

# Emergency Information Desk Reference



Hospitality · Stewardship · Innovation & Creativity · Hard Work

District Offices  
984 Old Mill Run  
The Villages, FL 32163  
Risk Management  
352-674-1828

Revised  
6-6-2022

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## I. Introduction

Emergencies, accidents and injuries can occur at any time and without warning. The Risk Management Office and your department have established procedures for you to follow so that the effects of such situations can be minimized.

This guide includes basic safety procedures along with a section with the procedures specific to your location or facility. Please read in its entirety before an emergency occurs, and know your safety procedures. This will enhance your ability to protect yourself and others in an emergency situation.

### Prepare yourself for emergencies:

- Have emergency phone numbers and the street address of your location posted near the phone.
- Know locations of all possible exits from your work area and become familiar with exits in buildings that you frequent should you need to evacuate.
- Know where the stairs are located.
- Know where to take cover in the case of a severe weather warning and have a plan: go to interior stairwells and interior rooms in your building. Do not stay in an area that has windows.
- Know exactly how many doors you will pass along your evacuation route before you reach the nearest exit door (count them on your way in and on your way out of your work area); in heavy smoke, you can count the number of doors you pass, so you will know when you've reached the exit door.

## II. Dialing 911

### In an Emergency ..... Dial 911

When you dial 911 to report an emergency, be prepared to give the following information:

1. Nature of emergency (describe clearly and accurately).
2. Number of injured people, and known injuries.
3. Exact address or building name, floor, area or department—have this information near the telephone for easy access in your work area.
4. Your full name and the telephone number from which you are calling—the phone clearly labeled with the phone number.
5. **Do not hang up** as additional information or questions may be asked.

Designate someone to meet emergency personnel outside of the building to direct first responders to your location.

### General Guidelines to help you know what to do in case of an emergency

These guidelines are intended to help you make decisions that maximize the safety of yourself and others.

1. Try to remain calm.
2. Be familiar with emergency procedures so you know what to do when there is no time to refer to a manual or ask for advice.
3. Post important telephone numbers near phone.
4. DO NOT transport ill or injured people to the doctor or hospital. If the ill or injured person is conscious and the injury is not life-threatening, give them a choice of having their emergency contact or an ambulance take them to the hospital.

**\*\*Follow department procedure for incident reporting and reporting the incident to your supervisor or on call supervisor.**

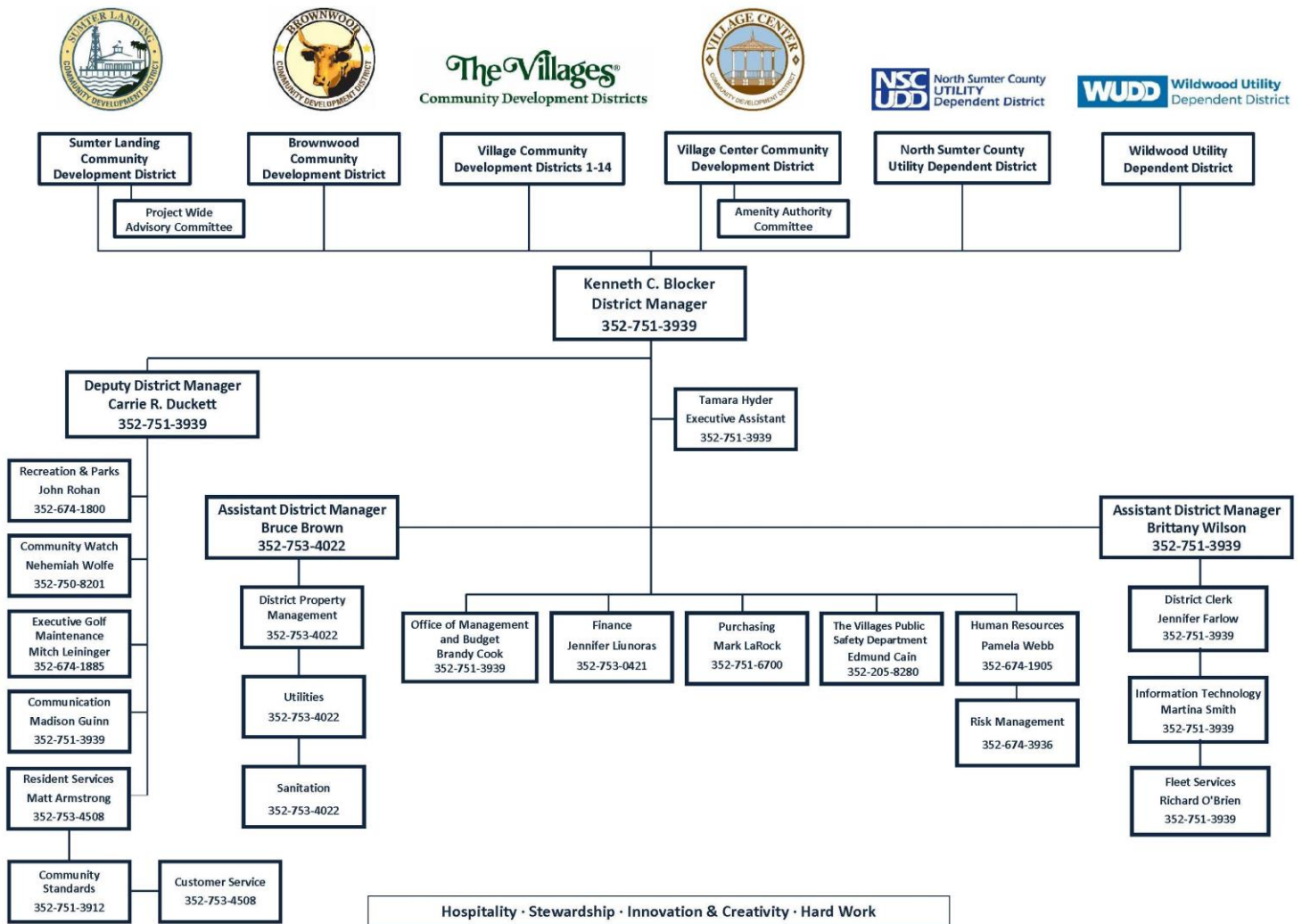
**III. IMPORTANT TELEPHONE NUMBERS**

**Non-emergency numbers:**

| <b>Law Enforcement</b>            |              |
|-----------------------------------|--------------|
| Fruitland Park                    |              |
| Police Dispatch (Non-Emergency) - | 352-343-2101 |
| Lady Lake                         |              |
| Police Dispatch (Non-Emergency) - | 352-751-1565 |
| Lake County                       |              |
| Police Dispatch (Non-Emergency) - | 352-343-2101 |
| Marion County                     |              |
| Police Dispatch (Non-Emergency) - | 352-732-9111 |
| Sumter County                     |              |
| Police Dispatch (Non-Emergency) - | 352-569-1682 |
| Wildwood                          |              |
| Police Dispatch (Non-Emergency) - | 352-330-1355 |

- Community Watch.....352-753-0550**
- District Property Management.....352-753-4022**
- Florida Highway Patrol .....866-369-4613**
- Florida Fish & Wildlife Conservation Commission ..... 888-404-3922**
- Duke Energy - (to report outages)..... 800-228-8485**
- Sumter Electric- (to report outages) .....800-732-6141**
- City of Leesburg Electric (to report outages).....352-728-9830**
- American Red Cross (Sumter County).....352-793-1901**
- Salvation Army (Sumter County).....352-568-2284**
- FEMA .....800-621-FEMA**
- State of Florida, Dept. of Insurance (Storm Help Line).....800-227-8676**

## IV. EMERGENCY RESPONSE TEAM



Rev. 6-21-2022

## V. Medical Emergency

### If you or someone around you experiences a medical emergency:

1. Immediately **dial 911.**
2. Provide detailed information on the location of the ill or injured person to 911 operator.
3. Contact your immediate manager and/or director when possible.
4. ***Unless the victim is in immediate safety danger, do not move the victim until EMS arrives.***
5. Give appropriate first aid until Emergency Medical Service (EMS) personnel arrive; when possible, have someone at entrance to facility to meet EMS and to escort EMS personnel to the scene.

6. Remain at the scene after emergency personnel have arrived to provide information:

- Name (yours and if possible, the victim's)
- Description of symptoms or type of injury
- Victim's current condition
- Sequence of events leading to the emergency, if known
- Major medical history (heart condition, asthma, diabetes, allergies, medications, victim's Doctor, etc.), if known

### **Breathing Difficulties**

Difficulty breathing may be caused by a number of medical problems, including asthma or allergic reaction. This is a serious emergency and requires the immediate activation of EMS.

- **Call 911**
- You may be able to assist the victim under the following conditions:
  - The victim states he/she is having an asthma attack and has medication or an inhaler.
  - The medication is prescribed to the victim.
  - Allow the victim to sit upright, or in the position that is most comfortable.

### **Allergic Reaction (Anaphylaxis)**

A victim of an allergic reaction may experience swelling (especially of the face), breathing difficulty, an itching rash, shock and even death. The victim may have a history of allergic reactions and may carry an epinephrine auto-injector or the allergic reaction could be the victim's first.

- **Call 911**
- You may be able to assist a victim who has an epinephrine auto-injector under the following conditions:
  - The medication is prescribed to the victim.
  - The victim identifies his/her medication but is unable to administer it without assistance.
- Allow the victim to sit upright, or in the position that is most comfortable.

### **Seizures (Convulsions)**

The objectives during a seizure are to prevent further injury and to help maintain an open airway. Most seizures will stop on their own after a few seconds.

- **Call 911**
- Do not restrain the victim during the seizure. Move furniture away to protect the head.
- Place pillow under victim's head.
- Do not place anything in the victim's mouth. Tongue biting, which may be typical of a seizure, occurs at the beginning. Placing something in the victim's mouth is futile to prevent tongue injury, and may cause the victim to choke.

After a seizure the victim may be unconscious, confused or lethargic. Place the victim on their side to allow oral secretions to drain out, and reassure the victim.

## **Heart Attack**

Learn to recognize the signs:

- Chest discomfort. Most heart attacks involve discomfort in the center of the chest that lasts more than a few minutes, or that goes away and comes back. It can feel like uncomfortable pressure, squeezing, fullness or pain.
- Discomfort in other areas of the upper body. Symptoms can include pain or discomfort in one or both arms, the back, neck, jaw or stomach.
- Shortness of breath with or without chest discomfort.
- Other signs may include breaking out in a cold sweat, nausea, vomiting or lightheadedness.

What to do:

- **Call 911**
- Allow the victim to sit up, or in the position that is most comfortable.
- Reassure the victim that help is on the way.
- If the victim has no pulse, CPR should be performed per CPR training until the emergency responders arrive.
- If you have access to an AED (Automated External Defibrillator), use the AED in place of CPR. AED's are simple to use and if a pulse is detected by the AED, it will not shock the victim.
- AED's are located in all facilities (See site specific information for location of AED).

## **Stroke**

Become familiar with the signs of a stroke. Remember **FAST**:

- Facial weakness – can the person smile? Is there drooping of the mouth or one or both eyes?
- Arm weakness – can the person raise both arms?
- Speech problems – can the person speak clearly and understand what you say?
- Time is critical – **Call 911**

Reassure the victim that help is on the way until EMS arrives.

## **Death**

- **CALL 911**
- Clear the area of spectators.
- Secure the scene and do not touch or move anything.
- Assist in directing emergency personnel to the scene.
- Do not give out any information to the media.
- Do not discuss with anyone other than your supervisor.
- Leadership will contact Facilities Maintenance and the District Manager.

**First Aid Kits are located in all recreation centers. In addition, there are kits located in:**

- Administration
- Human Resources Department
- Customer Service and courier vehicles



- All Softball facilities
- Finance Department
- Purchasing Department
- District Property Management offices and all vehicles
- Community Watch offices, all Gate Houses and all vehicles
- Community Standard Offices and all vehicles

**Good Samaritan Act Information:**

**768.13 Good Samaritan Act; immunity from civil liability.—**

(1) This act shall be known and cited as the “Good Samaritan Act.”

(2)(a) Any person, including those licensed to practice medicine, who gratuitously and in good faith renders emergency care or treatment either in direct response to emergency situations related to and arising out of a public health emergency declared pursuant to s. 381.00315, a state of emergency which has been declared pursuant to s. 252.36 or at the scene of an emergency outside of a hospital, doctor’s office, or other place having proper medical equipment, without objection of the injured victim or victims thereof, shall not be held liable for any civil damages as a result of such care or treatment or as a result of any act or failure to act in providing or arranging further medical treatment where the person acts as an ordinary reasonably prudent person would have acted under the same or similar circumstances.

**768.1325 Cardiac Arrest Survival Act; immunity from civil liability.—**

(1) This section may be cited as the “Cardiac Arrest Survival Act.”

(2) As used in this section:

(a) “Perceived medical emergency” means circumstances in which the behavior of an individual leads a reasonable person to believe that the individual is experiencing a life-threatening medical condition that requires an immediate medical response regarding the heart or other cardiopulmonary functioning of the individual.

(b) “Automated external defibrillator device” means a lifesaving defibrillator device that:

1. Is commercially distributed in accordance with the Federal Food, Drug, and Cosmetic Act.
2. Is capable of recognizing the presence or absence of ventricular fibrillation, and is capable of determining without intervention by the user of the device whether defibrillation should be performed.
3. Upon determining that defibrillation should be performed, is able to deliver an electrical shock to an individual.

**VI. Weather Emergency**

**\*When a severe weather warning is issued or a tornado warning is issued, follow the specific instructions for your location that can be found in the front of this binder.**

When severe weather is predicted to occur, the District Administration will determine when offices will be closed.

When a WARNING of **severe weather, severe thunderstorm, or tornadoes** occurs during the workday:

- If you are outside, move indoors as soon as possible.
- Secure any checks or deposits in safe or locked drawer.
- Move to an interior hallway or room if time allows, or take shelter under a desk or heavy table and cover your head.
- Avoid upper floors, large glassed areas and windows.

- Stay away from electrical service panels and appliances, including computers.
- Use telephones for emergency calls only.
- Stay calm and alert.

***After a severe storm:***

- Stay away from downed power lines.
- Do not handle live electrical equipment in wet areas.
- Leave an area immediately if you smell gas or vapors from chemicals.
- Help injured persons if you can do so without putting yourself at risk of injury. Provide first aid if you are trained and report injuries by calling **911**.
- Do not move seriously injured persons unless they are in immediate danger.
- Report all property damage to DPM for repair and to Risk Management.
- Use extreme caution when entering buildings.
- Watch for gas leaks, electrical system damage, and sewer and water line damage.
- Stay out of damaged buildings and return to your building only when authorities say it is safe.

**VII. Fire Emergencies**

**\*When the fire alarm sounds, follow specific evacuation instructions for your location that can be found in the front of this binder.**

**Before the Fire Alarm sounds—have a plan!**

- Know all possible exits for your work area.
- Know the nearest exit from your work location and the route you will follow to reach that exit in an emergency evacuation.
- Establish an alternate route to be used in the event your primary route is blocked or unsafe.

***When fire alarm sounds EVACUATE:***

- If time and conditions permit, secure your workplace, and take with you important personal items such as car keys, purse, medication, glasses.
- **If you are not at your desk, do not return to retrieve personal items.**

- Secure any checks or deposits in safe or locked drawer.
- Proceed to nearest exit and evacuate the building—use alternate exit if not available. **Do not use elevators.**
- Check doors for heat, using the back of your hand, before opening (Do not open door if hot).
- Close doors, but do not lock.
- Follow instructions from emergency personnel.
- WALK — DO NOT RUN. Do not push or crowd.
- Keep noise to a minimum so you can hear emergency instructions.
- Use handrails in stairwells; stay to the right.
- Assist people with disabilities.
- Watch for falling debris.
- Move quickly away from the building.
- Move to your **Rally Point** unless otherwise instructed.
- Keep roadways and walkways clear for emergency vehicles.
- Roll Call by department at designated assembly area—Rally point.
- If you have relocated away from the building, DO NOT RETURN until notified that it is safe to do so.

**NOTE: ONCE YOU HAVE LEFT THE BUILDING, DO NOT RETURN FOR ANY REASON, UNTIL “all clear” has been issued and communicated to you.**

**REMAIN AT THE “Rally point” TO AVOID INTERFERING WITH EMERGENCY RESPONSE PERSONNEL AND EQUIPMENT.**

***If caught in smoke:***

- Crawl on hands and knees or crouch low (30 to 36” above floor), watching the base of the wall as you go.
- Know exactly how many doors you will pass along your evacuation route before you reach the nearest exit door – in heavy smoke, exit signs may not be visible. Count the number of doors as you crawl, so you will know when you reach the exit door.
- Hold your breath as much as possible; breathe shallowly through nose using your blouse or shirt as filter.

***If forced to advance through flames:***

- Hold your breath.
- Move quickly, covering head and hair.
- Keep head down and close eyes as often as possible.

***If clothing catches on fire:***

- Stop, drop and roll. (Stop where you are, drop to the floor, cover your face with your hands to protect it and your lungs, and roll over and over to smother the flames.)
- If someone else's clothing is on fire, wrap the person in a rug or blanket, if available, or tell them to stop, drop, and roll.
- Once the fire is out, cut away any loose clothing, but don't remove clothing if it is stuck to a burn.
- Soak a first-or second-degree burn (reddened skin that may or may not have small blisters) in cold water for at least five minute.
- Don't apply oil, butter or lotion to a burn.
- Don't pack the burn in ice or rub burned skin.
- After soaking the burned skin, cover it with a clean, preferably sterile, moist cloth.
- Elevate any burned arms or legs.
- Don't break any blisters. Leave them alone.
- Inform your manager or director. (If you were not the victim, report the injury to the victim's Supervisor).
- See a doctor as soon as possible for any burns.
- Fill out a First Report of Injury for Workers' Compensation form as soon as possible and submit to Human Resources.

***If trapped in a room:***

- Retreat and close as many doors as possible between you and the fire.
- Seal cracks around the door to prevent smoke from entering.
- If you have access to a phone, Call 911 to report your location ASAP.
- If there is a window in the room be prepared to signal from the window, but DO NOT BREAK THE GLASS unless absolutely necessary (outside smoke may be drawn in).
- If you can open the window for fresh air and hang a brightly colored cloth or sheet out the window to alert the Fire Department to your location. If you have a flashlight, use it to signal at night.

**NOTE: DO NOT ATTEMPT TO FIGHT FIRE**

**VII. Explosion**

An explosion is caused by a rapid expansion of gas from chemical reactions. Signs of an explosion may be a very loud noise or series of noises and vibrations, fire heat or smoke, falling glass or debris, or building damage.

If an Explosion occurs:

- **Dial 911**
- Get out of the building as quickly and calmly as possible.
- If your building has a fire alarm system, activate as you exit.
- If items are falling off of shelves or from the ceiling, get under a sturdy table or desk.
- If there is a fire, stay low to the floor and exit the building as quickly as possible.
- If you are trapped in debris, tap on a pipe or wall so that rescuers can hear where you are.

- Assist others in exiting the building and move to designated evacuation areas.
- If you are outside, stay outside. Move quickly to an open area away from buildings, trees, power lines and roadways.
- Move to your **Rally Point** if it is safe to do so.
- Keep streets and walkways clear for emergency vehicles and crews. Use handrails in stairwells; stay to the right.
- Untrained persons should not attempt to rescue people who are inside a collapsed building. Wait for emergency personnel to arrive.
- DO NOT USE ELEVATORS.
- Wait for and follow instructions from emergency personnel.

## **IX. Emergency Evacuation**

**\*When an order of evacuation is issued, follow the specific instructions for your location that can be found in the front of this binder.**

### **Have an Evacuation plan at your work location!**

- Know all possible exits from your work area.
- Know the nearest exit from your work location and the route you will follow to reach that exit in an emergency evacuation.
- Establish an alternate route to be used in the event your primary route is blocked or unsafe.

#### **DURING EVACUATION:**

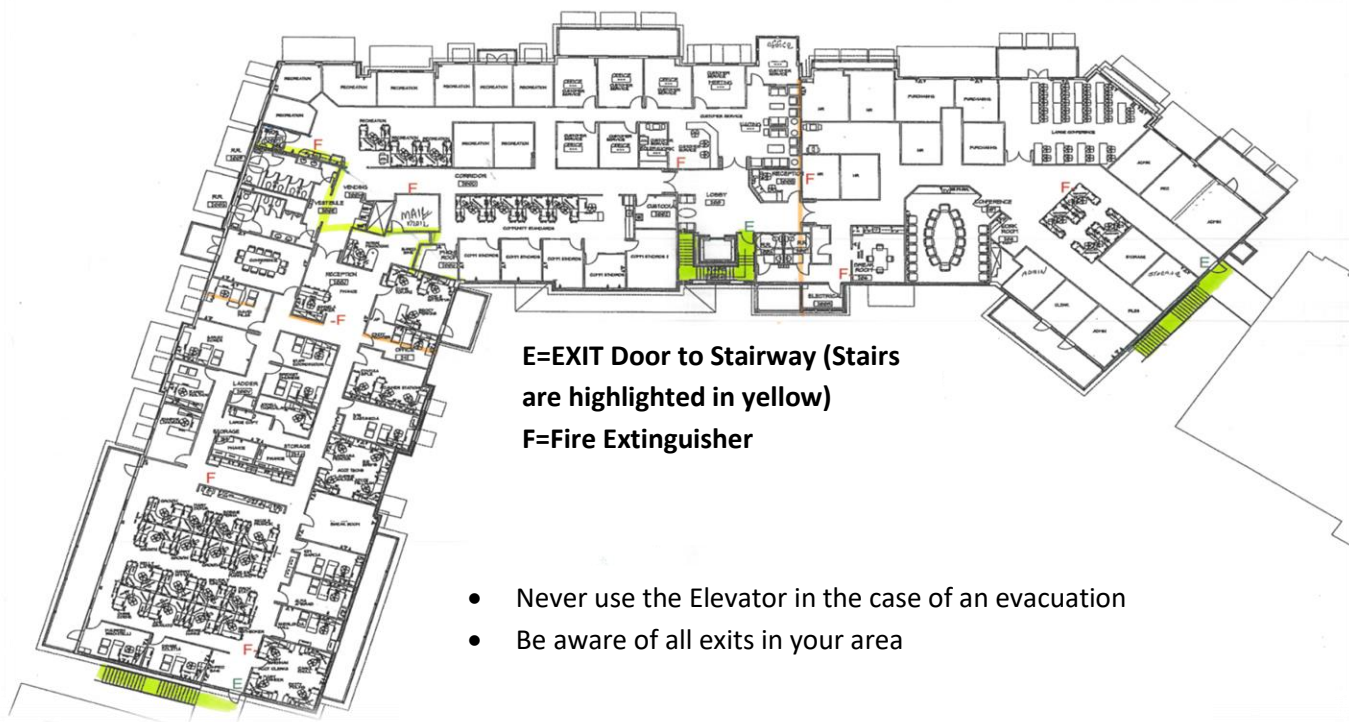
- If time and conditions permit, secure your workplace, and take with you important personal items such as car keys, purse, medication, glasses.
- **If you are not at your desk, do not return to retrieve personal items.**
- Secure any checks or deposits in safe or locked drawer.
- Close doors if requested, but do not lock.
- Follow instructions from emergency personnel.
- Check doors for heat, using the back of your hand, before opening (Do not open door if hot).
- WALK — DO NOT RUN. Do not push or crowd.
- Keep noise to a minimum so you can hear emergency instructions.
- Use handrails in stairwells; stay to the right.
- Assist people with disabilities.
- Watch for falling glass and other debris.
- Move quickly away from the building.
- Move to your **Rally Point** unless otherwise instructed.
- Keep roadways and walkways clear for emergency vehicles.
- Roll Call by department at designated assembly area—Rally point.
- If you have relocated away from the building, DO NOT RETURN until notified that it is safe to do so.

**NOTE: ONCE YOU HAVE LEFT THE BUILDING, DO NOT RETURN FOR ANY REASON, UNTIL “all clear” has been issued and communicated to you.**

**REMAIN IN THE “SAFE ZONE” TO AVOID INTERFERING WITH EMERGENCY RESPONSE PERSONNEL AND EQUIPMENT.**

\*When an order of evacuation is issued, follow the specific instructions for your location that can be found in the front of this binder. Below is an example showing the District offices.

## EXITS/Evacuation Routes for Lake Sumter Landing District Offices:



## Rally Points for Lake Sumter Landing District Offices:



## **Evacuation of Disabled Persons**

***If immediate evacuation is necessary, be aware of the following considerations:***

- Wheelchairs have movable parts; some are not designed to withstand stress or lifting.
- Lifting may be dangerous to you or to them.
- In a life-threatening emergency, it may be necessary to remove an individual from the wheelchair.
  - Lifting a person with minimal ability to move may be dangerous.
- Wheelchairs should not be used to descend stairwells, if at all possible.
- Non-ambulatory persons may have respiratory complications. Remove them from smoke or fumes immediately and determine their needs and preferences. Those with electrical respirators should get priority assistance.

***Always consult with the person in the chair regarding how best to assist.***

### ***Visually Impaired Persons:***

Most visually impaired persons will be familiar with their immediate work area. In an emergency situation, describe the nature of the emergency and offer to act as a “sighted guide” – offer your elbow and escort him/her to a safe place. As you walk, describe where you are and advise of any obstacles. When you have reached safety, orient the person as to where you are and ask if any further assistance is needed.

### ***Hearing Impaired Persons:***

Because persons with impaired hearing may not perceive emergency alarms, an alternative warning technique is required. Two methods of warning:

- Write a note describing the emergency and nearest evacuation route.  
(EX: “Fire. Go out rear door to the right and down, NOW!”)
- Turn the light switch off and on to gain attention, and then indicate through gestures what is happening and what to do.



## **XI. Hazardous Materials Emergency**

A Hazardous Materials Emergency exists when cleanup of a spill of a hazardous material is beyond the level of knowledge, training or ability of the staff in the immediate spill area or the spill creates a situation that is immediately dangerous to the life and health of persons in the spill area or facility.

Under these conditions:

- Alert people in the immediate area of the spill and evacuate the room.
- Close all doors to your work area prior to evacuating.
- Evacuate any nearby rooms that may be affected.
- If the hazard will affect the entire building, evacuate the entire building and move to your **Rally Point** if it is safe to do so.
- The ventilation system of the building will be shut off at the direction of DPM or Fire Department.

**CALL 911** to report the following information

- Name and telephone number of the caller.
- Location of the spill, name and quantity of the chemical.
- Extent of injuries, if any.
- Environmental concerns, such as the location of storm drains and streams.
- Notify your supervisor and report to Risk Management as soon as possible.

### ***BIOLOGICAL RELEASE / SPILL (BLOOD EXPOSURE)***

*In the event of a biological release / spill*

- Decontaminate the spill with appropriate disinfectant and personal protection.
- In the case of a large spill or release of highly infectious materials, notify everyone in the area, secure the area and then **call 911**.

***If a blood borne pathogen exposure to skin or needle-stick injury has occurred:***

- Go to the nearest sink and wash affected area with warm water and soap and immediately report to urgent care.
- Fill out The First Report of Injury.
- Submit forms to Human Resources within 24 hours.

### ***TOXIC FUMES RELEASE—Gas included***

- If you smell gas or other toxic fumes or experience irritation, coughing, burning eyes, and/or difficulty breathing, evacuate the area immediately and **Call 911**
- If you smell gas in a dark room, do not turn on lights; this action could ignite gas. Do not touch, activate, or de-activate any power switches, fire alarms, lights, etc.
- Do not re-enter the area until advised to do so by emergency personnel.
- Notify your supervisor and report to Risk Management as soon as possible.

### **XII. Power Outage**

- Wait a few minutes for power to be restored or emergency power to come on to provide emergency lighting.
- Take actions to preserve public records.
- If evacuation of the building is required, assist any disabled persons and exit by stairway. **DO NOT USE ELEVATORS.**
- Cashiers should secure cash drawers.
- Secure doors if requested.
- Unplug all nonessential electrical equipment, televisions, and audiovisuals; turn off light switches.
  - When power returns, a surge may blow out light bulbs and other equipment if left on.
- Contact Property Management, Direct Supervisor/Manager, Department Director.

### ***If people are trapped in an elevator: CALL 911***

- Tell passengers to remain calm and that you will get help from the Fire Department (each truck equipped with key to manually operate the elevators).
- Talk to passengers until emergency personnel arrive.

### **XIII. Physical Threat or Assault / Workplace Violence**

- If you are witness to violent acts or behavior, immediately move away from the incident and **CALL 911** to summon Law Enforcement.
- If you hear about an incident at another location/in another area, please stay away from that location/area.

#### ***Workplace Violence***

If one or more of the following situations or activities is present in your workplace, then there could be a higher risk of violence:

- Working alone at night or during early morning hours.
- Exchange of money.
- Availability of valued items such as money.
- Working with external customers.
- Employees or former employees with a history of assaults or who exhibit belligerent, intimidating or threatening behavior.
- Employees who have been the object of belligerent, intimidating or threatening behavior from family members or significant others.

#### ***If workplace violence occurs:***

##### **Call 911**

- Ask for medical assistance if necessary.
- Secure the area where the disturbance occurred. The area may be considered to be a crime scene, so leave everything untouched until law enforcement arrives.
- If business must continue, shift personnel as needed to cover essential work functions.
- Be supportive. The victim(s), witnesses and other employees may need access to critical incident debriefing or counseling. Contact Human Resources for guidance or assistance as needed.

Every department should perform an initial assessment to identify its particular workplace security issues. If that assessment determines employees are at risk, the responsible manager or supervisor should contact the department director for additional information and training.

#### **XIV. Threatening Person**

Anytime you or your co-workers feel threatened by another employee, a disgruntled resident, or anyone who displays aggressive or unruly type behaviors:

- Do not physically confront the person.
- Do not let anyone into a locked building/office.
- Do not block the person's access to an exit.

**When you are able, Call 911** - Provide as much information as possible about the person and his or her direction of travel.

Remember:

- The person may be nervous.
- Do not motion with your hands.
- Keep your hands clearly visible and still--ideally at the chest level.
- Do not raise hands above your head as the person may interpret this as you trying to attract the attention of a third party.
- Answer any questions they may have truthfully. If they find out or suspect that you have lied to them, they are more likely to turn violent and unleash their frustrations on you physically.
- Even in your shocked and terrified state, try to listen to and understand exactly what they want from you.
- Try to concentrate on the possibility of identifying this person at a later stage.
- **But** remember not to stare at them, making it obvious that you are looking for a means of identifying them.

## **XV. Active Shooter or Assailant / LOCKDOWN –**

An active shooter is considered to be a suspect or assailant whose activity is immediately causing serious injury or death. The incident can involve a single shooter or multiple shooters. It can be a close encounter or from a distance. It can be targeted at an employee, official, resident or random victims. It might involve just one room or multiple locations. No two situations are alike. Shooting can occur anytime, anyplace, to anyone.

### ***What to Do:***

- Try to remain calm as your actions will influence others,
- Have a survival mindset,
- Take immediate responsibility for your personal safety and security.

### **Immediate Actions: CALL 911**

- **RUN**: Run away from the threat if you can, as fast as you can. Move to your **Rally Point** if it is safe to do so.
- **HIDE**: If you cannot flee, lock and barricade doors. If no lock, barricade door with furniture.
  - Close blinds
  - Turn off lights
  - Cover windows
  - Turn off computer monitors, and radios
  - Silence cell phones
  - Take adequate cover/protection behind solid objects away from the door as much as possible, i.e. concrete walls, thick desks, filing cabinets, etc.
  - If the assailant enters your room and leaves, lock or barricade the door behind them
- **FIGHT**: Another option may be to fight back. This is dangerous, but depending on your situation, this could be your best option.

### **Open Areas**

- If you find yourself in an open area, immediately seek protection.
- Put a heavy barrier between you and the assailant.
- Consider trying to escape, if you know the location of the assailant and there appears to be an escape route immediately available.
- If in doubt, find the safest area available and secure it the best way that you can.
- If the shooter confronts you and you cannot flee, or hide; you may choose to play dead, if other victims are around you.

## Reporting the Incident: CALL 911

When calling 911 you may hear multiple rings, stay on the line until it is answered, do not hang up. Report what is happening:

- Location:
  - building name and address (ex: Name of Recreation Center)
  - floor (ex: 1st floor)
  - office/room location (ex: Billiards Room)
- Number of people at location and if there are any injured.
- Name and any other information requested.

You will be asked questions about the incident, try to note as much as possible including:

- Specific location and direction of the assailant.
- Number of assailant(s).
- Gender, race and age of the assailant.
- Language or commands used.
- Physical features of assailant(s):
  - height
  - weight
  - facial hair
  - clothing color and style
  - glasses
- Type of weapon, i.e., handgun, rifle, explosives.
- Description of any backpack or bag.
- Do you recognize the assailant? Do you know their name?
- What exactly did you hear, explosions, gunshots, etc.

The assailant may not stop until his/her objectives have been met or until engaged or neutralized by law enforcement. Always consider the risk exposure by opening the door for any reason. Attempts to rescue people only should be made if it can be done without further endangering either yourself or the persons inside of the secured area.

Be aware that the assailant may bang on the door, yell for help, or otherwise attempt to entice you to open the door of a secured area. If there is any doubt about the safety of the individuals inside the room, the area needs to remain secured.

## Law Enforcement will respond immediately

### **Remember: Help is on the way.**

- Remain inside the secure area.
- Law enforcement will locate, contain, and stop the assailant.
- The safest place for you to be is in a secure room.
- The assailant may not flee when law enforcement enters the building, but instead may target arriving officers.

## Injured Persons

- Initial responding deputies will not treat the injured.
- Evacuation will not begin until the threat is neutralized and area is secure.
- Once the threat is neutralized, Law Enforcement and Emergency Medical Services will begin treatment and evacuation.

## Evacuation

Responding Law enforcement will direct evacuation.

- Remain in secure areas until instructed otherwise.
- You may be instructed to keep your hands on your head.
- You may be searched.
- You may be escorted out of the building by law enforcement personnel, simply follow their directions.
- After evacuation you may be taken to a triage or holding area for medical care, interviewing, counseling, etc.
- Once you have been evacuated you will not be permitted to retrieve items or access the area until law enforcement releases the crime scene.
- Move to your **Rally Point** if it is safe to do so.

## **XVI. Bomb Threat –**

Bomb threats are usually received by telephone, sometimes by note or letter. Most bomb threats are made by callers who want simply to create an atmosphere of anxiety and panic – but all calls must be taken seriously.

If you receive a threat of any kind, **DO NOT HANG UP THE PHONE!**

- **Signal to a co-worker nearby to CALL 911**
- **If this is not possible, use another phone to CALL 911**

If it is a bomb threat, remain calm and complete the Bomb Threat Checklist provided on last page of this manual.

- Keep the person on the phone or in person for as long as possible
- Try to get as much information as obtainable.
- Permit the caller to say as much as possible without interruption.
- Prolong the conversation as long as possible by:
  - Ask permission to repeat any instructions to make sure you understand.
  - Ask the caller/person to repeat the message.

Obtain as much information as possible with as much detail as possible such as:

- Location of bomb
- Time of detonation
- Outside appearance or description of bomb
- Reason for planting bomb
- Caller's location
- Caller's name and/or affiliation
- Attempt to determine the caller's knowledge of the facility

If the threat is in person or via phone then listen and note the following:

- Speech patterns
- Background noises on call
- Male or female?
- Adult or juvenile?
- Is the voice educated or coarse?
- Is the voice accented or otherwise distinguishable?
- Does the person seem angry or rational and deliberate?

### **Immediately after call is terminated:**

- Do not put handset back on the receiver.
- Use another phone and **CALL 911.**
- Report bomb threat and follow emergency response team instructions.



## **XVII. Written Threat**

If a written threat of an explosive device or other danger is received, immediately **call 911**, and contact department director or immediate supervisor.

- The threat should never be ignored.
- Save all materials, including any envelope or container.
- Unnecessary handling should be avoided. **DO NOT TOUCH DOCUMENT** unless directed by law enforcement.
- Make every effort to preserve evidence, such as fingerprints, handwriting or typewriting, paper, and postal marks, which are essential to tracing the threat and identifying the author.

## **XVIII. Suspicious Package**

If you receive or observe a suspicious letter or package that is unexpected or unknown having the following characteristics:

- Excessive postage
- Misspellings of common words
- Excessive weight
- Rigid envelope
- Foreign mail, airmail or special delivery
- Hand written or poorly typed address
- Restrictive markings such as confidential, personal, etc.
- Excessive securing - material such as masking tape, string, etc.
- Incorrect titles
- Oily stains or discoloration
- Visual distractions
- Lopsided or uneven
- Titles but no names
- No return address
- Protruding wires or tinfoil

Do not approach any unusual or suspicious package. Under no circumstances should you touch, tamper or move it in any way. If there is any indication of imminent danger such as a suspicious object, etc., **call 911**.

- If instructed to evacuate, follow the evacuation plan for your facility and move a safe distance away from the building (a minimum of 500 ft.) to rally point for your respective department or facility.
- If inclement weather conditions exist, you may choose to evacuate to another location.
- Do not re-enter the evacuated building until instructed by authorized personnel that it is safe to do so.

## **XIX. Suspicious Object**

A suspicious object is an item, which might contain a bomb, which is out of place and which cannot be accounted for. Any suspicious package or box found must be treated with extreme caution, and must be reported immediately. Unidentified parcels, packages, bags and other items left unattended for some time must be considered as suspicious and reported to your supervisor and to the Sheriff's Office during normal business hours. Packages of this nature must not be touched or tampered with in any way.

Attempts must be made to identify the owner of the package. Where this fails and cause for concern remains, the Police must be called upon to advise the next possible course of action.

From a safe location, **call 911** and Department Director or Immediate Supervisor.

Move people away from the package or object.

- DO NOT move or open.
- DO NOT investigate too closely.
- DO NOT cover, insulate or place the package into a cabinet or drawer.
- DO NOT use a two-way radio or cell phone.

## **XX. Emergency Notification**

A variety of means will be used to notify employees of an emergency or serious weather condition including email, telephone, weather radios, etc.

Management will use several channels to reach employees including:

- Text messages
- Calls to home, office, or cell phone numbers
- District E-mails

During an urgent situation, the alert system will begin cycling through the points of contact listed for you to deliver the alert, starting with the first available. When you receive the message, it is ***important*** that you confirm receipt when prompted. Your confirmation ensures we know you are safe and have received all notifications. Please ensure at least once each year that your contact information is correct.

Most importantly, during an emergency, **Share the information with others.**

## XXI. BOMB THREAT CHECK LIST

**INSTRUCTIONS:** Be courteous, listen, and do not interrupt the caller's message. Do not hang up. Signal to someone (by a prearranged signal) to call 911. **After caller hangs up, do not put handset back on the receiver.** Gather as much information as possible then bring this form with you when you evacuate the building and give it to the responding CCSO Deputy.

**DATE:** \_\_\_/\_\_\_/\_\_\_ **CALL BEGAN:** \_\_\_\_\_ a.m./p.m. **CALL ENDED:** \_\_\_\_\_ a.m./p.m.

**PHONE NUMBER (IF VIEWABLE ON DISPLAY SCREEN):** \_\_\_\_\_

**CALLER'S EXACT WORDS:** \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

### QUESTIONS TO ASK CALLER:

- ▶ When is the bomb going to explode? \_\_\_\_\_
- ▶ Where is the bomb now? \_\_\_\_\_
- ▶ What type of bomb is it? \_\_\_\_\_
- ▶ What does it look like? \_\_\_\_\_
- ▶ Did you place the bomb & why? \_\_\_\_\_
- ▶ What is your name and call back number? \_\_\_\_\_
- ▶ Where are you? \_\_\_\_\_

### TRY TO DETERMINE THE FOLLOWING:

**Caller Is:** \_\_\_Male \_\_\_Female \_\_\_Adult \_\_\_Juvenile \_\_\_Child (age/years): \_\_\_\_\_

**Voice:** \_\_\_Loud \_\_\_Soft \_\_\_Low \_\_\_High \_\_\_Raspy \_\_\_Pleasant \_\_\_Intoxicated

\_\_\_Familiar Voice: \_\_\_\_\_

\_\_\_Other (describe): \_\_\_\_\_

**Accent:** \_\_\_Local \_\_\_Regional (describe): \_\_\_\_\_

\_\_\_Foreign (country/region): \_\_\_\_\_

**Speech:** \_\_\_Fast \_\_\_Slow \_\_\_Distinct \_\_\_Distorted \_\_\_Stutter \_\_\_Nasal \_\_\_Lisp \_\_\_Excellent

\_\_\_Good \_\_\_Fair \_\_\_Poor \_\_\_Foul \_\_\_Other (describe): \_\_\_\_\_

**Manner:** \_\_\_Calm \_\_\_Angry \_\_\_Rational \_\_\_Irrational \_\_\_Coherent \_\_\_Incoherent \_\_\_Deliberate \_\_\_Emotional

\_\_\_Righteous \_\_\_Laughing \_\_\_Other (describe): \_\_\_\_\_

**Background Noises:** \_\_\_Traffic \_\_\_Trains \_\_\_Planes \_\_\_Street \_\_\_Voices \_\_\_Music \_\_\_Party

\_\_\_Bedlam \_\_\_Animals \_\_\_Office Machines \_\_\_Factory Machines \_\_\_Quiet \_\_\_Other (describe): \_\_\_\_\_

\_\_\_\_\_