



DIVISION OF ADMINISTRATION

Emergency Procedures Manual

DO NOT FILE

Post in open, Conspicuous Area

In any Life Threatening Situation, Immediately

Call 9-1-1

Emergency Phone Numbers

POLICE, FIRE, PARAMEDICS (LOCAL): 9-911

INITIAL RESPONSE TEAM

Name	Title:	Primary Phone	Email
Glenn Frazier	Director, OSB	225-219-4800	Glenn.Frazier@la.gov
Jason Guidroz	Asst. Director, OSB	225-219-4800	Jason.Guidroz@la.gov
Calvin Mayeux	Operations, OSB	225-219-4800	Calvin.Mayeux@la.gov
Vickey Moore	DOA Safety Manager	225-219-4795	Vickey.Moore@la.gov
Dept. of Public Safety		225-219-4410	

Other Important Numbers/Contacts:

_____	Section Safety Manager	_____	_____
_____	Backup Safety Manager	_____	_____
_____	Floor Warden	_____	_____
_____	_____	_____	_____

Predesignated Assembly Areas:

Primary _____

Secondary _____

EMERGENCY NUMBERS

INTRODUCTION:

Emergencies, disasters, accidents, and injuries can occur in any setting and at any time without warning. Being prepared physically and psycho-logically to handle emergencies is an individual responsibility as well as an organizational one.

The purpose of this guide is to acquaint you with a plan for handling emergencies and to establish procedures to follow at work and at home.

Preparation is the key to minimizing the effects of emergencies. Know the answers to the questions BEFORE you have to use the information. **WHERE ARE THE EXITS? HOW WILL VISITORS AND EMPLOYEES WITH DISABILITIES BE EVACUATED? ARE VITAL RECORDS PROTECTED? WHERE IS THE PLAN KEPT? WHERE ARE EMERGENCY NUMBERS POSTED?**

The time that you spend researching and answering these questions can save lives and resources. Preparation will minimize panic and confusion. It allows a planned response rather than an undirected one. Always THINK before you act and then act quickly to limit your exposure to danger.

READ THIS GUIDE THOROUGHLY BEFORE AN EMERGENCY OCCURS. KNOW YOUR AGENCY SAFETY TEAM AND EMERGENCY PHONE NUMBERS.

The Division of Administration has developed procedures for you. **YOUR SAFETY IS OF PRIMARY IMPORTANCE!**

NEWS MEDIA:

1. To avoid misinformation, it is essential that ALL inquiries from news media be directed to Public Information Officer (PIO) in the DOA. Otherwise, all media contacts should be directed to the highest ranking person available in the Division.
2. All employees not involved in the information chain are not to discuss the situation with anyone except as necessary.
3. Please note that home telephone numbers may be confidential and must not be given out.
4. Contact the Division of Administration PIO at:

Director of Communications
Phone: 225-342-7000

INTRODUCTION/NEWS MEDIA

FIRE ON YOUR FLOOR

1. Call 9-1-1 and report location of fire.
2. Activate fire alarm, alert others, and move everyone away from area of fire.
3. Use fire extinguisher on small fire only, if safe to do so (waste basket size).
4. For larger fires, GET OUT, close doors, and report to assigned meeting place.
5. If Clothing catches fire: STOP....DROP.....ROLL

FIRE EXTINGUISHER INSTRUCTIONS

P: Pull Safety Pin

A: Aim nozzle at base of fire

S: Squeeze the trigger handle

S: Sweep the spray side to side

WHEN ALARM IS ACTIVATED

1. Proceed to nearest EXIT. Follow directions of
2. Emergency Personnel/Safety Coordinator.
3. Feel top of the door, if it's hot, or Smoke is visible, do not open.
 - Do not attempt to save possessions at risk of personal injury.
 - Do not use elevators.
 - Do not break windows, oxygen feeds fire
 - Stay low moving through smoke.
 - All fire regardless of size must be reported to fire department.

IF TRAPPED IN A ROOM

1. Place cloth material around/under door to prevent smoke from entering.
2. Close as many doors as possible between you and the fire.
3. DO NOT open or break window unless necessary to escape.
4. Be prepared to signal your location through the window.

IF CAUGHT IN SMOKE

1. Drop to hands and knees and crawl.
2. Hold your breath as much as possible.
3. Breathe air through a filter (blouse, shirt, jacket, etc.) and breathe through nose.

ADVANCING THROUGH FLAMES

If forced to advance through flame; hold breath; move quickly; cover head and keep head down; and keep eyes closed as much as possible.

FIRE

EVACUATION:

Do not panic! Panic and confusion lead to injury.

1. If safe, secure vital records and shut down electrical equipment
2. Proceed to your predetermined exit or alternate exit if necessary. Shut all doors.
3. The Safety Manager is responsible for ensuring all staff/visitors evacuate the area
4. Assist disabled employees or visitors
5. Proceed quietly and orderly. Remove high heels to avoid tripping
6. DO NOT USE ELEVATORS
7. DO NOT OPEN DOOR if hot or if smoke is present.
8. Once outside, assemble at designated area, and stay there. Safety Managers need a tally of their personnel.

Safety Managers:

- Sweep evacuation routes and report any blockages to Floor Wardens
- Report to Assembly Area (AA) at least 300 feet away from building
- Upon arrival of Floor Wardens at AA, report accountability to IRT

Supervisors:

- Account for your employees
- Report to Floor Warden

Floor Wardens:

- Ensure you have accountability of all personnel
- Direct personnel to the evacuation route (primary or alternate)
- FOLLOW personnel through evacuation route
- Report to Safety Manager at AA

Employees:

- Check your immediate surroundings for anything suspicious
- Use cell phones to photograph anything suspicious, but do not place calls
- Gather your belongings
- Report to your supervisor and Floor Warden
- Follow established protocols for building evacuation
- Report exact location of any personnel with mobility issues.

EVACUATION OF PERSONS WITH DISABILITIES

It is very likely that evacuations will involve disabled individuals. The following information will be helpful in safe evacuation and communication during an emergency. Let Emergency Personnel know where persons with disabilities can be found. Involve the individual. They are the experts on their own disabilities, and how to best move them out of a building in an emergency. Make sure he/she understands what is happening, and REMOVE THEM FROM SMOKE OR FUMES IMMEDIATELY.

Persons with Mobility Impairments

Persons having mobility impairments may or may not use wheel chairs. Those individuals having mobility impairments, who can ambulate in varying degrees, will need to be located in an area of refuge and evacuated by the fire department. Ask him/her for instructions. Always consult wheelchair users about:

- The number of people needed for assistance.
- Be aware that some wheelchair users use catheter leg bags, braces, oxygen, etc.

Visually Impaired Persons

Although most blind or visually impaired persons may be familiar with their immediate work area, it is necessary to

- Explain the nature of the emergency.
- Offer to guide him/her. As you walk explain your destination, where you are, any obstacles, which way you are going to turn, the number of steps, etc.
- Upon reaching safety, orient the individual to his/her surroundings. Ask if further assistance is needed.

Deaf, Hearing Impaired or Speech Impaired Persons

Communication varies with persons who are deaf, hard of hearing or speech impaired. Audible alarms may not be heard by them. It is important that everyone understand what is happening, how and where to proceed. To gain attention, turn light switch on and off, tap his/her shoulder, wave your hands, etc. Indicate through gestures, or in writing (short concise words), what is happening and what to do. Example: "Fire- out rear door to the right and down, leave NOW!"

ABOVE ALL, REMEMBER THAT PEOPLE WITH SIMILAR DISABILITIES ARE UNIQUE. THROUGH BRIEF COMMUNICATION AND ASKING QUESTIONS EVACUATION CAN BE QUICK AND SAFE.

EVACUATION

FLOODING

In the likelihood of flooding in the Capital complex where the safety of employees and visitors is threatened, the Division of Administration Safety Team will monitor the National Weather Service and other emergency advisories to determine appropriate action will be taken.

In the event the closing of state offices becomes necessary the Commissioner of Administration will communicate with all affected agencies regarding such closures. Information concerning closure of State Offices will be released by the Division of Administration Public Information Officer.

If Flooding Occurs in Your Building

1. Notify a supervisor and the Office of State Buildings 225-219-4800.
2. Secure your area and vital records. Prepare to receive and comply with directions from Emergency Personnel.
3. USE EXTREME CAUTION when appliances or outlets are near the leak and/or water.
4. If you know the source of the water and can safely stop it, do so CAUTIOUSLY.
5. If directed to evacuate, do so according to the "Evacuation" section of these directions.

CIVIL DISTURBANCES

Protests, demonstrations, rallies, marches, strikes and similar gatherings are means for a mass of people to publically express a shared point of view. High visibility events, meetings and conferences for certain global organizations frequently attract anti-globalization demonstrators, global trade protesters and anarchists. Religious and ethnic conflicts as well as reactions to law enforcement operations can also lead to serious unrest. Although in most parts such gatherings remain orderly and peaceful, convergence and influence of international, national and local activist and affinity groups can result in unrest, arson, vandalism, riots or large scale civil disturbance with potential for serious impact on businesses.

Civil Disturbance considerations:

1. Restrict both employee and visitor movement in your area.
2. Prepare for evacuation or relocation.
3. Secure your area (lock doors, safes, files, vital records, etc.).
4. Notify your supervisor of Safety Manager, and DPS, if they have not been informed.
5. Back up important business records.
6. Remove or secure high valued materials and cash.
7. Check mail and packages for suspicious contents or nature.
8. Verify that all security measures are working and enhance the security level to the extent that operations will allow.
9. Take actions to verify fire protection systems are ready and ignitable materials are secured.
10. Take actions to verify emergency power systems are ready.

Additional considerations for personnel remaining onsite during a civil disturbance:

1. Plan and provide housing for employees if necessary. Ensure that employees who are at work have a means to stay during the disturbance if necessary.
2. Be aware of any curfews in effect. A curfew will limit the availability of employees, especially during evening and night shifts. Employees may not have the opportunity to get to/from work. Schedule accordingly.
3. Ensure that employees remaining on property during the disturbance are able to contact their families. This may alleviate the problem of employees wanting to leave and go home.
4. Anticipate travel needs and challenges during civil disturbance in affected areas. Avoid the use of public transportation during the disturbance. Utilize one specific employee entrance that is strictly controlled by security. Only employees scheduled to work should be allowed access into the building.

FLOODS/CIVIL DISTURBANCES

MEDICAL EMERGENCIES

Important: If you think a person requires immediate medical attention CALL 9-1-1

UNCONSCIOUS VICTIMS:

If rescuer **IS** trained in CPR

1. YELL FOR HELP, THEN HAVE SOMEONE CALL 911
2. Establish airway
3. Check for breathing
4. Check for circulation
5. Start ventilation or CPR if necessary

UNCONSCIOUS VICTIMS:

If Rescuer is **NOT** trained in CPR:

1. YELL FOR HELP, THEN HAVE SOMEONE CALL 911

CONSCIOUS VICTIMS:

1. YELL FOR HELP, THEN HAVE SOMEONE CALL 911
2. Do not move the patient or allow the patient to move around
3. Try to control any heavy bleeding, wearing latex gloves and applying direct pressure on wound.
4. Try to keep the patient from going into shock by maintaining body temperature and elevating the lower extremities if possible

MEDICAL EMERGENCIES

HAZARDOUS MATERIALS INCIDENTS

The Capital complex is close to a major interstate highway, the railroad, the river and a variety of industries. It is vulnerable to the effects of spills or releases of hazardous materials (HAZMAT) and their effects. This could result in serious injury to State personnel and/or visitors. At other state locations, accidents could occur on local streets or roads which might give rise to hazardous materials incidents.

An accident resulting in a spill of hazardous materials on the premises will usually involve materials used at the facility. **Safety Data Sheets (SDS) must be available and copies on file with the agency.** Appropriate personnel must be familiar with any precautions or special procedures to be followed in the event of an emergency.

As a safety precaution, you should familiarize yourself with both primary and alternative exits to ensure you can evacuate away from an incident.

HAZMAT SPILL OR RELEASE - INSIDE

1. Notify Employees in the area
2. EVACUATE THE AREA
3. Notify the Fire Department, DPS, and DOA Safety Coordinator when time and safety Permit (See "Emergency Phone Numbers" Section).
4. TIME and Safety PERMITTING, shut down Equipment, secure area and vital records
5. LIMIT ACTIVITY TO PROTECTION OF LIVES AND EVACUATION OF PERSONNEL - **DO NOT ATTEMPT TO RESPOND TO A SPILL OR RELEASE!**

HAZMAT SPILL OR RELEASE - OUTSIDE

1. Notify the Fire Department, DPS, and DOA Safety Coordinator (See "Emergency Phone Numbers" section).
2. Comply with directives from Emergency Personnel.
3. Depending upon the magnitude of the situation, you will be advised to either Evacuate (see Evacuation section) or Shelter in Place (see below).
4. TIME AND SAFETY PERMITTING, shut down equipment, secure area and vital records.

SHELTER IN PLACE

- Close the business.
- Bring everyone into the room(s). Shut and lock the door(s).
- If there are customers, clients, or visitors in the building, provide for their safety by asking them to stay – not leave. When authorities provide directions to shelter-in-place, they want everyone to take those steps now, where they are, and not drive or walk outdoors.
- Unless there is an imminent threat, ask employees, customers, clients, and visitors to call their emergency contact to let them know where they are and that they are safe.
- Turn on call-forwarding or alternative telephone answering systems or services. If the business has voice mail or an automated attendant, change the recording to indicate that the business is closed, and that staff and visitors are remaining in the building until authorities advise it is safe to leave.
- Close and lock all windows, exterior doors, and any other openings to the outside.
- If you are told there is danger of explosion, close the window shades, blinds, or curtains.
- Have employees familiar with your building's mechanical systems turn off all fans, heating and air conditioning systems.
- Some systems automatically provide for exchange of inside air with outside air – these systems, in particular, need to be turned off, sealed, or disabled.
- Gather essential disaster supplies, such as nonperishable food, bottled water, battery-powered radios, first aid supplies, flashlights, batteries, duct tape, plastic sheeting, and plastic garbage bags.
- Select interior room(s) above the ground floor, with the fewest windows or vents. The room(s) should have adequate space for everyone to be able to sit in. Avoid overcrowding by selecting several rooms if necessary. Large storage closets, utility rooms, pantries, copy and conference rooms without exterior windows will work well. Avoid selecting a room with mechanical equipment like ventilation blowers or pipes, because this equipment may not be able to be sealed from the outdoors.
- It is ideal to have a hard-wired telephone in the room(s) you select. Call emergency contacts and have the phone available if you need to report a life-threatening condition. Cellular telephone equipment may be overwhelmed or damaged during an emergency.
- Use duct tape and plastic sheeting (heavier than food wrap) to seal all cracks around the door(s) and any vents into the room.
- Write down the names of everyone in the room, and call your business' designated emergency contact to report who is in the room with you, and their affiliation with your business.
- Keep listening to the radio or television until you are told all is safe or you are told to evacuate. Local officials may call for evacuation in specific areas at greatest risk in your community.

HAZARDOUS MATERIALS

ACTIVE SHOOTER

The warning signs may vary, but the devastating effects are the same and unfortunately, you need to be prepared for the worst. If you ever find yourself in the middle of an active shooter event, your survival may depend on whether or not you have a plan. The plan doesn't have to be complicated. There are three things you can do that make a difference: **Run. Hide. Fight.**

RUN. First and foremost, if you can get out, do so. Always try to escape or evacuate, even when others insist on staying. Encourage others to leave with you, but don't let them slow you down with indecision. Remember what's important: you, not your stuff. Leave your belongings behind, and try to find a way to get out safely. Trying to get yourself out of harm's way needs to be your number one priority. Once you are out of the line of fire, try to prevent others from walking into the danger zone and call 9-1-1.

When an active shooter is in your vicinity:

- If there is an escape path, attempt to evacuate.
- Evacuate whether others agree to or not.
- Leave your belongings behind.
- Help others escape if possible.
- Prevent others from entering the area.
- Call 9-1-1 when you are safe.

HIDE. If you can't get out safely, you need to find a place to hide. Act quickly and quietly. Try to secure your hiding place the best you can. Turn out lights, and if possible, remember to lock doors. Silence your ringer and vibration mode on your cell phone. If you can't find a safe room or closet, try to conceal yourself behind large objects that may protect you. Do your best to remain quiet and calm.

If an evacuation is not possible, find a place to hide.

- Lock and/or blockade the door.
- Silence your cell phone.
- Hide behind large objects.
- Remain very quiet.

Your hiding place should:

- Be out of the shooter's view.
- Provide protection if shots are fired in your direction.
- Not trap or restrict your options for movement.

ACTIVE SHOOTER

FIGHT. As a last resort, if your life is at risk, whether you are alone or working together as a group, fight! Act with aggression. Improvise weapons. Disarm him and commit to taking the shooter down, no matter what.

As a last resort, and only if your life is in danger:

- Attempt to incapacitate the shooter.
- Act with physical aggression.
- Improvise weapons.
- Commit to your actions.

9-1-1. Try to be aware of your environment. Always have an exit plan. Know that in an incident like this, victims are generally chosen randomly. The event is unpredictable and may evolve quickly. The first responders on the scene are not there to evacuate or tend to the injured. They are well-trained, and are there to stop the shooter.

When law enforcement arrives:

- Remain calm and follow instructions.
- Keep your hands visible at all times.
- Avoid pointing or yelling.
- Know that help for the injured is on its way

BOMB / OTHER THREAT PROCEDURES

Most bomb threats are received by phone. Bomb threats are serious until proven otherwise. Act quickly, but remain calm and obtain information with the checklist inside this card.

If a bomb threat is received by phone:

1. Remain calm. Keep the caller on the line for as long as possible. DO NOT HANG UP, even if the caller does.
2. Listen carefully. Be polite and show interest.
3. Try to keep the caller talking to learn more information.
4. If possible, write a note to a colleague to call the authorities or, as soon as the caller hangs up, immediately notify them yourself.
5. If your phone has a display, copy the number and/or letters on the window display.
6. Complete the Bomb Threat Checklist (reverse side) immediately. Write down as much detail as you can remember. Try to get exact words.
7. Immediately upon termination of the call, do not hang up, but from a different phone, contact Department of Public Safety with information and await instructions.

If a bomb threat is received by handwritten note:

- Call DPS (225-219-4410)
- Call IRT; notify floor warden
- Handle note as minimally as possible

If a bomb threat is received by email:

- Call DPS (225-219-4410)
- Forward the message to DPS
- Call IRT; notify floor warden
- Do not delete the message

Signs of a suspicious package:

- No return address
- Excessive postage
- Stains
- Strange odor
- Poorly handwritten
- Misspelled words
- Incorrect titles
- Foreign postage
- Strange sounds
- Restrictive notes
- Unexpected delivery

DO NOT:

- Use two-way radios or cellular phone inside; radio signals could detonate a bomb.
- Evacuate the building until police arrive and evaluate the threat.
- Activate the fire alarm.
- Touch or move a suspicious package.

BOMB THREATS

BOMB THREAT CHECKLIST

Date: _____

Time Received (call; email; package): _____

Time Caller Hung Up: _____

Receiving Phone Number: _____

Originating email address: _____

Package addressee: _____

Package return address: _____

Ask Caller:

- Where is the bomb located? (Building, Floor, Room, etc.)
- When will it go off?
- What does it look like?
- What kind of bomb is it?
- What will make it explode?
- Did you place the bomb? Yes / No
- Why?
- What is your name?

Exact Words of Threat:

Information About Caller:

- Where is the caller located? (Background and level of noise)
- Estimated age:
- Is voice familiar? If so, who does it sound like?

Caller's Voice:

- | | | |
|--|-----------------------------------|------------------------------------|
| <input type="checkbox"/> Accent | <input type="checkbox"/> Laughter | <input type="checkbox"/> Distinct |
| <input type="checkbox"/> Angry | <input type="checkbox"/> Lisp | <input type="checkbox"/> Slurred |
| <input type="checkbox"/> Calm | <input type="checkbox"/> Loud | <input type="checkbox"/> Excited |
| <input type="checkbox"/> Clearing throat | <input type="checkbox"/> Male | <input type="checkbox"/> Female |
| <input type="checkbox"/> Coughing | <input type="checkbox"/> Nasal | <input type="checkbox"/> Soft |
| <input type="checkbox"/> Cracking voice | <input type="checkbox"/> Normal | <input type="checkbox"/> Stutter |
| <input type="checkbox"/> Crying | <input type="checkbox"/> Ragged | <input type="checkbox"/> Slow |
| <input type="checkbox"/> Deep | <input type="checkbox"/> Rapid | <input type="checkbox"/> Disguised |
| <input type="checkbox"/> Deep breathing | <input type="checkbox"/> Raspy | |

Background Sounds:

- Animal Noises
- House Noises
- Kitchen Noises
- Street Noises
- Booth
- PA system
- Conversation
- Music
- Clear
- Local
- Long distance
- Static
- Factory machinery
- Office machinery
- Motor

Threat Language:

- Incoherent
- Message read
- Taped
- Irrational
- Profane
- Well-spoken

Other Information:

The Information included in this manual is not all inclusive, but covers most actions needing to be taken during emergencies. Common sense must prevail when instructions are not available or do not fit your particular needs. If you have questions concerning a unique situation not covered in this manual, contact the DOA Safety Coordinator or your Section's Safety Manager.