

Crisis Management

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Emergency Preparedness

Emergencies, disasters, accidents, injuries, and crime can occur at any time without warning. Being physically and psychologically prepared to handle unexpected emergencies is an individual as well as an organizational responsibility.

The information provided on these intranet pages was originally designed as a tabbed, quick-flip reference packet and were developed in conjunction with the crisis plan to minimize the negative effects resulting from an emergency. Please read this guide thoroughly before an emergency occurs and become acquainted with its contents. The online guide is provided for reference. A printable version of this manual is also available. Keep it in an accessible place in your office for immediate reference and do not file it . When you are familiar with the information, you will be better prepared to protect yourself and your coworkers. Do not count on these web pages to be available during emergencies; natural disasters and power outages may disable the network.

What You Can Do Now to Prepare:

Keep enough emergency supplies in your office or car (medication, flashlight, comfortable shoes, bottled water, food, batteries, portable radio) for up to seventy-two hours in case of a serious emergency.

Post this emergency procedures information in a visible location in your office. Become familiar with this quickest exit routes from your building.

Locate the nearest fire extinguisher and pull station, and register for a fire-extinguisher training course.

Your own common sense is the finest safety devise ever developed. Above all use your head.



Bomb Threat

Threat by Telephone

Do not hang up. Remain calm.

Take the caller seriously. Assume the threat is real.

If you have a digital phone, look for originating number.

Ask questions using the checklist below as a guide.

Do not use a cell phone, two-way radio, or any wireless communication device, as it can trigger the bomb.

Have a coworker call 911 on another line, or call 911 yourself immediately after hanging up.

Bomb Threat Checklist

Questions to ask the caller:

When is the bomb going to explode?

Where is the bomb right now?

What does it look like?

What kind of bomb is it?

What will cause it to explode?

Did you place the bomb? Why?

Where are you calling from?

What is your address?

What is your name?

Observations to Make:

If the voice is familiar, whom did it sound like?

Were there any background noises?

Telephone number call received at

Person receiving call

Any addition remarks

Caller's Voice:

Loud
High Pitched
Raspy
Intoxicated
Soft
Deep
Pleasant
Clear
Accent

Caller's Manner:

Calm
Rational
Coherent
Deliberate
Righteous
Angry
Irrational
Incoherent

Background Sounds:

Factory Machines
Clear
Office Machines
Music
Mixed
Trains
Animals
Airplanes
Voices
PA system

Threat Language:

Excellent
Fair
Foul
Good
Poor
Other
Pleasant

Caller's Familiarity with the Threatened Facility:

Much
Some
None

Suspicious Package or Object

If you receive or discover a suspicious package or foreign device, do not touch it, tamper with it, or move it . Dial 911 immediately.

Detecting Suspicious Packages or Letters:

Suspicious packages are not limited to those delivered by a commercial or U.S. postal carrier. The following characteristics have been designated by the U.S. Post Office and the Department of Alcohol, Tobacco, and Firearms as indicators of suspicious packages:

- Lumps, bulges, or protrusions on package.
- A lopsided or heavy-sided package or excessive masking tape.
- Handwritten addresses or labels from companies (check to see if the company exists and if they sent a package or letter).
- Packages wrapped in string.
- Excess postage on small packages or letters.

- No postage or uncanceled postage.
- Handwritten notes, such as, “To Be Opened in the Privacy of,” “Confidential,” “Your Lucky Day Is Here,” “Prize Enclosed”
- Restrictive markings such as “confidential” or “personal.”
- Improper spelling of common names, places, or titles.
- Generic or incorrect titles. Titles with no name attached.
- Leaks, stains, or protruding wires, string, tape, etc.
- Hand delivered or “dropped off for a friend” packages or letters.
- No return address or nonsensical return address.
- Foreign mail, air mail, and special-delivery packages.
- Any letter or packages arriving before or after a phone call from an unknown person asking if the item was received.

If you have a suspicious letter or package, call 911.

Move people away. Do not move or open the package. Do not investigate too closely. Do not cover or insulate the package.

Explosion

In the event of explosion in the building, employees should take the following actions:

Immediately take cover under tables, desks, or anything else that provides protection against flying glass and debris.

After the immediate effects of the explosion have subsided, call 9-911.

If necessary, activate the building fire alarm system.

Evacuate the immediate area of the explosion.

Seek out and assist injured and disabled persons in evacuating the building.

Exit via the stairway. Do not use the elevator.

Once outside, move at least 150 away from the building and proceed to



the designated area for evacuation. Keep roadways and walkways clear for emergency vehicles.

Wait for instructions from public safety officers or other emergency personnel. Do not reenter the building until instructed to do so.

Medical Emergency

Do not second guess. Always call 911 for medical assistance.

Only if you are trained or certified, the following instructions serve as a reminder for providing emergency assistance :

To Start Breathing:

(Victim Is Not Breathing, But Has Pulse)

Call 911. Perform rescue breathing if trained or certified.

With the victim's head tilted back and chin lifted, pinch the nose shut.

Give two slow breaths. Breathe into the victim until chest gently rises.

Check for a pulse (on neck).

If there is a pulse, but the victim is still not breathing, give one slow breath every five seconds (twelve times a minutes).

Recheck pulse and breathing every minute. Continue rescue breathing as long as the victim is not breathing, or until medical assistance arrives.

To Give Cardiopulmonary Resuscitation (CPR):

(Victim Is Not Breathing and Has No Pulse)

Call 911 for CPR instructions. Do CPR and rescue breathing if trained or certified.

Find the notch where the lower ribs meet the breast bone. Place the heel of your hand on the breast bone. Place your other hand on top of the first.



Position the shoulders over hands. Compress chest fifteen times using a smooth, even rhythm.

Give two slow breaths (see To Start Breathing above).

Do three more sets of fifteen compressions and two breaths.

Recheck pulse and breathing for about five seconds.

If there is no pulse, continue sets of fifteen compressions and two breaths.

Continue until medical assistance arrives, or until victim starts breathing and has pulse.

Abdominal Thrust for Choking Victim:

Call 911 for emergency instructions.

Get behind victim. Wrap your arms around the victim's waist, just above the navel.

Clasp your hands together with a doubled fist. Press in and up in quick thrusts.

Be careful not to exert pressure against the victim's rib cage with forearms.

Repeat procedures until choking stops.

To Stop Bleeding:

Call 911 for emergency instructions.

Seizures and Unconscious Victims:

Do not leave victim alone.

Call 911. Operator will provide emergency instructions.

Heat Related Illness:

Get victim to a cool place.

Loosen tight clothing.

Apply cool, wet cloths to the skin.

Fan the victim.

If the victim is conscious, give cool (not cold) water to drink.

Call an ambulance if victim refuses water, vomits, or loses consciousness.



Fire

Employees should learn how to use a fire extinguisher and take the time to locate the extinguisher closest to their work area before a fire emergency occurs.

If You Discover a Fire:

Manually activate the fire alarm system.

Determine if it is safe for you to attempt to extinguish the fire (see fire extinguisher instructions below).

Immediately exit the building, using the stairs and closing doors behind you.

Do not use elevators.

Call 911 to provide more details about the fire.

Using a Fire Extinguisher:

If you have been trained and it is safe to do so, you may fight small, contained fires with a fire extinguisher.

Fire Extinguisher Instructions:

P - Pull safety pin from handle.

A - Aim at base of fire.

S - Squeeze the trigger handle.

S - Sweep from side to side at base of fire

Once Alarm Is Activated:

Walk to the nearest exit closing doors between you and the fire.

Assist people who have special needs. Call 911.

Notify fire personnel if you suspect someone is trapped inside the building.

Gather at designated building assembly area. Do not attempt to reenter the building until instructed to do so by your supervisor/manager.



If Trapped in a Room:

Wet and place cloth material around or under the door to prevent smoke from entering the room.

Close as many doors as possible between you and the fire.

Be prepared to signal to someone outside.

If Caught in Smoke:

Drop to hands and knees and crawl toward exit.

Stay low, as smoke will rise to ceiling level.

Hold your breath as much as possible.

Breathe shallowly through nose, and use a filter such as a shirt or towel.

If Forced to Advance through Flames:

Hold your breath.

Move quickly.

Cover your head and hair.

Keep your head down and your eyes closed as much as possible.

Summary:

Prepare yourself in advance; know where to go and how to get there. If your work station is located in an office, know exactly how many doors you have to pass along your evacuation before you reach the nearest exit door. This tip is very helpful if you encounter heavy smoke. When heavy smoke is present, the exit signs above the doors may be obscured by the smoke. If you know how many doors you have to pass, you can crawl or crouch low with your head thirty to thirty-six inches from the floor (watching the base of the wall) and count out the number of doors you pass. This way you will know when you reach the exit door, even if you can't see that it is the exit.



Threatening & Violent Behavior

Threats may be statements of intention or expressions of strong emotion. They can be indirect or direct, verbal or nonverbal. Shaking a fist or pounding the desk, throwing things, and showing a weapon are all examples of nonverbal threats. Verbal threats may be indirect expressions of frustration or anger directed toward a person or office or they may be direct statements of the intention to harm. These situations are complex, and it is not expected that individuals will be able to assess whether the threat is serious and might actually lead to harm. However, it is expected that TTA employees consider any threat or display of hate as potentially serious.

Most people who commit violent acts exhibit warning signs. It is important to take seriously any behaviors or words that imply threat and consult appropriate people to assess the risk and plan interventions.

Steps to Follow:

If the threat is immediate, leave the situation if possible and call 911. If threats or bizarre behavior indicate possible danger, personal safety is the top priority. For an angry or hostile customer or coworker:

Stay calm.

Listen attentively.

Maintain eye contact.

Be courteous. Be patient. Be respectful.

Keep the situation in your control.

If shouting, swearing, and threatening, continue:

Signal a coworker or supervisor, that you need help (have a prearranged code or alarm system).

Do not make any calls yourself.

Have someone call the supervisor/manager or police.

If someone is threatening you with a gun, knife, or other weapon:

Stay calm. Quietly signal for help using an alarm or code system.

Maintain eye contact.

Stall for time.

Keep talking--but follow instructions from the person who has the weapon.

Don't risk harm to yourself or others.

Never try to grab the weapon.

Watch for a possible chance to escape to a safe area.

Adapted from Federal Protective Service U.S. General Services

Administration guideline:

If the threat isn't immediate, consult appropriate resources for help in assessing the level of danger, determining an appropriate intervention, and choosing appropriate safety measures. Resources to consult in addition to the administrator in charge are:

Your supervisor/manager.

Director of human resources.

Document the incident. Describe the sequence of statements and the context.

Give details. Have threats been made in the past? Is the person known to have a weapon? Is there a history of animosity? This information is important in evaluating the level of risk.

Civil Disturbance

Civil disturbances include riots, property damage, threatening individuals, or assemblies that have become significantly disruptive. Demonstrations are visible actions designed to advocate a position on a particular issue. Most are peaceful and only occasionally cause an inconvenience; they become

problematic when they obstruct TTA business. The management staff will attempt to monitor demonstrations that may become problematic. Call 911 during demonstrations that have a potential for violence, property damage, or disruption.

In Case of Civil Disturbance or Demonstration:

Avoid provoking or obstructing demonstrators.

Secure your area (lock doors and safes; remove files, vital records, and expensive equipment).

Avoid area of disturbance.

Continue with normal routines as much as possible.

If the disturbance is outside, stay away from doors or windows. Stay inside.

If officers are not already present, call 911 to alert them to the situation.

Power Outage

The inherent danger during a major power outage is panic. Try to remain calm. The TTA has emergency generators at the 5201 Nelson Road facility that will immediately provide emergency power to selected areas of the building. To report a minor, localized power outage, call the local utility company.

Keep flashlights and batteries in key locations throughout your work areas.

Steps to Follow:

Remain calm.

Follow directions from your supervisor/manager.

If evacuation of a building is required, seek out people with special needs and provide assistance.

Do not use candles or other types of open flame for lighting.

Unplug all electrical equipment including computers and turn off light switches.



Do not use elevators.

Emergency lighting for exit pathways will function for fifteen to thirty minutes following a power outage. In areas with poor natural light, evacuate promptly.

If People Are Trapped in an Elevator:

Tell passengers to stay calm and that you are getting help.

Call 911 and provide information.

Stay near passengers until police or other assistance arrives, provided it is safe to stay in the building.