STATE OF WEST VIRGINIA
Department of Administration
General Services Division

EMERGENCY PROCEDURES

Facility Name/Location:

DO NOT FILE THIS AWAY

POST IN OPEN, CONSPICUOUS AREA FOR DEPARTMENT OF ADMINISTRATION BUILDINGS. IN ANY LIFE-THREATENING SITUATION, IMMEDIATELY CALL 911.

EMERGENCY TELEPHONE NUMBERS / INTRODUCTION

Emergency Telephone Numbers	
Police – Fire – Paramedics (local)	911
In Case of an Emergency Contact:	
Capitol Police/Protective Services (If in Charleston, WV)	1-304-558-9911
Building Manager (GSD Manager)	
Agency Emergency Coordinator	
National Poison Control Center	1-800-222-1222
West Virginia Division of Homeland Security and Emergency Management	1-304-558-5380
West Virginia Hazardous Spill Hot Line	1-800-642-3074

INTRODUCTION

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

The purpose of this guide is to acquaint you with a plan for handling emergencies and to establish guidelines to follow at work and at home. Once you are familiar with this information, you should be able to protect yourself and perhaps save the life of another.

Preparation is the key to minimizing the effects of emergencies. Know the answers to the following questions **before** you have to use the information. *Where are the exits? How will visitors and employees with disabilities be evacuated? Are vital records protected? Where this plan is kept, and where within this plan are its emergency phone numbers?*

The time that you spend researching and answering these questions can save lives and resources.

Preparation will minimize panic and confusion. It will also allow a planned response rather than an undirected reaction. No matter what the crisis, **think** before you act, then act swiftly to limit your exposure to danger.

Please read this guide thoroughly before an emergency occurs and become acquainted with the emergency telephone numbers.

State Emergency Planning personnel have established procedures for you. YOUR SAFETY IS OF PRIMARY IMPORTANCE!

If an emergency occurs,

- Call your local 911 center or County Dispatch,
- State Police or
- WV Division of Homeland Security and Emergency Management. (304) 558-5380 answered 24/7.

NEWS MEDIA

1) To avoid misinformation, it is essential that all inquiries from the news media be directed to the Public Information Officer (PIO) for your agency, if applicable. Otherwise, all media contacts should be directed to the highest ranking person available in your agency who can answer issue related questions.
2) All employees not involved in the information chain are not to discuss the situation with anyone, except as necessary.
3) Please note that home telephone numbers may be confidential and must not be given out.
4) Contact the following agency PIOs in the order shown:

State of West Virginia
Department of Administration

Samantha Knapp
Director of Communications

Building 1, Room E-119
1900 Kanawha Boulevard, East
Charleston, WV 25305

Office: (304) 558-7022
Samantha.S.Knapp@wv.gov

State of West Virginia
Department of Administration
General Services Division

Robert P. Kilpatrick
Director

112 California Avenue
Charleston, WV 25305

Phone: (304) 352-5491
Cell: (304) 382-3457
Fax: (304) 558-1475
Email: Robert.P.Kilpatrick@wv.gov

FIRE

Fire on Your Floor

1) Call local 911 and report location of fire.
2) Activate fire alarm, alert others, move everyone away from area of fire.
3) Only use fire extinguishers on small (waste basket size) fires, if safe to do so.
4) For larger fires, GET OUT, close doors and confine fire as much as possible.

When a Fire Alarm is Activated

1) Proceed in accordance with your building's evacuation plan.
2) Proceed to the nearest EXIT. FOLLOW DIRECTIONS OF EMERGENCY PERSONNEL.
3) Feel the top of the door, if it is hot, or smoke is visible - **do not open**.
4) Do not attempt to save possessions at the risk of personal injury.
5) DO NOT USE ELEVATORS.
6) DO NOT BREAK WINDOWS. Oxygen feeds fire.
7) Stay low if moving through smoke.
8) If clothing catches fire...STOP...DROP...ROLL
9) ALL fires, regardless of size, must be reported to local Fire Department.

Fire Extinguisher Instructions

P *PULL safety pin from handle.*
A *AIM nozzle at base of fire.*
S *SQUEEZE the trigger handle.*
S *SWEEP the spray from side to side.*

If Trapped In A Room

1. Place cloth material around/under door to prevent smoke from entering.
2. Close as many doors as possible between you and the fire.
3. DO NOT open or break windows unless necessary to escape (outside smoke may be drawn in.)
4. Be prepared to signal your location through window (use of a flashlight is suggested.)

If Caught In Smoke

Drop to hands and knees and crawl; hold breath as much as possible; breathe through a filter (blouse, shirt, jacket, etc.) and breathe through your nose.

Advancing Through Flames

If forced to advance through flame: wet clothing (from a commode, urinal, lavatory sink, water fountain or cooler) if possible; hold your breath; move quickly; cover head and hair; keep head down; and keep eyes closed as much as possible.

TORNADO

During A Tornado

Early warnings about a likely tornado can help save lives. Here are some signs to look for:

- Dark, often greenish clouds or sky
- Wall cloud
- Large hail
- Funnel cloud
- Roaring noise

Planning
Listen for Emergency Siren - Monitor Radio
Identifying Shelter Locations

An underground area, such as a basement or storm cellar, provides the best protection from a tornado. If an underground shelter is unavailable, consider the following:

- Seek a small interior room or hallway on the lowest floor possible
- Stay away from doors, windows, and outside walls
- Stay in the center of the room and avoid corners because they attract debris
- Rooms constructed with reinforced concrete, brick, or block with no windows and a heavy concrete floor or roof systems overhead.

Personnel should also be aware of what to do if caught outdoors when a tornado is threatening. Seek shelter in a basement or a sturdy building. If one is not within walking distance, try to drive in a vehicle, using a seat belt to the nearest shelter. If flying debris is encountered while in a vehicle there are two (2) options:

1. Staying in the vehicle with the seat belt on - keeping your head below the windows and covering it with your hands or blanket
2. If there is an area which is noticeably lower than the roadway - lie in the area and cover your head with your hands.

EARTHQUAKE

During An Earthquake

1) Take cover underneath a sturdy desk or table. **Protect your head and neck.**
2) Stay away from windows and objects which could fall on you.
3) Stay where you are – do not run outside. Falling debris may cause injury.
4) Do not use elevators
5) If outdoors, stay in an open area. Do not enter the building.

After an Earthquake – Aftershock

If you are still in a building:

1) Be prepared for aftershocks. Do not return to your office until directed.
2) Give first aid to injured personnel.
3) Do not move victims unless absolutely necessary.
4) Alert Emergency Personnel and/or supervisors to anything needing their attention.
5) Replace telephone handsets, but do not use the telephone except to report fires or medical emergencies.
6) Go to the interior of the building. Stay away from exterior walls. Avoid glass and equipment.
7) Wait for and follow instructions from Emergency Personnel.
8) Be prepared to evacuate if necessary. (See "Evacuation" section)

EVACUATION

Evacuation of Persons With Disabilities

It is very likely that evacuations will involve disabled individuals. The following information will be helpful in safe evacuation and communication during an emergency.

Above all else, involve the individual. They are the experts on their own disabilities, and how best to move them out of a building in an emergency. Make sure he/she understands what is happening, and what procedure must be followed. Many disabled people are vulnerable to respiratory complications - remove them from smoke or fumes immediately. Most agency specific evacuation plans allow for persons with a disability to be assigned a buddy and go two deep. Please insure that anyone with a disability has someone to assist them. If the individual has a service animal, please insure they are kept together.

Persons with mobility impairment

Persons having mobility impairments may or may not use wheelchairs. Every building should have designated individuals that will assist with the evacuation of individuals having mobility impairments. The Evacuation Floor Captain or Building Manager will know who has been assigned to assist these individuals. If the individual is in a wheel chair, keep the chair with them, if possible. If there are stairs involved in the evacuation, insure that you have a stair evacuation chair and have staff trained in its use.

Visually impaired persons

Although most blind or visually impaired persons will be familiar with the immediate work area, it is necessary to:

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

Deaf, hearing impaired or speech impaired persons

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

Above all, remember that individuals with similar disabilities are unique. Through brief communication and asking questions, evacuation can be quick and safe.

Evacuation

1) If safe to do so, secure vital records and shut down electrical equipment.
2) Proceed to your predetermined exit or alternate exit, if necessary. Shut all doors as you leave.
3) The floor warden is responsible for ensuring that all staff and visitors evacuate the area.
4) Assist disabled employees or visitors in exiting building.
5) Proceed quietly and orderly. Remove high heels to avoid tripping.
6) Do not use elevators.
7) Do not open door if hot or if smoke is present.
8) Once outside, assemble at a designated area and stay there; your supervisors will need to have a tally of their personnel.

Be familiar with your building's evacuation plan and participate in evacuation committees, if asked. Remember, the first priority is to get out of the building.

MEDICAL EMERGENCIES

Important: If you think a person requires immediate medical attention, call 911.

Unconscious victim: if rescuer is trained in CPR:

1) Call for help, have someone call 911.
2) Begin CPR.

Conscious victim:

1) If alone or no one is available, reassure victim you will return and leave victim and summon help. Return to victim immediately after procuring assistance.
2) Check for circulation.
3) Start ventilation or CPR if necessary.
4) If patient is having difficulty breathing and there are no obvious injuries, assist the victim to a sitting position to facilitate breathing.
5) Do not move or allow victim to move around.
6) Try to keep victim from going into shock by maintaining body temperature and elevating the lower extremities, if possible

Unconscious victim – if rescuer is not trained in CPR:

1) Call for help, have someone call 911.
2) Try to control any heavy bleeding using direct pressure on the wound.
3) If alone or no one is available, leave victim and summon help. Return to victim immediately after procuring assistance.
4) Try to keep victim from going into shock by maintaining body temperature and elevating the lower extremities, if possible.
5) Start ventilation or CPR if necessary.

Conscious victim: choking:

1) If victim can cough, speak or breathe...***DO NOT INTERFERE!***
2) If victim cannot cough, speak or breathe, have someone call for help or reassure victim that you will return and leave victim to summon help.
3) If you know the Heimlich maneuver, immediately perform this maneuver on victim.

THREAT BY TELEPHONE

During the call:

1) DON'T HANG UP!
2) Stay as calm as possible.
3) Attempt to find out why the caller is upset -reason for the threat.
4) Identify the type of threat and at whom the threat directed.
5) Note and remember as many details as possible.
6) Try to calm the caller.
7) Get as much information as possible about the threat and motive (See “Bomb/Other Threats Checklist).
8) Notify local law enforcement.

Suspicious Packages, Mail, Etc.

1) DO NOT HANDLE
2) Refer to "Letter and Parcel Bomb Recognition Points" in Threats Checklist section. Secure the area.
3) Contact your local law enforcement.
4) If item has been opened and is threatening, or appears to be a suspicious device, **DO NOT HANDLE ANY FURTHER**.
5) Keep everyone away until police arrive.
6) Evacuate per the instructions of emergency personnel.

After the call:

1) Write down the exact threat, the entire statement if possible.
2) Notify your supervisor regarding the threat.
3) If directed to evacuate by emergency personnel, wait for instructions and proceed in accordance with the **"Evacuation"** section. ***Note: Elevators can be used if instructed by Emergency Personnel.***

Letter and Parcel Bomb Recognition Points:

- Foreign Mail, Air Mail and Special Delivery
- Restrictive markings such as confidential, personal, etc.
- Excessive postage
- Hand written or poorly typed addresses
- Incorrect titles
- Titles but no names
- Misspellings of common words
- Oily stains or discolorations
- No return address
- Excessive weight
- Rigid envelope
- Lopsided or uneven envelope
- Protruding wires or tinfoil
- Excessive securing material such as masking tape, string, etc.
- Visual restrictions

If at the West Virginia State Capitol call the Capitol Police at 304-558-9911. If you are not at the Capitol, notify your local law enforcement agency or call 911.

BOMB THREAT CHECKLIST

Description Detail Report

1) When is bomb going to explode?
2) Where is the device located?
3) What does it look like?
4) What kind 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?

Exact wording of the threat:

_____

_____

_____

_____

_____

Caller's Voice – Circle as applicable

- Calm
- Angry
- Excited
- Slow
- Rapid
- Soft
- Loud
- Laughing
- Crying
- Normal
- Distinct
- Slurred
- Nasal
- Stutter
- Lisp
- Raspy
- Deep
- Ragged
- Clearing Throat
- Deep Breathing
- Cracked Voice
- Disguised
- Accent
- Familiar

If voice is familiar, who did it sound like?

_____

Background Sounds:

- Street Noises
- Animal Noises
- Factory Machinery
- Voices
- Clear
- Static
- PA System
- Local Call
- Music
- House Noises
- Long Distance
- Motor
- Phone Booth
- Train
- Office Machinery
- Other

Gender of caller: M F

Age:

Length of call:

Date of call:

Individual that received call:

Threat Language

- Well-spoken (educated)
- Foul
- Irrational
- Incoherent
- Taped
- Message read by threat maker

Remarks:

HAZARDOUS MATERIAL INCIDENTS

An accident resulting in a spill of hazardous material on the premises will usually involve products used at the facility. Material Safety Data Sheets (MSDS) must be available and copies on file with the Agency *. Personnel must be familiar with any precautions or special procedures to be followed.

Hazmat spill or release- inside:

1) ACTIVATE FIRE ALARM,
2) EVACUATE THE AREA (see "Evacuation" section.)
3) Notify the Agency Emergency Coordinator, Fire Department and, when time and safety permit, the Building Manager (see "Emergency Phone Numbers" section.)
4) TIME AND SAFETY PERMITTING, shut down equipment. Secure the area and vital records.
5) LIMIT ACTIVITY TO PROTECTION OF LIVES AND EVACUATION OF PERSONNEL - DO NOT ATTEMPT TO RESPOND TO A SPILL OR RELEASE!
6) Many agencies have developed or purchased spill response kits for minor hazmat incidents and have trained certain personnel to use them. **DO NOT ATTEMPT TO RESPOND TO A SPILL WITHOUT PROPER TRAINING AND EQUIPMENT**

Hazmat spill or release- outside:

1) Notify the agency Emergency Coordinator, Fire Department, and the Agency Director's Office (see "Emergency Telephone Numbers" section.)
2) Contact the West Virginia Hazardous Spill Hotline (1-800-642-3074.)
3) Comply with directives from Emergency Personnel.
4) Evacuate. Familiarize yourself with alternative exits, away from the incident. (See "Evacuation" section)
5) TIME AND SAFETY PERMITTING, shut down equipment, secure area and vital records.
6) Many agencies have developed or purchased spill response kits for minor hazmat incidents and have trained certain personnel to use them. **DO NOT ATTEMPT TO RESPOND TO A SPILL WITHOUT PROPER TRAINING AND EQUIPMENT**

- *MSDS should be available from your building manager or at the Capitol from the General Services Safety Office.

SHELTER IN PLACE

In the event that a "shelter-in-place" for any Department of Administration, General Services Division building has been issued by the local Office of Emergency Services:

1) Shut windows, doors and turn air handlers off.
2) Proceed to designated sheltering room(s). Note: Determined by individual building evacuation committees.
3) Cover all windows and vents with plastic and duct tape.
4) Seal doors at tops and sides with duct tape, place wet towel at the bottom of door.
5) Listen for further instructions on the radio or television.
6) Following "all clear" signal, open doors, windows and turn ventilation system back on. Go outside until the building's air has been exchanged with the new clean outside air.

Role of the Building Evacuation Committees:

1) Designate "shelter-in-place" areas.
2) Develop building specific "shelter-in-place" plans.
3) Develop personnel accounting mechanism.
4) Assign designated employees for "shelter-in-place" tasks.
5) Perform periodic drills.

Five Warning Signs of Escalating Behavior

- The person appears bewildered or distracted. - They are unsure or uncertain of the next course of action.	- Listen attentively to the person. - Ask clarifying questions. - Give factual information.
WARNING SIGNS OF FRUSTRATION	**RESPONSES TO FRUSTRATION**
- The person is impatient and reactive. - The person resists information you are giving them. - The person may try to bait you.	- Move the person to a quite location. - Reassure them and talk to them in a clam voice. - Attempt to clarify their concerns.
WARNING SIGNS OF BLAME	**RESPONSES TO BLAME**
- The person places responsibility on everyone else. - They may accuse you or hold you responsible. - They may find fault with others.	- Disengage with the person and bring a second party into the discussion. - Draw the person back to the facts. - Show respect and concern. - Focus on areas of agreement to help resolve the situation.
WARNING SIGNS OF ANGER	**RESPONSE TO ANGER**
- The person may show a visible change in body posture. - Actions may include pounding fists, pointing fingers, shouting or screaming. - This signals ***VERY RISKY BEHAVIOR***.	- Don't argue with the person. - Don't offer solutions. - Prepare to evacuate the area or isolate the person. - Contact your supervisor and/or Protective Services/Local 911.
WARNING SIGNS OF HOSTILITY	**REPONSES TO HOSTILITY**
- Physical actions or threats appear imminent. - There is immediate danger of physical harm or property damage. - Out-of-control behavior signals the person has crossed the line.	- Disengage with the person and evacuate the area. - Attempt to isolate the person if it can be done safely. - Alert your supervisor and immediately contact Protective Services/Local 911.

AT ALL TIMES: Be aware of your environment. Be aware of exit locations. Know how to secure your office and how to call Emergency help. Try to escape even if others cannot. Help others escape if you can. Keep your hands visible and listen to verbal commands from law enforcement officers.

FLOODING

In the event of flooding in buildings where the safety of employees and visitors are threatened, monitor National Weather Service and other emergency advisories to determine necessary action, such as closure of certain offices.

In the event that the closing of a State Office facility / office is necessary, the appropriate agency head or Director will authorize such closure.

Information concerning closure of DOA offices will be released by the Director of the General Services Division.

If flooding occurs in your building:

1) Notify a supervisor and appropriate security agency.
2) Secure your area and vital records. Prepare to receive and comply with directions from Emergency Personnel.
3) USE EXTREME CAUTION around appliances or outlets near the leak and/or water.
4) If you know the source of the water and can safely stop it, do so.
5) If directed to evacuate, do so according to the "Evacuation" section of these directions.

CIVIL DISTURBANCES

Civil disturbances are generally riots, demonstrations, marches, or assemblies that have become riotous, or may be a threatening individual.

1) Restrict both employee and visitor movement in your area.
2) Prepare for evacuation or relocation.
3) Secure your area (lock doors, safes, files, vital records, etc.)
4) Notify your supervisor or Division Director and police, if they have not been informed. (See "Emergency Telephone Numbers" section.)

HOW TO RESPOND TO AN ACTIVE SHOOTER

Profile of an Active Shooter - An active shooter is an individual actively engaged in killing or attempting to kill people in a confined and populated area: in most cases, active shooters use firearm(s) and there is no pattern or method to their selection of victims. Active shooter situations are unpredictable and evolve quickly. Typically, the immediate deployment of law enforcement is required to stop the shooting and mitigate harm to victims. Because active shooter situations are often over within 10 to 15 minutes, often before law enforcement arrives on the scene, individuals must be prepared to deal with an active shooter situation.

Good Practices for coping with an active shooter situation

- Be aware of your environment and any possible dangers
- Take note of the two nearest exits in any facility you work or visit

- If you are in an office when an incident occurs, stay there and secure the door
- If you are in a hallway when an incident occurs, get into a room and secure the door
- As a last resort, attempt to take the shooter down. When the shooter is at close range and you cannot flee, your survival chance is best if you try to incapacitate him/her

How to Respond when an Active Shooter is in Your Vicinity and Determining the most reasonable ways to protect your own life

1. **RUN -** If there is an accessible escape path, attempt to evacuate the premises. Be sure to:
    - Have an escape route and plan in mind
    - Evacuate regardless of whether others agree to follow
    - Leave your belongings behind
    - Help others if possible
    - Prevent individuals from entering the area where active shooter may be
    - Keep your hands visible
    - Follow the instruction of any police officers
    - Do not attempt to move wounded people
    - Call 911 when you are safe

2. **HIDE** - If evacuation is not possible, find a hiding place where the active shooter is less likely to find you that should:
    - Be out of the shooters' view
    - Provide protection if shots are fired in your direction (i.e., an office with a closed and locked door)
    - Not trap you or restrict your options for movement

    To prevent an active shooter from entering your hiding place:

    - Lock and block the door with heavy furniture

    When possible:

    - Dial 911 to alert police of the active shooter's location
    - If you cannot speak, leave the line open and allow the dispatcher to listen
    - Turn off any source of noise (i.e., radios, televisions, cell phone)
    - Hide behind large items (i.e., cabinets, desks)
    - Remain calm and quiet

3. **FIGHT** - As a last resort, and only when your life is in imminent danger, attempt to disrupt the active shooter by:
    - Yelling and acting as aggressively as possible against him/her
    - Throwing items and utilizing improvised weapons
    - Committing to your actions

AGENCY EMERGENCY RESPONSE TEAM

Building:	Floor:	Agency Name:
	Primary Name/Telephone #	Alternate Name/Telephone #
Unit Emergency Response Coordinator		
Unit Floor Captain 1		
Unit Floor Captain 2		
Unit Floor Captain 3		
Unit Floor Captain 4		
Medical Assistance Search and Rescue		
Fire Suppression/Damage Assessment		
Communications		
Public Information Officer (PIO)		
Division Director		
Pre-Designated Assembly Area		
Additional Information:		

Please fill out the "Agency Emergency Response Team" table above to help you be prepared for any sort of emergency.

The information included in this manual is not all inclusive, but covers most actions taken during emergencies. Common sense must prevail when instructions are not available or do not fit your particular needs. If you have questions concerning a unique situation not covered in this manual, contact your Floor Warden or Agency Emergency Coordinator.