill, where the source of the spill has not been determined or the flow has not been stopped.

## Evacuation

Persons who encounter a spill or situation that they believe to be Haz-Mat related should immediately evacuate area and if necessary, the floor or premises. Ensure that security and building management is notified so that a response and assessment can begin. If additional evacuation is necessary, the process will be initiated by utilizing the building’s fire/life safety system.

## Chemical Splashes

Chemical splashes on the skin require immediate attention. Follow these steps.

- Go to the emergency shower or sink.
- Remove any contaminated clothing.
- Wash the affected area with water thoroughly for 15 minutes.
- Seek medical attention or follow the building medical response procedure.

## Contamination

Care and consideration must be given to those who come into contact with a substance and may be potentially contaminated. If it is believed that someone has been contaminated and if it is safe to do so

- Isolate those believed to be involved and/or contaminated by keeping them where there are. Do not leave the area where it is believed the contaminated person(s) are. By moving them around, it is possible to further contaminate other people and areas.
- If the area where the possible contaminated person(s) are, is unsafe, or at the source of the occurrence, move them as far away, as safely as possible, attempting to maintain isolation.
- Immediately contact 911 and/or building security and advise them of the situation.
- Await the arrival of help and follow the directions given by emergency personnel.

## Biological and Chemical Weapons Incidents

### Biological Weapons

Toxins, i.e., poisons produced by living organisms and their synthetic equivalents, are classed as chemical warfare agents. Some typical examples of biological warfare agents might include:

- Anthrax
- Staphylococcal Enterotoxin B (SEB)
- Bubonic/Pneumonic Plague
- Cholera
- Smallpox
- Other bio-engineered agents

### Chemical Weapons

Chemical warfare agents are defined as chemical substances, whether gaseous, liquid, or solid, which might be employed because of their direct toxic effects on man, animals, and plants. These agents may also include any chemical that, through its chemical effect on living processes, may cause death, temporary loss of performance, or permanent injury to people and animals. Some typical examples of chemical warfare agents might include:

- Sarin
- Tabun
- VX
- Soman
- Cyanide
- Mustard/Blistering agents

### Action to Take

It is not always immediately known when a biological or chemical attack has occurred. It is likely that the information initially received at an emergency communications center (9-1-1), would be conveyed in such a manner that would be consistent with a Hazardous Materials occurrence. Emergency personnel would then, most likely, dispatch the response as a reported possible Hazardous Materials Incident. Upon the arrival of emergency response personnel and after further assessment it would then be determined that the occurrence was due to a biological or chemical weapon. During the event and until further assessment is made, you should:

- Remain calm
- Immediately contact 911 and building security and advise them of the situation.
- Be prepared to activate the “shelter in-place” program (see following section)
- Stay in the building as the environment within can be reasonably controlled.
- Do not evacuate or go outside to see what is occurring, as you can potentially be going into a hazardous environment and can become contaminated causing illness or death.
- Wait for instructions via the building’s fire/life safety system or by other means.
- If you think that you or someone else has been contaminated, immediately isolate those believed to be involved and/or contaminated by keeping them where they are. Do not leave the area where it is believed the contaminated person(s) are. By moving them around, it is possible to further contaminate other people and areas.
- If the area where the possible contaminated person(s) are, is unsafe, or at the source of the occurrence, move them as far away, as safely as possible, attempting to maintain isolation.
- Await the arrival of help and follow the directions given by emergency personnel.
- Do not use elevators. They may be shut off to minimize the chimney effect of the elevator shafts (the pulling and pushing air within).

## Shelter In-Place Program

### Purpose of the Plan

The Philadelphia Fire Code requires various buildings to develop a plan to shelter occupants inside the building in the event of a hazardous material, biological or other emergency outside the building. The purpose of the shelter in-place plan is to safeguard the occupants during an emergency outside the building by preventing or limiting the infiltration of hazardous materials into the building by closing windows and doors, shutting down all air handling and HVAC systems, and moving occupants away from perimeter windows and doors to safer locations in the building. Where possible, these locations will be near restrooms. Annually, a shelter in-place drill will be conducted to insure occupants know what to do and where to go during this type of emergency. Persons responsible for performing these duties during the emergency will be provided with training.

### Shelter In-Place Locations for Building Occupants

Mellon Independence Center is equipped with larger than usual common area corridors, which will serve as the shelter in-place locations for the building occupants. Occupants are to exit their suites and stand by in the corridor areas outside their suites. Additional locations for State System @ Center City:

- **Concourse Level:** kitchenette
- **Third Floor:** outside the main doors in front of the restrooms

### Location Characteristics

- Equipped with restrooms, water fountains, and vending areas.
- Reduced number of HVAC vents to limit possible exposure.
- Ample clearance from perimeter windows (non-operable).
- Access to core stair towers if authorities order evacuation.
- Fully equipped with FLSS speakers for audible announcement communication.

### Procedures

- Building management will make a building wide announcement when an external type emergency is occurring and the “shelter in-place” plan needs to be activated.

- The building engineer on duty will activate the “Code Purple” program shutting down all air handler and HVAC equipment.
- Security will recall and lock out all passenger elevators.
- All building occupants shall proceed to their designated “shelter in-place” location.
- Emergency Floor coordinators and identified alternates will assist with the relocation of disabled personnel working within their area.
- Building occupants are to stand by at their designated location and await further updates on the situation from building management.
- The identified locations are equipped with restrooms and water fountains as the length of time for the emergency cannot be determined.
- The building is equipped with non-operable windows and perimeter doors equipped with automatic door closures so no designated personnel will be necessary to handle window and door tasks.
- Upon notice from the authorities, building management will make a building wide announcement either directing all occupants to return to their work stations should the building be safe for continued occupancy or to complete a building evacuation to allow the HVAC systems to remove any possible contaminants that may have infiltrated the building envelope.

## Bomb Threats

### Overview

All bomb threats should be treated seriously. Most bomb threats are received by telephone, but also they can be received via mail or even e-mail. Regardless of how the threat is received, it is vital that the recipient of the threat obtains as much information as possible. If the threat was received on voice-mail or e-mail, be sure to save the message(s) and forward them to the appropriate individuals investigating the incident. Prompt and discreet notification of the threat should be made to the manager of the affected area(s) as well as to building management and Corporate Security. Although the vast majority of the bomb threats are false alarms, there are specific circumstances that dictate when an investigation will be conducted. Typically, the caller wants to create an atmosphere of general anxiety, disruption to business, and panic perpetrates most bomb threats.

If it becomes necessary to search a floor or an area for a bomb, no immediate announcement is made. If the investigation or search indicates a suspicious parcel, box, or item, an evacuation of the immediate area or the entire floor will be conducted. If deemed necessary, additional evacuations will occur.

If it is necessary to evacuate, the manager(s) of the department(s) will be advised of the situation. The security supervisory will make an announcement to the affected area(s). Evacuations will be conducted in the same manner as a fire situation. Additional instructions will be announced, as information becomes available.

Please review the information contained below. Additionally, there is a Bomb Threat Checklist at the end of this section. This list can be copied and kept in a desk drawer if ever needed. Please call Building Management (215)592-8905 if you need additional copies of the Bomb Threat Checklist.

### Types of Bombs

**High Explosive Bomb:** Can kill and injure people by their blast or by causing flying debris, particularly glass. Bombs small enough to be hidden in a bag or handbag that may be big enough to cause serious damage to property.

**Vehicle Bomb:** Usually designed to cause significant structural damage. Size of this bomb style is dependent upon the type/size of the storage container and/or size of the vehicle in which the bomb components are being transported.

**Incendiary Bomb:** The incendiary bomb is typically very small and difficult to detect. They may be hidden inside a cigarette packet or other similar size containers.

**Postal Bombs:** Letter and parcel bombs are envelopes and packages designed to kill or injure people when they are opened. They may not come through the mail. They may be delivered by hand.

Bombs are easily disguised. They may be hidden in bags, cases, or other everyday containers and in out-of-the-way places. Vehicles can carry large bombs without showing any signs. You should treat any object which is unusual or out of place with suspicion.

## Bomb Threat Procedures

### **Threats by Telephone**

If you receive a telephone warning that a bomb has been planted in your building or somewhere else, you must get as much information as possible from this call. If the caller tells you that the bomb is on your property, you will need to decide whether the threat is serious. There are no hard and fast rules about this. You should take into account whether your business is at risk from a particular person or group. You should also think about the call itself. If, for example, the caller is drunk, or a child, you may decide that the threat is not serious.

Upon receiving a call:

- Utilize the Bomb Threat Checklist.
- Make a note of the exact time the call was received.
- Try to remember the message, word for word. Make a few notes, if needed.
- Obtain as much information as possible from the caller (i.e., the location of the bomb, time of detonation, reason for the bomb, etc.).
- Try to determine as much as possible about the caller (i.e., age, sex, accent, intoxicated, coherent, etc.).
- Listen carefully for background noises (i.e., machinery, laughter, other voices, vehicle traffic, etc.).
- Note any other information that may be significant.
- Inform your supervisor.

### **Postal**

Warning Signs of a Postal Bomb

- Grease marks on the envelope or wrapping.
- Protruding wires, screws, or other metal parts.
- The envelope or package may feel very heavy for its size.
- It may be heavier in some places than others.
- The envelope may be soft, but the contents will feel hard.
- Somebody you do not know may have delivered the package by hand.
- There may be poor handwriting, spelling, or typing.
- The envelope or package may be wrongly addressed.
- Type of mail: foreign, priority, and special delivery.
- Restrictive endorsements, such as: confidential, personal, to be opened by addressee only.
- Visual distractions, such as: fragile, rush, handle with care.

- Excessive postage, usually postage stamps.
- Fictitious or no return address.
- Poorly typed or handwritten addresses.
- Incorrect titles.
- Titles but no names.
- Oily stains, discoloration or, strange odors.
- Excessive or uneven weight distribution.
- Excessive binding material, such as: masking, electrical, or strapping tape, string or twine.
- Rigid, lopsided or uneven envelope.
- Postmarked from area different than return address.

If you are suspicious about a package, immediately contact Security. You should also ask whether anyone you work with is expecting a package from the specified return address or individual, if any.

If you have any reason to suspect that a letter or package may contain a bomb:

- Put it down gently and walk away from it.
- Ask everyone to leave the area.
- Sound the alarm.
- Immediately contact Security.
- Do not put the letter or package into anything (including water) and do not put anything on top of it.

#### **Be On Your Guard:**

Look out for suspicious or unusual behavior and report anything, which seems wrong or out of place. Question people who are in an area where they should not be. In particular look out for the following suspicious behavior:

- Somebody leaving a package or other objects in an unlikely place (for example, a shop doorway or flowerbed).
- Somebody placing (rather than dropping) something into a litterbin.
- In shops, somebody putting something in an unusual place (for example, among clothes or in furniture) - especially if somebody else is keeping a lookout for them.

In all cases, whether or not you think the call is serious or that a package looks suspicious, you should immediately contact Security.

## **Evacuation during a Bomb Threat Emergency**

### **Bomb Threat Evacuation Procedures**

An evacuation during a Bomb Threat Emergency will be very similar to a fire evacuation; however, it may differ somewhat depending on the circumstances of the threat.

After careful assessment of the situation by Security, and/or emergency personnel, any of the following actions can occur:

- No Evacuation.
- Area Evacuation (move to another part of the floor).

- Floor Evacuation (to assembly area).
- Full Building Evacuation (to assembly area).

When ordered to evacuate, due to a Bomb Threat, the following rules apply:

- DO NOT use cell phones or any type of wireless two-way communications device.
- Remain calm.
- Evacuate, as indicated, from the area or floor in a quiet and orderly fashion.
- Listen closely to announcements over the fire/life safety system speakers or instructions from Emergency Personnel on your floor.
- Follow your assembly floor or assembly area procedures once evacuated.

If an actual emergency occurs, that would necessitate an evacuation, the EFC can give the command to evacuate, as deemed necessary, when Building Management, Security, the Fire Department or other designate can not physically be on that floor or is not present. The EFC directs the ETM's to start evacuating their assigned areas. Once the evacuation has started, personnel are to be directed to the nearest stairwell and proceed to the respective assembly area.

### Explosion Procedures

In the event that an explosion would occur,

- Evacuate the area as quickly as possible using the emergency evacuation plan and designated routes.
- Assist those with injuries off the floor or out of the area of immediate danger.
- If possible, activate the fire alarm pull station.
- Notify building security and telephone 911.
- Areas not directly affected should remain on heightened alert and await instructions.
- All evacuees should proceed directly to their designated assembly area.

Building Security  
Bomb Threat Checklist

What to do if you receive a telephone bomb threat:

1. If possible, tell someone else immediately so that they can advise the manager.
2. Do not put down the handset or stop the conversation.
3. Try to keep the caller talking (apologize for a bad phone line, ask him or her to speak up, and so on).
4. Get as much information as you can.
5. Fill in the form as you go along. Ask the questions below if the caller does not give you information that you need.

Time of call: \_\_\_\_\_

Number you received the call on: \_\_\_\_\_

Where is the bomb? \_\_\_\_\_

What time will it go off? \_\_\_\_\_

What does it look like? \_\_\_\_\_

What kind of explosive is in the bomb? \_\_\_\_\_

Why are you doing this? \_\_\_\_\_

Who are you? \_\_\_\_\_

Message (exact words)
<b>* Use back of this sheet if necessary</b>

When the call has finished give this form to the manager or other designated person. Immediately contact building Security and they will advise as what to do next. The more information you can obtain, the easier it will be to decide whether the warning was serious or not.

Fill in the below details as soon as possible

**Check off the appropriate box**

	The Caller
	Man
	Woman
	Child
	Young
	Old
	Don't know

	How they Sounded
	Drunk
	Rational
	Rambling
	Laughing
	Serious
	Accent
	Speech Impediment
	Reading from Script

	On Line Noises
	Pay Phone
	Any interruptions to the call
	Traffic
	Talk
	Typing
	Machinery
	Aircraft
	Music
	Children
	Other:

Last Name:		First Name:		Suite#	
Phone #:					