



**Shepherd's Glen
Tenant Emergency
Procedures Manual**

**12647, 12657, 12667 & 12677 Alcosta Blvd.
San Ramon, Ca 94583**

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Emergency Phone Numbers

Fire:	9.1.1
Police:	9.1.1
Ambulance:	9.1.1
Paramedics:	9.1.1
Sunset Development Company	925.277.1700

Poison Control Center 800.876.4766

California Office of Homeland Security 916.324.8908

Closest Hospitals and Urgent Care

San Ramon Regional Medical Center 925.275.9200
6001 Norris Canyon Road
San Ramon, CA

Kaiser Permanente Medical Center 925.295.4000
1425 South Main Street
Walnut Creek, CA

Bishop Ranch Urgent Care 925.866.8050
2305 Camino Ramon
San Ramon, CA

Building Life Safety Systems

Bishop Ranch 15 is comprised of four five-story structures. Addresses are 12647, 12657, 12667, and 12677 Alcosta Blvd, San Ramon, CA. The buildings are steel frame and concrete, and were constructed in 1995-1998. They are each approximately 200,000 square feet. The following section address the life safety systems found in these four buildings.

12647 Alcosta Blvd

Sprinkler Systems

The building has an automatic sprinkler system throughout. Activation of any sprinkler head will sound an alarm in the building and send a notification to the alarm monitoring company. Fire Department standpipes are located in all stairways.

Fire Alarm and Smoke Detection

The firefighter's control panel is located in the main electric room, near service entrance at the back of the building. The panel monitors sprinkler flow, smoke detectors, and pull stations. The fire alarm makes a beeping sound and strobe lights flash throughout the building in an emergency. Manual fire alarm pull stations are located at all stairway entrances and all building exits. Smoke detectors are in ventilation ducts and in all elevator lobbies.

Extinguishers

ABC fire extinguishers are located throughout the building. Notify Sunset Development Company (925.277.1700) if you have used an extinguisher so that a full replacement can be secured.

First Aid Supplies

It is the responsibility of each tenant to purchase first aid supplies and to be sure that all their employees are aware of the supply location.

Disaster Supplies

It is the responsibility of each tenant to purchase and maintain critical supplies that may be used in the event of a major disaster such as an earthquake. A list of suggested items can be found in the earthquake section of this document.

Stairwells

Stairwell doors must be kept closed at all times. Be sure doors close behind you as you exit. Know the location of all stairwells in the building.

- Three enclosed fire-rated stairways are located in the middle and at each end of the building. Fire-rated doors and wall construction within these stairwells affords occupants required exit protection.
- Areas of refuge are in or adjacent to each stairwell. A telephone can be accessed by opening the door in the small red cabinet and rings at the Fire Control system.

Lobby Door Release System

Fire-rated doors surrounding the elevator lobbies and located in fire-rated walls are equipped with magnetic hold-open devices. If any alarm is activated in the building, these devices will release the doors, impeding the spread of fire and/or smoke.

Elevator Recall and Emergency Service

There are four elevators located in the building, three passenger and one freight with the following life safety features.

- **Automatic Recall:** In each elevator lobby, there is a smoke detector that activates this system. If any of these devices sense smoke, all elevators will close doors and return to the lobby, where they will remain with doors open, until released by building or fire department personnel. This system may also be activated or bypassed manually from a key switch located in the main lobby.
 - If smoke is detected on the first floor, all elevators will stop on the second floor.
- **Elevator Earthquake Response:** When a moderate to severe earthquake occurs, a seismic switch for each elevator car senses the motion of the building. If this motion exceeds a preset maximum, the elevator stops. It then moves in the opposite direction from its counter-weight, stops at the next floor, and opens its doors. It will remain in this condition until it is thoroughly inspected and put back into service by an elevator mechanic
- **Intercom:** Located in the elevator. Lifting the telephone will automatically connect you to the technician of the elevator maintenance company, Otis, who will assist you in any elevator emergency.

12657 Alcosta Blvd

Sprinkler Systems

The building has an automatic sprinkler system throughout. Activation of any sprinkler head will sound an alarm in the building and send a notification to the alarm monitoring company. Fire Department standpipes are located in all stairways.

Fire Alarm and Smoke Detection

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- **Intercom:** Located in the elevator. Lifting the telephone will automatically connect you to the technician of the elevator maintenance company, Otis, who will assist you in any elevator emergency.

12667 Alcosta Blvd

Sprinkler Systems

The building has an automatic sprinkler system throughout. Activation of any sprinkler head will sound an alarm in the building and send a notification to the alarm monitoring company. Fire Department standpipes are located in all stairways.

Fire Alarm and Smoke Detection

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Lobby Door Release System

Fire-rated doors surround some elevator lobbies and are located in fire-rated walls equipped with magnetic hold-open devices. If any alarm is activated in the building, these devices will release the doors, impeding the spread of fire and/or smoke.

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- **Intercom:** Located in the elevator. Lifting the telephone will automatically connect you to the technician of the elevator maintenance company, Otis, who will assist you in any elevator emergency.

Notification Procedures

To report an emergency, call 9.1.1. Answer the dispatcher's questions in the order asked. He or she may ask:

1. WHERE IS THE EMERGENCY SITUATION?

Building, street, cross street: _____

Approximate location on floor: _____

2. WHAT PHONE NUMBER ARE YOU CALLING FROM?

3. WHAT HAPPENED? _____

4. WHAT IS BEING DONE? _____

5. NOTIFY SUNSET DEVELOPMENT COMPANY 925.277.1700.

6. WAIT FOR FURTHER INSTRUCTIONS.

The Emergency Team

During an emergency incident, Sunset Development Company personnel will respond to the location to assist and interact with emergency responders.

Tenant Floor Warden Roles and Responsibilities

The **Tenant Floor Warden Team** is comprised of those employees of each tenant who accept a special responsibility for their fellow workers. It is their duty to assist in implementing emergency procedures that assure everyone's safety in a time of crisis. Floor Warden Team members must:

- Know the physical layout of the floor and suite.
- Know the location of the nearest stair exit, alternate stair exit, and the direct route to each.
- Know the location, condition, and usage of the fire extinguishers.
- Know the location of first aid kits and disaster supplies.
- Know emergency telephone numbers and procedures.
- Know how to assume control, maintain calm, and prevent panic.
- Instruct co-workers in their emergency roles.
- Know the meeting place in the suite to meet during an emergency.
- Know the names and work locations of persons with physical disabilities, and assign an employee to the disabled to assist them during an emergency.
- Know how to notify Fire Department of the location of disabled persons.

Tenant Floor Warden Emergency-Specific Response Roles

The Floor Wardens may ask fellow employees for assistance in performing the following duties in an emergency:

- **Search the area:** Work in pairs to search all work areas, break rooms, copy rooms, conference rooms, and rest rooms to confirm that everyone heard the fire alarm and is beginning to evacuate. Be certain that no one is left on the floor. Close all doors as you proceed. Once the area is deemed empty, the entire team will then exit together. If you encounter someone who will not leave, make a notation as to where the person is and inform the Fire Department when you exit the building.
- **Monitor the elevator lobby:** Assume a position in front of the elevator to direct people away from the elevator and to the exit stairs.
- **Assist the disabled:** If the disabled person is on the first floor, assist them out of the building and to the evacuation area. (See map of evacuation areas in Appendix D). If they are on floors above ground level, move them to a smoke-free enclosed stairwell. If able to go down stairs, wait for the stairs to clear and then begin down. If unable to manage stairs, stay with the person in the stairwell and send a runner down to the first floor to inform a firefighter that an individual needs evacuation. Disabled persons unable to negotiate the stairs are to enter the stairwell once it is safe to do so (and fairly empty) and stay there for evacuation by the Fire Department. A firefighter will move the person down the stairs.

Employees' Roles and Responsibilities

- Review and understand the emergency procedures and know the Floor Warden members in their company.
- Know the most direct route to the nearest emergency exit and an alternate emergency exit.
- Leave the building when an alarm sounds.
- Know the proper persons to notify during emergencies and the procedures to follow during emergencies.
- In event of an evacuation, notify a Floor Warden or Sunset Development Company of any missing co-worker(s).
- Never attempt to return to your vehicle during a fire alarm.

Evacuation Procedures

If an evacuation is called for, all Tenant Floor Wardens are to meet at the designated meeting place in their suite. Wait for up to 45 seconds for the team to assemble before beginning to search for missing employees. If there are not enough members to complete the jobs, immediately recruit fellow employees to help. The searchers should complete the search and then pick up the elevator and stairwell person before exiting the building.

Emergency Duties

- **Searcher Duties:** Work in pairs to search all work areas, break rooms, copy rooms, conference rooms, and rest rooms to confirm that everyone heard the fire alarm and is beginning to evacuate. Be certain that no one is left on the floor. Close all doors as you proceed. Once the area is deemed empty, the entire team will then exit together. If you encounter someone who will not leave, make a notation as to where the person is and inform the Fire Department when you exit the building.
- **Elevator Duties:** Assume a position in front of the elevator to direct people away from the elevator and to the exit stairs.
- **Disabled Duties:** If the disabled person is on the first floor, assist them out of the building and to the evacuation area. (See map of evacuation areas in Appendix D). If they are on floors above ground level, move them to a smoke-free enclosed stairwell. If able to go down stairs, wait for the stairs to clear and then begin down. If unable to manage stairs, stay with the person in the stairwell and send a runner down to the first floor to inform a firefighter that an individual needs evacuation. Disabled persons unable to negotiate the stairs are to enter the stairwell once it is safe to do so (and fairly empty) and stay there for evacuation by the Fire Department. A firefighter will move the person down the stairs.

When all above jobs are completed (which could take 3 or 4 minutes), make sure all Floor Warden Team members are accounted for and exit together. Join other employees at the evacuation area and keep them together.

Reminders:

- The evacuation meeting area is in the parking lot at least 100 feet from any entrance to the building. (See map of evacuation areas in Appendix D.)
- Never attempt to return to your vehicle during a fire alarm.
- Any employee who notices something of importance (i.e., a trapped person, an employee who refuses to leave, etc.) should report to Sunset Development or Fire Department staff.

What to Do If Trapped In a Building

- First of all, stay calm. Try to go to a room with an outside window and stay there. A second alternative is a room with a door and phone.
- Call the Fire Department (9.1.1) with any phone you can find and tell them exactly where you are, even if you see fire trucks or other emergency responders.
- To help rescuers find you, stay where they can see you and wave something bright and light-colored to attract their attention.
- If there is a fire, to keep smoke out of your refuge area, use clothing, towels, newspapers, etc., to stuff the cracks around the door and cover the ventilators.
 - Do not break a window; this will bring more smoke into the space.
- Above all, **think before you act** and be patient until help arrives. Rescue will take time, and rescuers will try to begin with those who are in the most immediate danger.

Fire

If You Smell a Suspicious Smoke-Like Odor

- Call Sunset Development Company 925.277.1700.

If You See Smoke or See Fire

- Call the Fire Department (9.1.1).
 - Remain calm and identify yourself.
 - Report the location and nature of the emergency.
- Notify Sunset Development Company 925.277.1700.
- Warn others in the immediate area.
- Use an extinguisher only if it is a small fire and you are trained to use the extinguisher.
- Begin evacuation procedures:
 - **All Floor Wardens:** Meet at the designated meeting place in each suite. Wait for up to 45 seconds for the team to assemble before beginning to search. If there are not enough members to complete the jobs, immediately recruit fellow employees to help.
 - **Searcher Duties:** Work in pairs to search all work areas, break rooms, copy rooms, conference rooms, and rest rooms to confirm that everyone heard the fire alarm and is beginning to evacuate. Be certain that no one is left on the floor. Close all doors as you proceed. Once the area is deemed empty, the entire team will then exit together. If you encounter someone who will not leave, make a notation as to where the person is and inform the Fire Department when you exit the building.
 - **Elevator Duties:** Assume a position in front of the elevator to direct people away from the elevator and to the exit stairs.
 - **Disabled Duties:** If the disabled person is on the first floor, assist them out of the building and to the evacuation area. (See map of evacuation areas in Appendix D). If they are on floors above ground level, move them to a smoke-free enclosed stairwell. If able to go down stairs, wait for the stairs to clear and then begin down. If unable to manage stairs, stay with the person in the stairwell and send a runner down to the first floor to inform a firefighter that an individual needs evacuation. Disabled persons unable to negotiate the stairs are to enter the stairwell once it is safe to do so (and fairly empty) and stay there for evacuation by the Fire Department. A firefighter will move the person down the stairs.

When all above jobs are completed (which could take 3 or 4 minutes), make sure all Floor Warden Team members are accounted for and exit together. Join other employees at the evacuation area and keep them together.

Reminders:

- The evacuation meeting area is in the parking lot at least 100 feet from any entrance to the building. (See map of evacuation areas in Appendix D.)
- Never attempt to return to your vehicle during a fire alarm.

- Any employee who notices something of importance (i.e., a trapped person, an employee who refuses to leave, etc.) should report to Sunset Development or Fire Department staff.

If You Hear the Fire Alarm

- Begin evacuation procedures:
 - **All Floor Wardens:** Meet at the designated meeting place in each suite. Wait for up to 45 seconds for the team to assemble before beginning to search. If there are not enough members to complete the jobs, immediately recruit fellow employees to help.
 - **Searcher Duties:** Work in pairs to search all work areas, break rooms, copy rooms, conference rooms, and rest rooms to confirm that everyone heard the fire alarm and is beginning to evacuate. Be certain that no one is left on the floor. Close all doors as you proceed. Once the area is deemed empty, the entire team will then exit together. If you encounter someone who will not leave, make a notation as to where the person is and inform the Fire Department when you exit the building.
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Reminders:

- The evacuation meeting area is in the parking lot at least 100 feet from any entrance to the building. (See map of evacuation areas in Appendix D.)
- Never attempt to return to your vehicle during a fire alarm.
- Any employee who notices something of importance (i.e., a trapped person, an employee who refuses to leave, etc.) should report to Sunset Development or Fire Department staff.
- **When evacuating, always use caution when approaching a closed door:**
 - Carefully check for heat with the back of your hand by lightly touching the doorframe near the top. Then check the doorknob. If either is hot, proceed to an alternate exit.
 - If they are cool to the touch, brace yourself and open the door slowly. You may need to shut it quickly if you encounter flame or smoke.
 - Enter the area carefully and close the door behind you if you find it filled with smoke. If the smoke is too intense, stay where you are.
 - Drop to your hands and knees and keep your face near the floor whenever there is heavy smoke.

- Follow the wall to the nearest exit and leave the building.

Medical Emergencies

- Stay calm and gather as much information as you can.
- Activate Emergency Services by calling 9.1.1.
- Identify yourself and your location.
- Describe the emergency situation.
- Call Sunset Development Company 925.277.1700.
- Send an employee to the front of the building to escort emergency responders.
- Secure the area. The Floor Wardens should provide as much privacy to the victim as possible. Re-route walk paths and/or keep others away as necessary.
- Assist victim(s) to the degree you are trained. First aid supplies may be located in each suite.
 - If blood or other bodily fluids are present, always wear latex or nitrile gloves (found in first aid kits).
 - Be certain to give a pair of gloves to other employees who may be assisting or may come in contact with the blood or bodily fluids.

Earthquakes

Pre-Earthquake Preparedness

- Learn first aid and cardiopulmonary resuscitation (CPR).
 - Maintain those skills.
- Know where flashlights, first aid kits, and other emergency supplies and equipment are located.
- Keep personal supplies at your desk.

Once the Shaking Starts

- If indoors, stay there. Duck, cover, and stay under a hard surface like a desk or table until the shaking stops.
- Face away from any windows.
- Stay clear of tall objects that may tilt and topple over.
- Stay in the building. Do not run outside.
- If outdoors, get into open areas, away from buildings, trees, and power lines.

Once the Initial Shocks Have Subsided

- Remain calm, be prepared for aftershocks.
- After the quake subsides, retrieve flashlights. Even if the power is still on, it may not stay on for long.
- Institute a thorough search of your suite.
- Gather the occupants of the suite together. Determine if everyone is accounted for by performing a head count. Account for all people in your work area. Notify supervisors and emergency responders of any trapped or missing persons.
- Check for injuries and give first aid. Employees have no duty to come to the aid of a stricken person; however, you may voluntarily assist the victim to the degree that you are trained.
 - If blood or other bodily fluids are present, always wear latex or nitrile gloves.
 - Be certain to give a pair of gloves to other employees who may be assisting or may come in contact with the blood or bodily fluids.
- Floor Wardens should prepare a condition report for their suite and provide it to Sunset Development Company. This report should contain:
 - The number of people in your suite.
 - The number of injured people in your suite, with a brief description of their injuries.
 - A brief description of any apparent structural damage in your suite (i.e. ceiling collapsed, large cracks in core walls, broken glass).
 - Any other immediate needs you have.
- Take out and turn on a battery-operated radio. Assign someone to keep track of what is going on in the rest of the area.
- DO NOT use the telephone except in extreme emergencies.

- DO NOT use the elevator.
- DO turn off any lighting or electrical devices if the power has failed. This will help to prevent a power surge when the power returns.
- If evacuation is ordered or appears appropriate, assist any injured or people with disabilities.

The following web sites offer valuable earthquake information:

Association of Bay Area Governments: www.abag.org

72 Hours (a preparation site): www.72hours.org

Ready.Gov / FEMA: www.ready.gov

Personal Preparedness

In preparation for an emergency, Floor Wardens should remind all employees to establish a personal plan that addresses the following issues:

- Keep your personal contact information and emergency contact information up to date.
- Communicate with family. Have phone numbers at home, work, school, and day care, and include e-mail addresses where applicable. If possible, choose an out-of-town family member or friend to serve as a focal point for updates.
- Establish meeting places (primary and alternate) where family members should gather if communications cannot be established (consider such places as home, neighbor, relative, place of worship, day care center, hotel, etc.)
- Obtain and understand the school emergency plans of your children. Keep contact numbers and email addresses up to date.
- Have a transportation plan to get home in the event roads are damaged or transit is unavailable.
- Have an emergency supply of cash on hand. Do not rely on ATMs.
- For more information, go to www.ready.gov

Earthquake Supplies and Provisions

All employees are encouraged to maintain a personal survival kit. As a minimum, the kits should include the following items:

- Food and water for a minimum of 72 hours.
- Flashlight with extra batteries.
- Whistle (to be used if trapped to identify location for rescue workers).
- Sturdy walking shoes.
- Space blanket.
- Prescription medications for a minimum of 72 hours.
- Personal hygiene items.
- Small portable radio with extra batteries.
- Emergency phone numbers, including an out-of-state relative designated for family members to call to report their location and status.

Bomb Threat

- Remain calm and keep the caller on the line.
- Ask questions.
- Using a bomb threat checklist to gather information, determine as much about the caller as you can. (See sample checklist on next page.)
- Listen carefully for background noises.
- Record the exact wording of the threat.
- Notify your supervisor.
- Call 9.1.1
- Notify Sunset Development Company 925.277.1700.
- Wait calmly for further instructions.
- Do not mention the call to anyone other than your supervisor and Sunset Development Company.

Bomb Threat Checklist

Questions to ask:

- 1) When is the bomb going to explode?
- 2) Where is it right now?
- 3) What does it look like?
- 4) What kind/size of bomb is it?
- 5) What will cause it to explode?
- 6) Did you place the bomb?
- 7) Why?
- 8) What is your address?
- 9) What is your name?

Caller's voice:

Calm	Angry
Excited	Slow
Rapid	Soft
Loud	Laughter
Crying	Normal
Distinct	Slurred
Stutter	Nasal
Whispered	Lisp
Raspy	Deep
Accent	Disguised
Clearing Throat	Ragged
Deep Breathing	Cracking
Familiar? Who?	

Sex of the caller:	Race:
Age:	Length of call:
Time the call ended:	
Date:	
Phone number where call was received:	

Threat language:

Well-spoken	Incoherent
Foul	Irrational
Righteous	Grammar
Choice of words	Taped
Message read	

Background sounds:

Street noise	Booth
Cafe/Bar	Voices
PA system	Music
House noises	Motor
Animal noises	Office
Clear	Static
Long distance	Local
Factory machinery	Other
Any words or phrases that stood out?	

Exact wording of the threat:

Suspicious Mail or Package?

Signs include: sloppy package, stamps instead of a postage meter, no return address, heavy for its size, stains, chemical odor, misspelled words, poor handwriting and/or references to "confidential, open only by (name of recipient)."

If a suspicious mail item contains a powdery or granular substance,

- **DO NOT SHAKE OR SMELL THE ITEM.**
- **IMMEDIATELY ISOLATE AND COVER IT.**

Hazardous Materials Release (Outdoor or Indoor Release)

It is important to be prepared and know what to do in the event of an emergency, including a hazardous material release or potential terrorist attack. This material provides the procedures that will be followed if an incident occurs, as well as some personal preparedness steps you can take.

In some cases, Sunset Development Company may implement a procedure known as “shelter-in-place.” This means taking refuge in a building in which external doors and windows have been closed and the HVAC system (heating/air-conditioning) has been turned off. This procedure is commonly used during hazardous materials incidents such as chemical releases, which could most commonly be caused from an industrial release or overturned chemical truck on the freeway.

For emergency response purposes, chemical release events have been divided into two categories:

1. Those that occur somewhere in the area, but do not directly affect this building.
2. Those that have a direct impact on this building.

Area Event

When notified of a potential threat or event, Sunset Development Company, in coordination with local law enforcement authorities, will evaluate the threat to determine if it poses an immediate danger to staff and facilities.

Scenario One: No immediate threat exists.

- Security will secure the area as appropriate.

Scenario Two: An immediate threat exists.

- A shelter-in-place protocol will be implemented, when it is decided that it may not be safe to go outside.
- Floor Wardens will station themselves at exit doors advising employees to not exit. Tell employees that if they exit, they may not be allowed to reenter the building.
- Depending on the situation, Floor Wardens may be asked to move employees to interior corridors, offices, or conference rooms away from exterior windows and walls.
- Floor Wardens should advise employees that the ventilation system in the building may be shut down to prevent contaminated air from entering.

An Event Affecting this Building

If the building is damaged or directly impacted:

- You may be instructed to evacuate the building. Floor Wardens will implement evacuation procedures and lead workers out.
- Use the stairways away from the affected area. Assist injured persons.
- Emergency rescue and medical services will be available to assist.

If the building is **not** damaged:

- A shelter-in-place protocol will be implemented.

Outdoor Release – Shelter-in-Place Instructions

For an outdoor release, people should remain indoors in rooms where outdoor air infiltration is very low.

- Station a Floor Warden member at each stairwell telling people not to go outside, but do not physically attempt to stop anyone. Inform anyone leaving that they will not be allowed back inside.
- Close all interior and exterior doors.
- Move people to the inner part of the building, preferably someplace with no windows to the outside.
 - The rooms should have doors that are fairly effective at preventing airflow from the hallways (e.g., they should have no gap or only a very small gap at the bottom of the door). Stuff fabric or paper into any cracks or crevices.
 - Bathrooms are a poor shelter-in-place choice, because they often have an exhaust duct that leads directly to the outside. If the exhaust fan is left on, air will be drawn into the bathroom from other parts of the building, which will become contaminated.
- Remain calm.
- Use phones only for emergency calls.

Indoor Release – Evacuation Instructions

- Evacuate the building. Floor Wardens will implement evacuation procedures and lead workers out.
- Use stairwells leading away from the impacted release area for evacuation.
- At the direction of emergency personnel, set up evacuation areas upwind of the building. This may be a different location than the “usual” evacuation area due to the nature of a hazardous material incident.
 - Segregate people who have been exposed. This avoids them contaminating others via contact with clothes or skin. Tag or mark these people for medical treatment and decontamination. Floor Wardens may be asked to assist.

Civil Disorder

- Should you witness an unruly crowd or one that threatens your safety, immediately dial 9.1.1.
- Call Sunset Development Company 925.277.1700.

Civil disorders are an unlikely occurrence. However, if a riot situation developed, here are some suggestions to help ensure your safety:

If You Are Inside the Building

- Close all drapes in exterior rooms and then avoid window areas. You could become a target.
- Lock all doors.
- Remain within the building; stay in your suite and move to the core area of the building (away from the exterior of the building) if at all possible.
 - If you are instructed to leave by the police, follow their directions.
 - Do not travel to other buildings, unless you are directed to do so by the police.
- Use good judgment and remain calm.
- Do nothing to antagonize the crowd. Inform all other personnel to do likewise.
- Stay off the phone. Avoid unnecessary inquiries that tie up communications systems.
- Secure all valuable materials in a safe place or at least out of sight.

If You Are Outside the Building

- Focus your attention away from the incident. If possible, leave the area of disturbance to prevent injury or possible arrest.
- Stay off the phone. Avoid unnecessary inquiries that tie up communications systems.
- Secure your valuables out of sight.

If Demonstrators Enter the Premises

- Keep calm, be courteous, and avoid an incident.
- Avoid actions or verbal responses that may provoke the situation. In particular, avoid arguments, provocative statements or entering into a debate with a participant.
 - They have entered the building to propagandize, confront, or agitate the building's occupants. Let them make their point. Frustrating them is dangerous and provocative. Do not try to reason with them.
- Call the police to have the individual removed if you can do so without incident.
- Cooperate.
- If you can do so without incident, or are told to by the police, withdraw from the area until it is safe again.

Workplace Violence

Identify Behavior Requiring Intervention

- Aberrant behavior that might signal emotional distress (severe mood swings, impulsive or intimidating behavior, yelling).
- Any behavior that is physically assaultive.
- Behavior or actions that would be interpreted by a reasonable person as carrying potential for violence (verbal threats, throwing objects, waving fists).
- Any substantial threats to harm another individual or in any way endanger the safety of employees.
- Any substantial threats to destroy property.

Common Sense Rules in a Dangerous Situation

- Trust your instincts. If you are afraid, you probably have a good reason.
- Take all threats seriously.
- Physically give the person personal space.
- Provide for your own personal safety.
- Don't be afraid to ask for help.

If a Person's Behavior Becomes Inappropriate

- If you feel you are in personal danger, leave the area if possible.
- Call 9.1.1.

Active Shooter¹

Definition: An active shooter is an individual actively engaged in killing or attempting to kill people in a confined and populated area, typically through the use of firearms.

Characteristics of an Active Shooter Situation:

- Victims are selected at random.
- The event is unpredictable and escalates quickly.
- Law enforcement is usually required to end an active shooter situation.

There are three options on how to respond when an active shooter is in your vicinity. You must evaluate the situation you are faced with and make the best decision at the time.

¹ DHS: Active Shooter: How to Respond Booklet

Option One: Evacuate.

- Have an escape route and plan in mind.
- Leave your belongings behind.
- Keep your hands visible.
- Call 9.1.1 when safe to do so.

Option Two: Hide Out (Shelter-in-Place)

- Hide in an area out of the shooter's view.
- Get under a desk, in a room (ideally without a window) with a lock on the door if possible.
- Block entry to your hiding place and lock the door if possible.
- Silence your cell phone and/or pager.
- Call 9.1.1 when safe to do so.

Option Three: Take Action

- As a last resort and only when your life is in imminent danger.
- Attempt to incapacitate the shooter.
- Act with physical aggression and throw items at the active shooter.
- Call 9.1.1 when safe to do so.

How to Respond When Law Enforcement Arrives

- Remain calm and follow instructions.
- Put down any items in your hands (i.e., bags, jackets).
- Raise hands and spread fingers.
- Keep hands visible at all times.
- Avoid quick movements toward officers such as holding on to them for safety.
- Avoid pointing, screaming, or yelling.
- Do not stop to ask officers for help or direction when evacuating.

What You Need to Tell 9.1.1 When You Call

- Location of the active shooter.
- Number of shooters.
- Physical description of shooters.
- Number and type of weapons held by shooters.
- Number of potential victims at the location.

General Security Guidelines

- Don't allow persons unknown to you into the office.
- Secure personal belongings out of sight. Lock up wallets, purses, and other items of value.

Shepherd's Glen
Emergency Procedures Manual

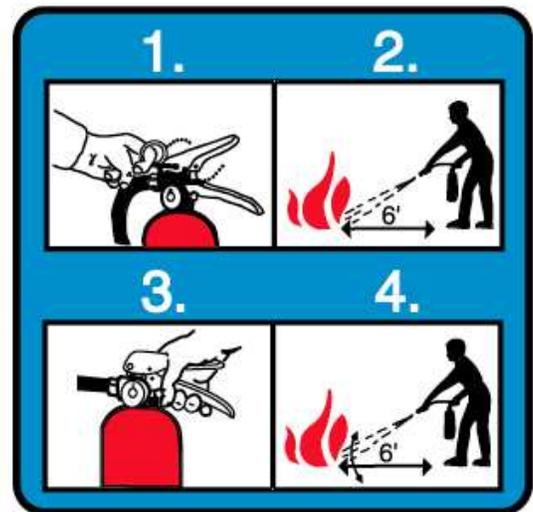
- Keep all confidential and sensitive materials locked up when not in use.
- If you see an unescorted visitor, ask them who they are there to see.

Appendix A: Fire Emergencies

Use of Extinguishers

Dry chemical fire extinguishers are located at strategic points around the building. They are the first line of defense against fires. Each extinguisher is the proper type for the fire that will most likely occur in that vicinity. If a fire is discovered while it is still small enough for the extinguisher to be effective follow these instructions:

- Remove the extinguisher from its place and hold it upright. Stand back 8 to 10 feet from the fire. Follow the acronym **P A S S**.
 - **1. Pull** the retaining pin.
 - **2. Aim** the nozzle at the base of the flames.
 - **3. Squeeze** the handle completely, which will discharge the extinguishing agent at the fire. Use a sweeping motion from side-to-side.
 - **4. Sweep** from side to side. Go slightly beyond the fire area with each pass. Once the fire is out, wait before leaving the area. You may need to make a further application, in case the fire re-ignites.



- If possible cover your mouth and nose with a wet cloth. (A wet towel or piece of clothing wrapped around your nose/mouth will enable you to keep both hands free.) When you extinguish a fire, a great amount of smoke may be generated, so be very careful. The smoke may also generate noxious fumes, so exercise caution. Smoke inhalation is the major cause of fire deaths in this country.

If it is not feasible to use an extinguisher:

- Begin evacuation procedures.
- Close as many doors and windows behind you as possible to contain the fire to the smallest area.

Sprinklers

- Independently activated sprinkler heads may release as much as 50 gallons of water every minute. If fire spreads to other areas, a different sprinkler head will automatically turn on.
- The action of a single sprinkler head is often sufficient to contain 95% of all fires. For a sprinkler to be fully effective there must be at least 18 inches between the ceiling and the top of any object. This allows for the widest coverage of water and minimizes the chance of fire spreading.
 - If there are boxes or equipment stacked high enough to impede the effectiveness of any sprinkler, they must be moved.

Fire Prevention

- Do not accumulate discarded files and paper trash in your office or storage areas.
 - Pay special attention to housekeeping in areas that produce a lot of trash, such as storage areas, copy areas, and kitchens.
- Keep electrical cords in good repair.
 - Inspect periodically and report frayed cords to your office manager.
- In areas with sprinklers, there must be at least an 18-inch clearance from the bottom of the sprinkler head to the top of any object underneath the sprinkler head. This allows for the widest coverage of water and minimizes the chance of fire spreading.
 - If there are boxes or equipment stacked high enough to impede the effectiveness of any sprinkler, they must be moved.
- Leave all hallways free of boxes and trash.
 - Hallways must be kept open to provide for a quick exit.
- Propping fire doors open is a direct violation of the Fire Code and will allow smoke and fire to spread throughout the floor. (Fire doors include exterior doors, doors leading to stairwells, doors near elevator lobbies.)
- Check electrical equipment at the end of the day to make sure it is turned off, including coffee pots.
- Only use extension cords for short-term use, with “short-term” defined as less than 24 hours. Always use surge protectors with built-in circuit breakers for longer-term use.

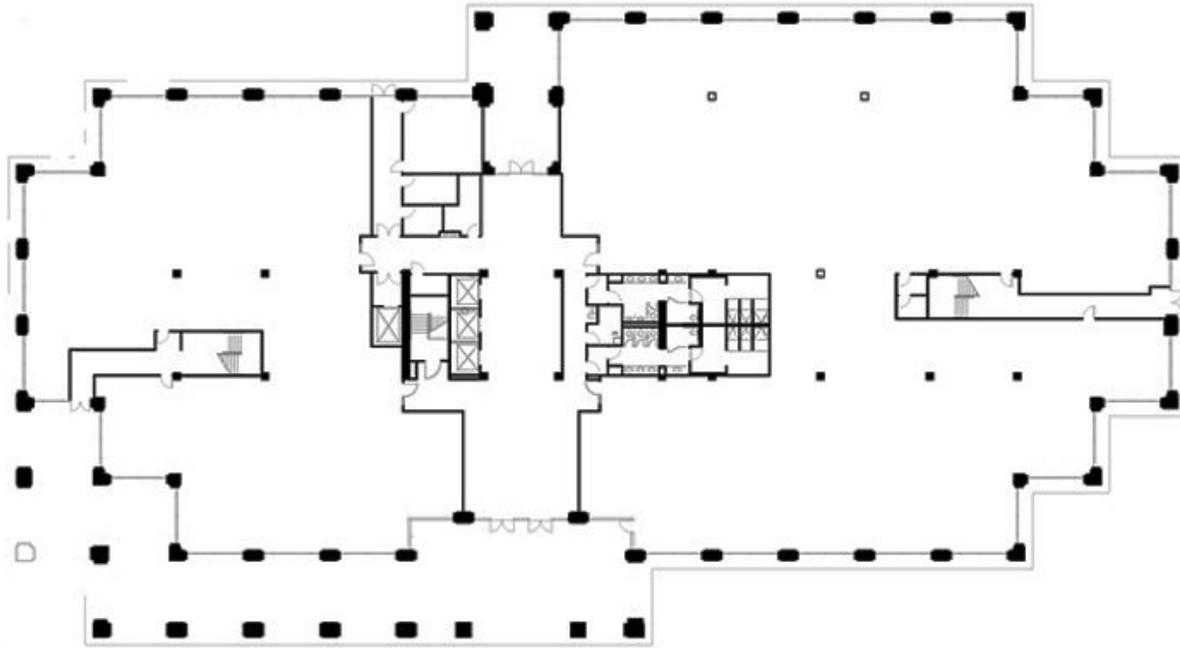
Appendix B: Medical Support

Care of Disabled or Injured Persons in an Emergency

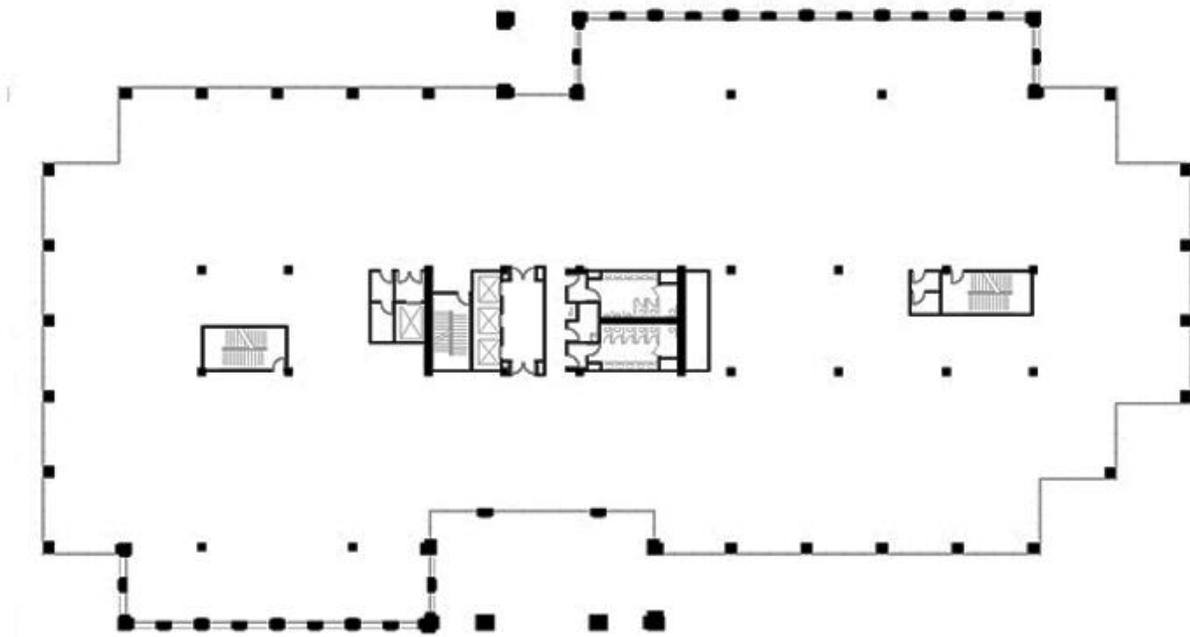
In an emergency, disabled persons may need additional assistance. This disability may be permanent, temporary, or people who are injured in the emergency. The following information will assist you:

- Prevent injury and further damage to a victim. Ensure safety for yourself and others.
- Your response to an injured person is on a volunteer basis.
- If it is necessary to attract attention, do so by waving or flashing a light source or your hand. Yell to attract attention.
- Try to keep a level head. A demand for immediate action often translates into insecurity and fear.
 - Keep your focus and concentrate.
 - Be patient.
 - Speak clearly and directly about the emergency.
- When responding to assist a disabled person, identify yourself and your purpose for being there. Allow the individual the opportunity to establish your position before you continue. Describe your actions before you do them and as you do them.
- Use "clock-face" directions to orient people. For example: "The door is at 3 o'clock."
- Use a pad and pencil as an alternative method to language. It enables you to describe a message in pictures.
 - Be simple and clear.
 - Write slowly and give yourself plenty of room for comments.
- Isolate hysterical people and speak to them in simple, firm, and clear language.
 - Emergency situations can be disorienting because of unexpected circumstances and lack of control.
- Wheelchairs are an exceptional challenge. An inexperienced person should only attempt to move a person in a wheelchair as a last resort, except in a fire evacuation situation. The Fire Department will evacuate a person from a stairwell in most situations.
 - If you do need to attend to a person in a wheelchair, secure the chair by setting the brakes anytime you attempt to move them in or out of the chair, and if you plan to leave them unattended for even a moment.
 - If there is a seat belt, secure it around the person in the chair.

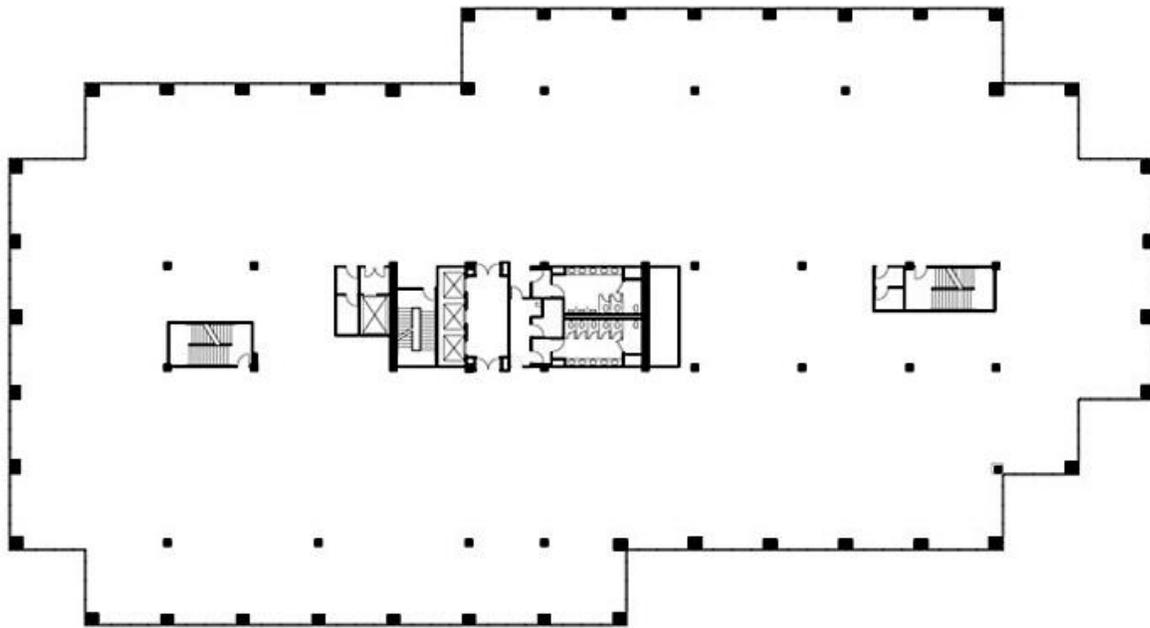
Appendix C: Floor Plans



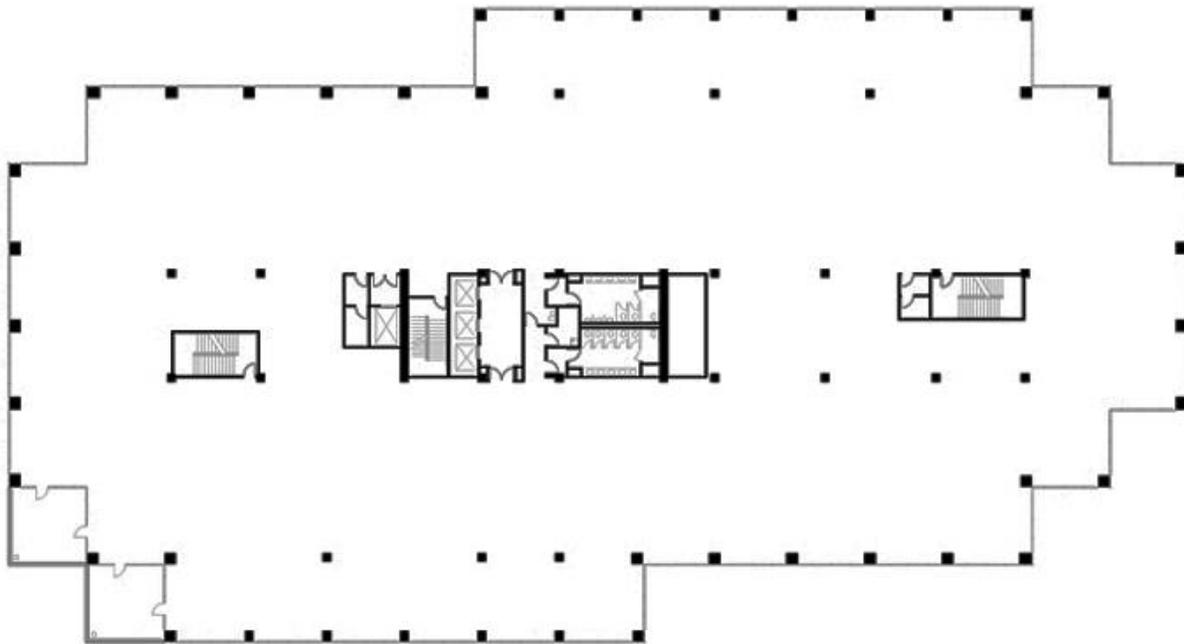
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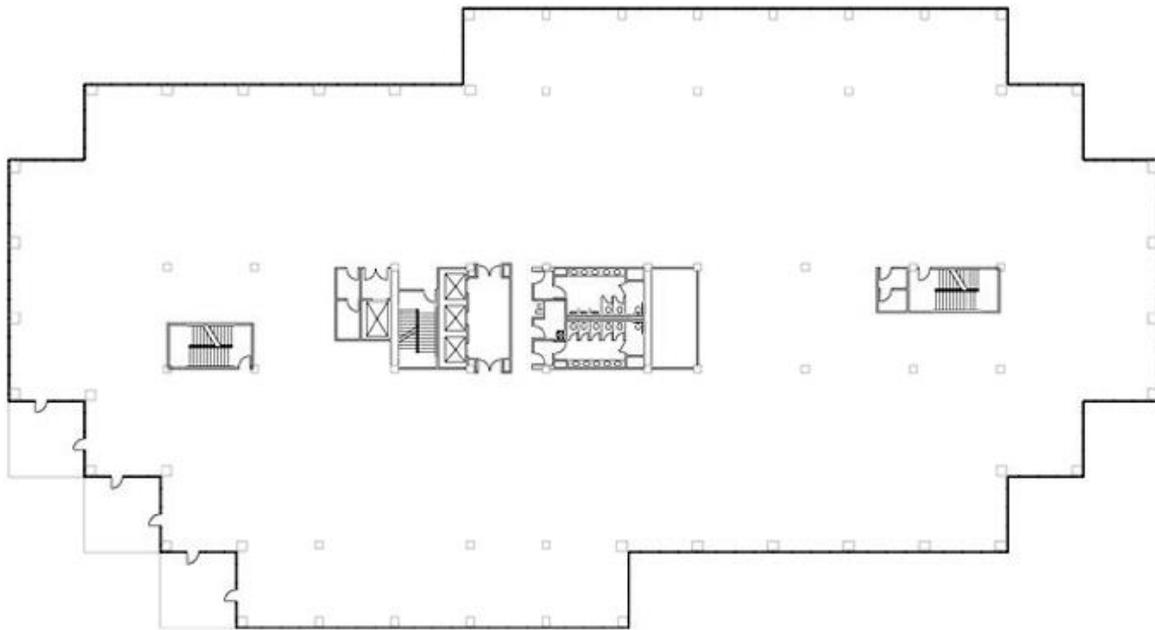
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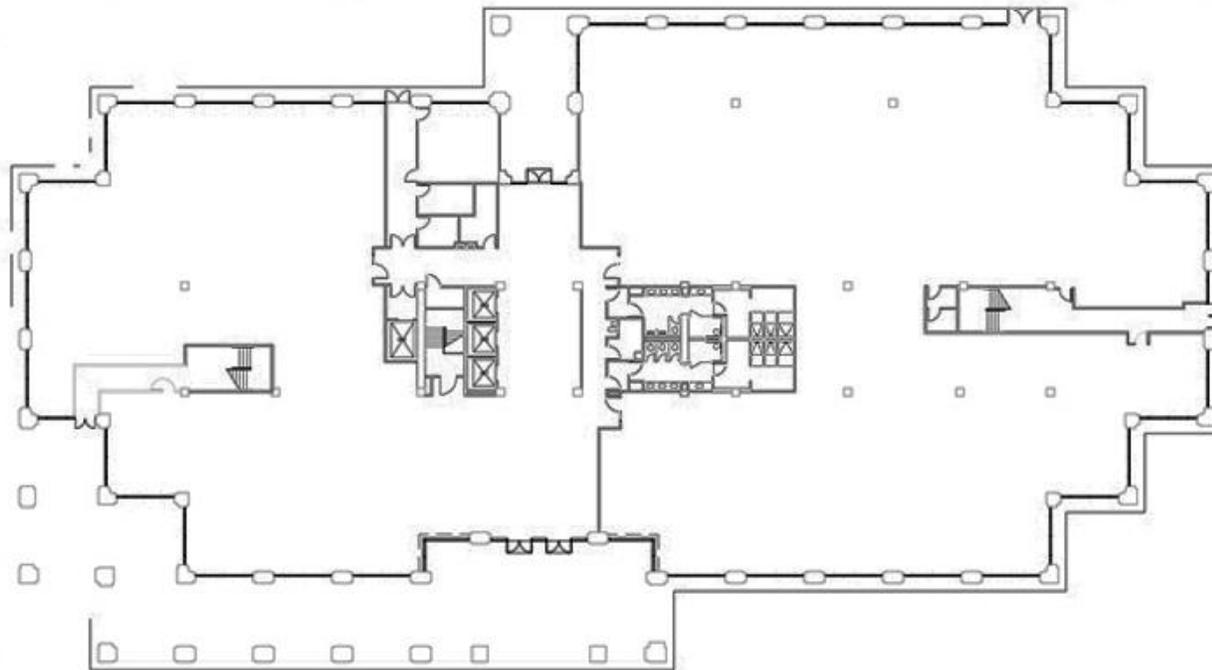
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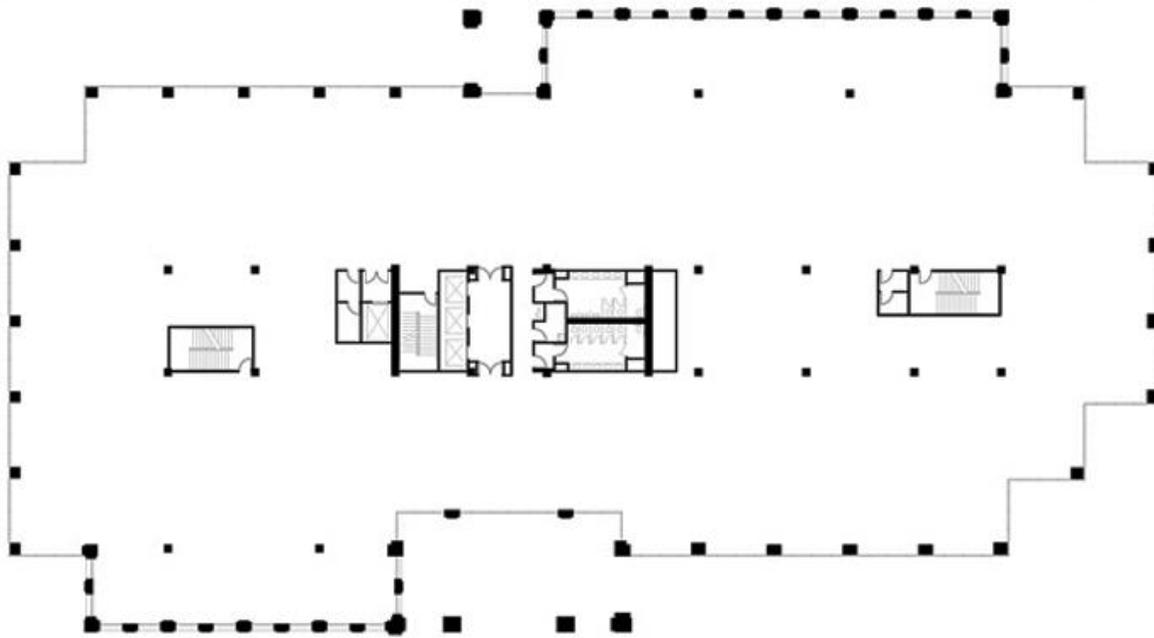
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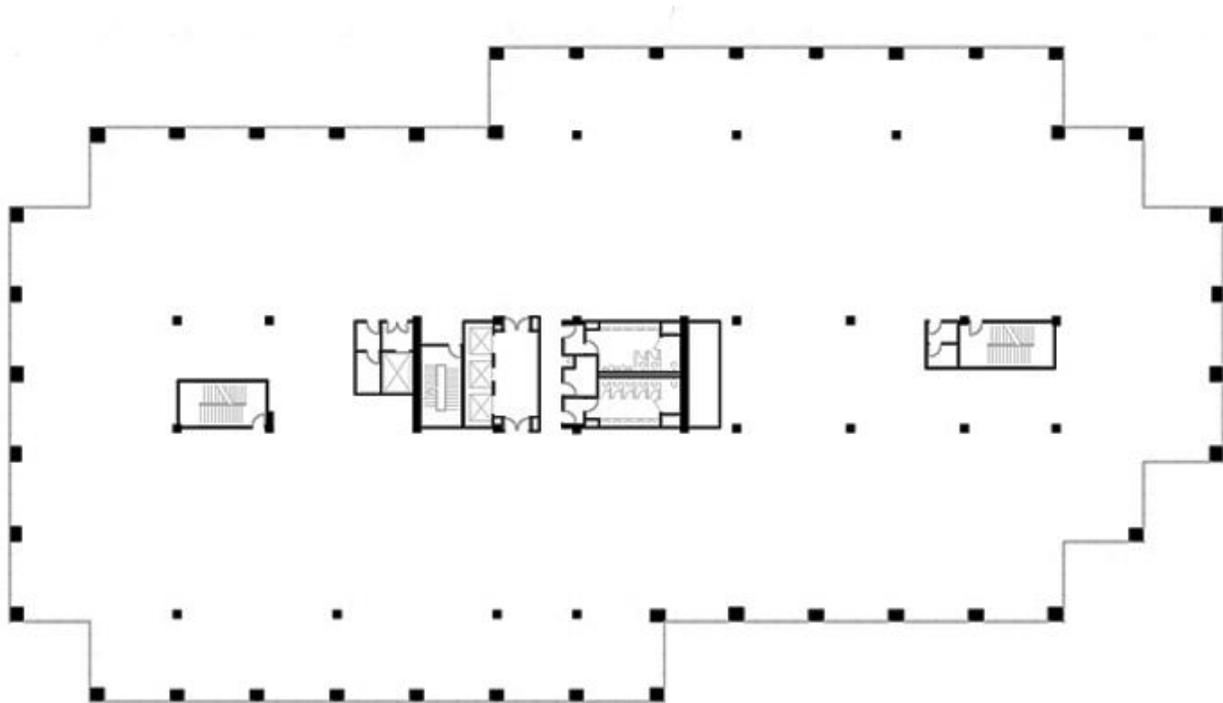
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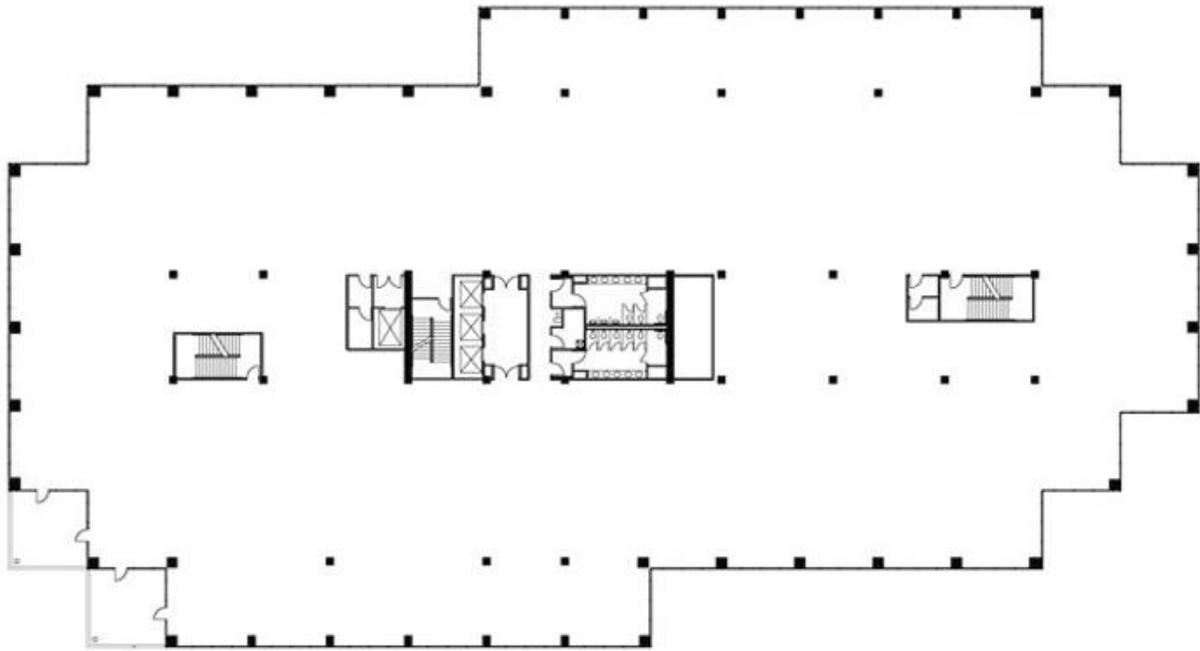
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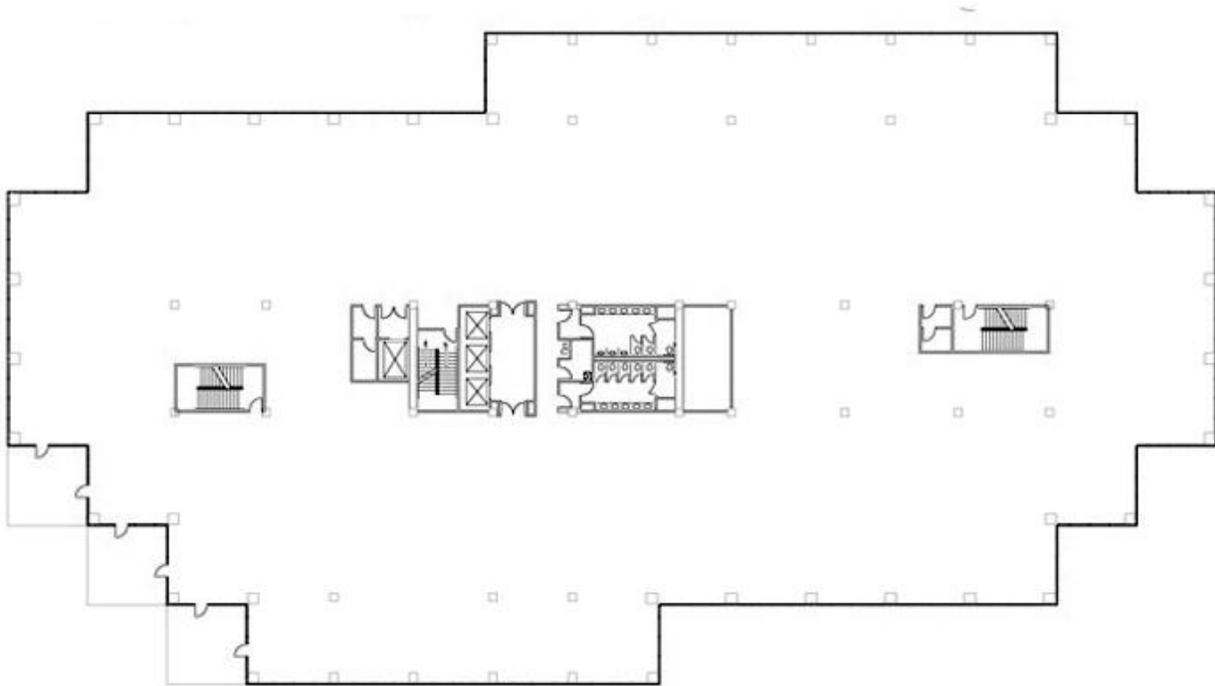
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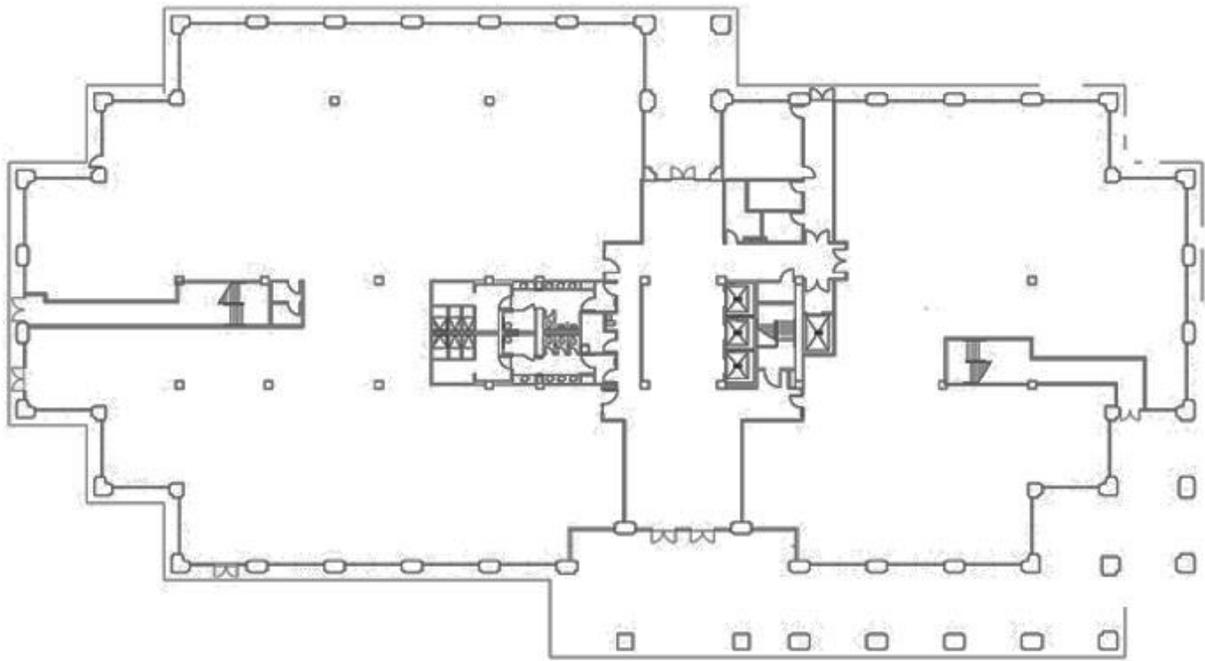
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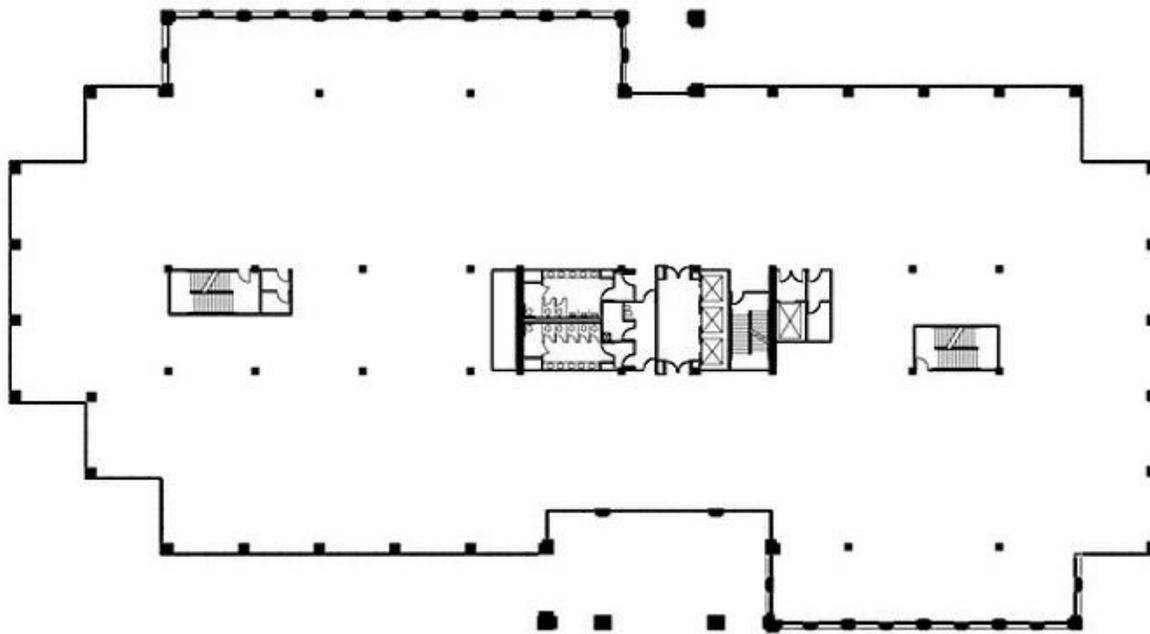
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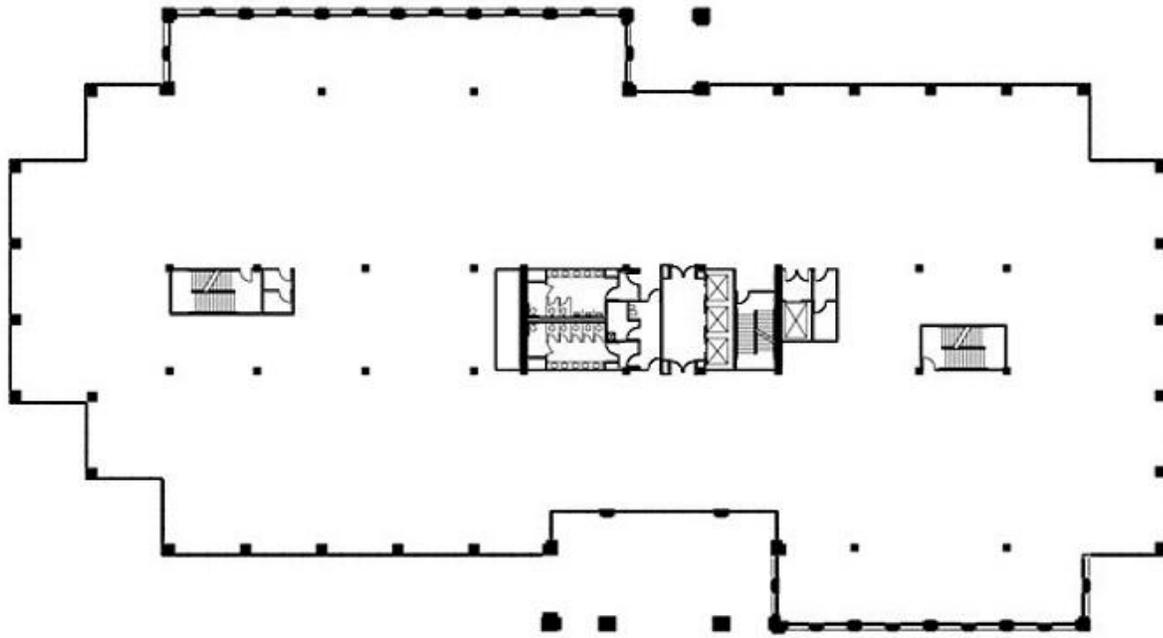
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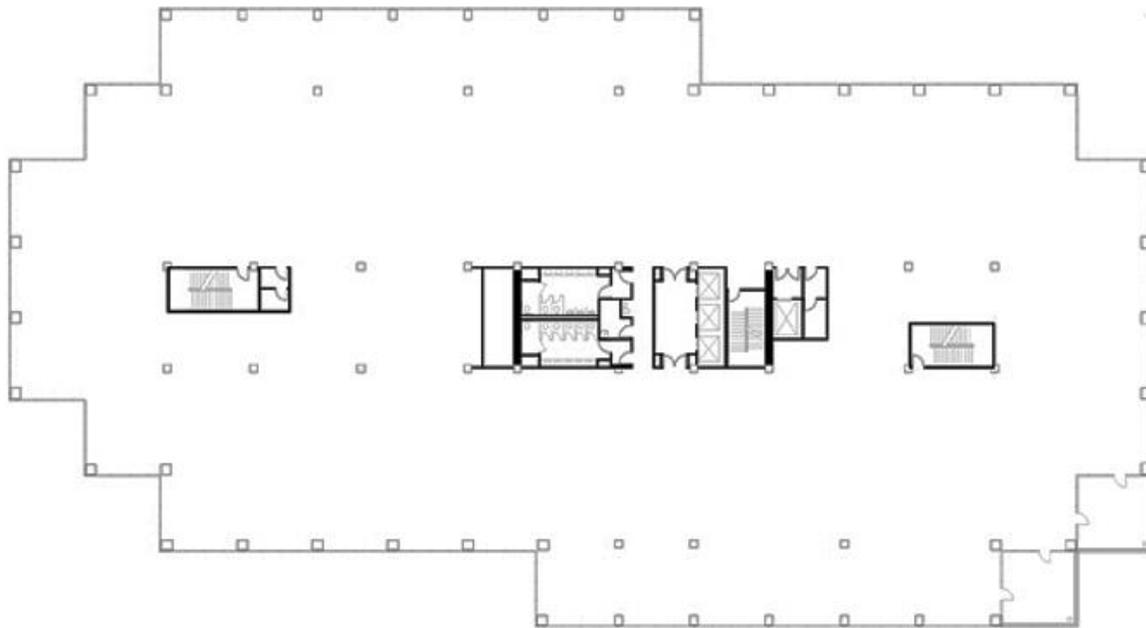
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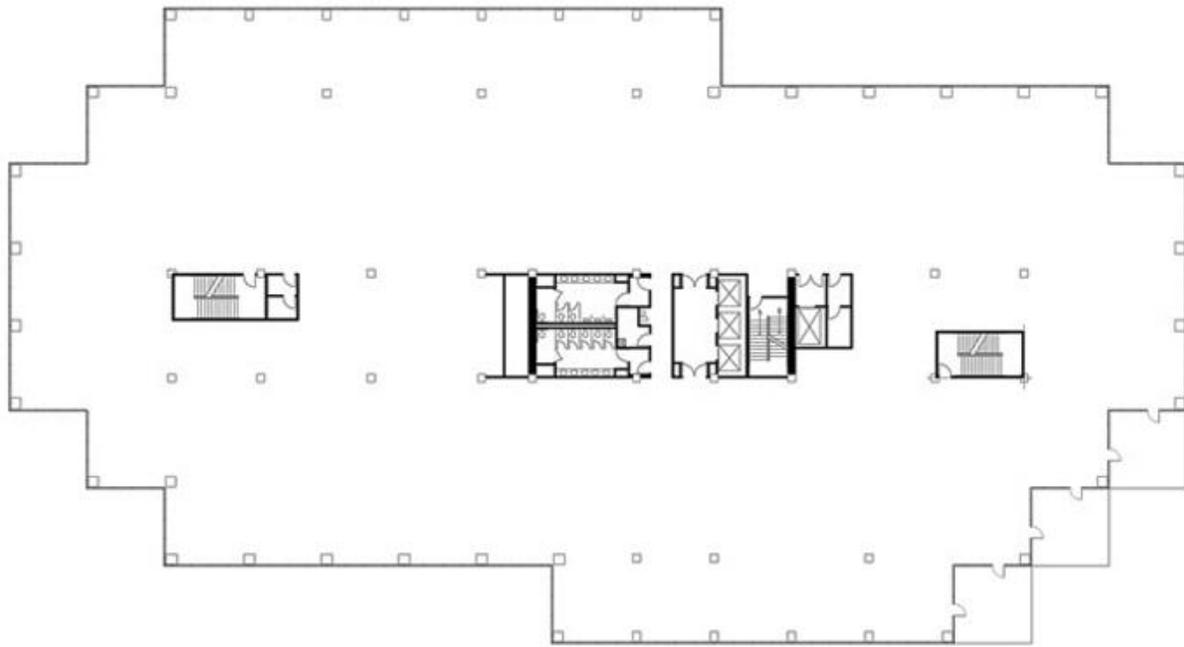
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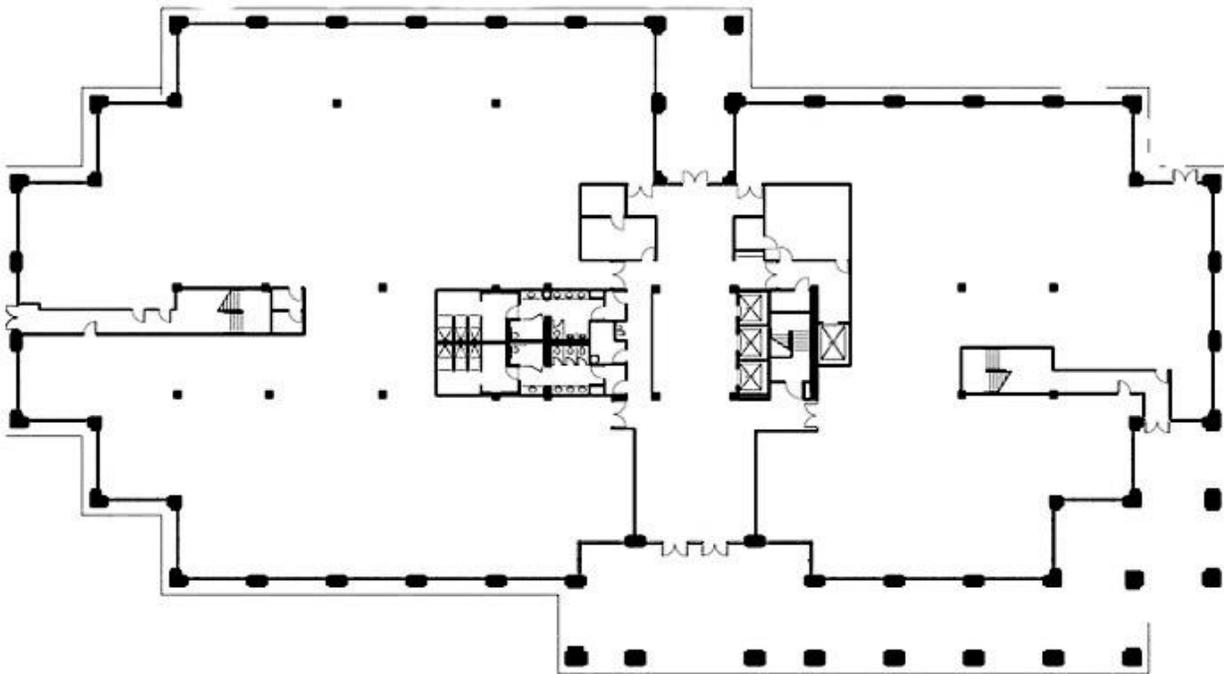
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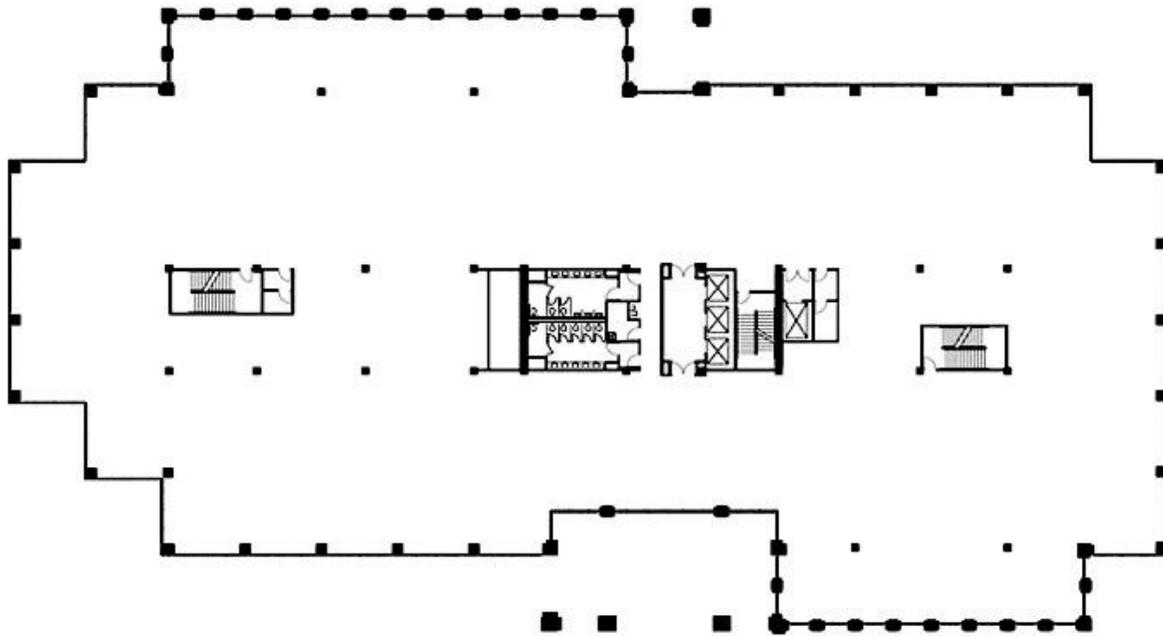
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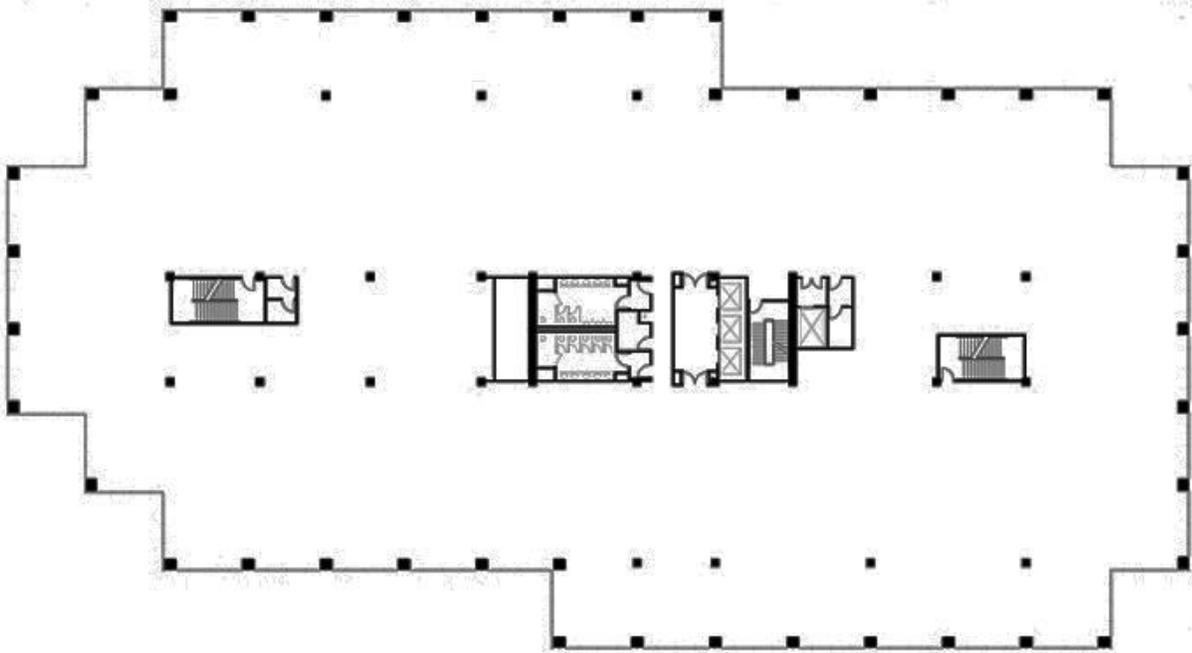
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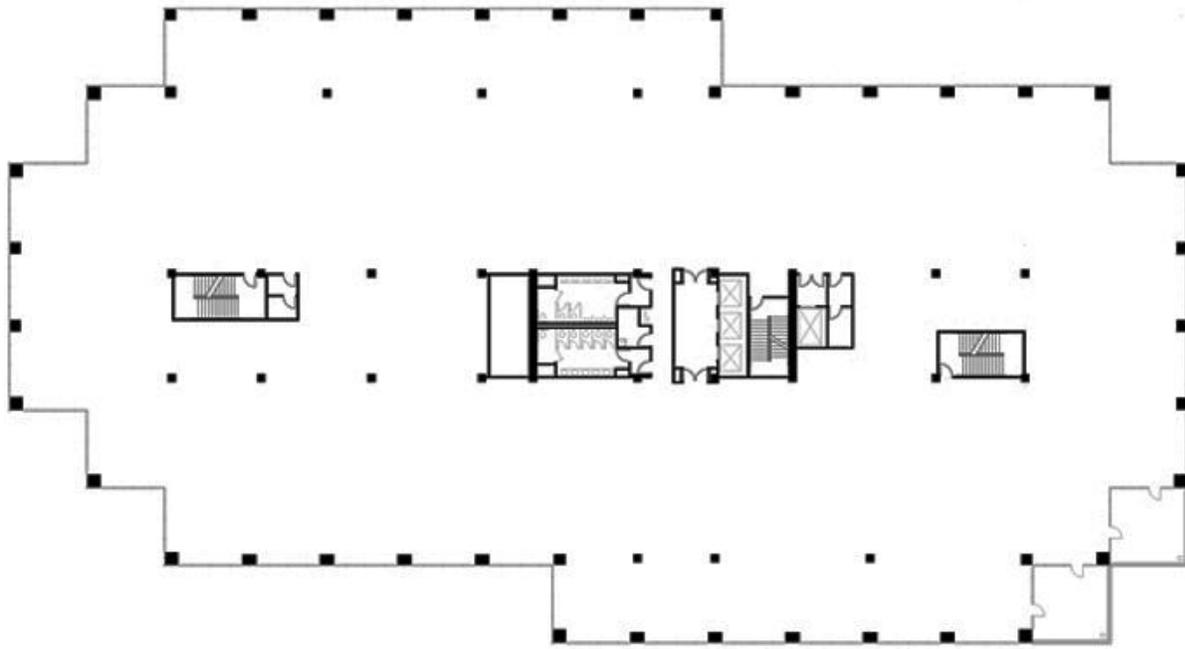
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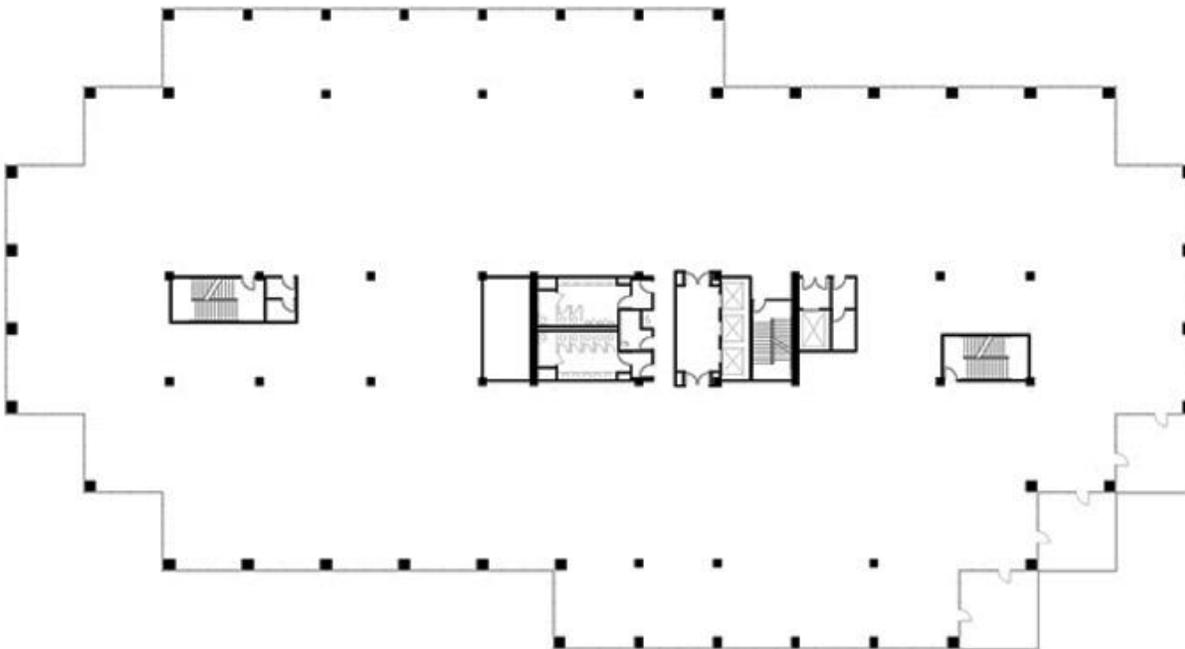
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Appendix D: Evacuation Areas

Building Evacuation Assembly Areas

