



# EMERGENCY PROCEDURES FLIP CHART

777 Main Street  
Fort Worth, TX 76102

Security Command Center 24/7  
817-321-1777

Management Office  
817-321-1100

Please read and understand all instructions thoroughly. The life you save may be your own!

Updated May 2023

## **INTRODUCTION**

Emergencies, regardless of their form, shape, or size generally call for quick, safe, and concise responses that minimize, curtail, eliminate, or prevent serious damage or loss of life. Emergencies and disasters occur without warning. It is for this reason you should become familiar with the information in this guide.

In no way is this guide all-inclusive or could any guide ever be all-inclusive of the types of situations that may occur. This manual offers the tenant the ability to respond in an effective manner. The objective of this manual is to provide advanced training to assist Tenant Wardens in effectively administering their duties during an emergency.

Emergencies and disasters occur without warning. Failure to adequately prepare for emergencies can result in unnecessary loss of life and property, as well as employee productivity.

If you have any questions or concerns, please do not hesitate to call the Management Office at 817-321-1100 or the Security Command Post at 817-321-1777.

## **INTRODUCTION**

## **MEDICAL EMERGENCY**

The most frequent emergency to occur at an office building is a medical emergency. This includes everything from a slip and fall to heart attacks. Without violating privacy codes or employee confidentiality, Tenant Wardens should try to know a little bit about their coworkers. This information can be critical in saving a person's life. Does your coworker have diabetes? Epilepsy? Be prepared to provide this information to emergency responders when they arrive if you have it.

**Contact 911 and then Building Security at 817-321-1777. Provide them with the following:**

1. Your name
2. Building address
3. Floor
4. Suite number
5. Provide any additional pertinent details

Do not do more than you are trained to do. Do not move the injured or ill person. Try to make them comfortable and reassure them that help is on the way. Keep a clear area for the individual and room for the emergency responders to access them.

Security will prepare for the arrival of the emergency responders. They will secure a freight elevator for the emergency responder's use.

## **MEDICAL EMERGENCY**

## **INCLEMENT / SEVERE WEATHER**

Severe weather may include thunderstorms, ice, snowstorms, high winds, hail, and tornadoes. During severe weather you are safer inside the building than outside. A Tornado Watch indicates that conditions exist that may develop into a tornado; a Tornado Warning indicates that a tornado has been sighted in the area or is near.

What to do for high winds, hail, and tornadoes:

1. Move away from the perimeter of the building and exterior glass. The concourse and ground floors are not good locations.
2. Leave your exterior office; close the door.
3. Go to interior rooms without windows and protect yourself.
4. If you are in transit within the building seek shelter in the enclosed stairwell or below ground level.
5. Do not use the elevators. It is not uncommon to have a power interruption during such storms.
6. If trapped in a perimeter office, seek shelter under furniture.
7. Do not attempt to evacuate the building unless instructed to do so via the public address system.

If available, the Building Emergency Response Team may open the Board Room and Training Room on Concourse for shelter. These areas combined with the enclosed stairwells do not provide enough space for all our building occupants. For those that have safe interior space, please utilize that.

## **INCLEMENT / SEVERE WEATHER**

## PANDEMIC

A pandemic is the worldwide spread of a new disease. In the event of a pandemic, it is important to prevent the spread of the virus by limiting as much person-to-person contact as possible. To help stop the spread of germs, use the following precautions:

- Cover your mouth and nose with a tissue when you cough or sneeze.
- If you do not have a tissue, cough into your upper sleeve, not your hands.
- Put your used tissue in the waste basket.

Clean your hands after coughing or sneezing. Wash with soap and hot water or clean with alcohol-based hand cleaner. You may be asked to put on a surgical mask.

### Social Distancing

This method is used during a pandemic to modify the frequency and type of person-to-person contact (e.g. reducing hand shaking, limit face-to-face meetings and shared workstations, promoting telecommuting, offering liberal/unscheduled leave policies, and/or staggered shifts.)

### Management will:

Place alcohol-based hand cleaners in main common areas. Advise tenants of the importance of personal hygiene, social distancing, wearing a mask and to stay at home if ill. Monitor the pandemic alert system through the World Health Organization and the U.S. Centers for Disease Control (CDC). Inform the tenants of the seriousness of the pandemic. Advise tenants to remain vigilant and to report to building management any confirmed or suspected cases.

**Please be sure to pay attention to the tenant blasts from the Management Team as that is our best communication tool for situations like this.**

For more information on pandemic, visit [www.who.int](http://www.who.int)

## PANDEMIC

**PANDEMIC**

## **ELEVATOR EMERGENCY**

Elevators are a very safe means of transportation. Elevators are equipped with safety devices that are designed to stop an elevator when a potential problem is detected. In the event of an elevator entrapment, follow these procedures:

1. Do not attempt to manually open the doors as doing so may further delay your release.
2. Press the emergency call button. They automatically dial on site security personnel.
3. Provide security with:
  - a. Your name
  - b. Passenger names
  - c. Company names
  - d. Building or garage you are in
  - e. Elevator number and problem (the elevator number is printed on the inside of the elevator phone door or engraved on the elevator panel front)
  - f. If there are any medical emergencies
4. Remain calm and stay on the phone. Security will remain on the line with you at all times during the emergency.

### **THIS IS WHAT WILL HAPPEN:**

We have a full time, on-site elevator technician. As soon as security is aware of the situation, they will notify both the on-site technician and the elevator maintenance vendor. A security officer will also be dispatched to the elevator lobby outside the location of the stopped cab. If the emergency happens after business hours, there is an on-call elevator technician. It may take a bit of time for the technician to arrive at property so please be patient.

By law, no one other than a certified, licensed elevator mechanic can attempt to open elevator cabs. The most danger posed as it relates to elevators is non-licensed people attempting to help others.

## **ELEVATOR EMERGENCY**

## DISCOVERY OF A FIRE

Upon discovery of a fire you must immediately: RCAF

**RESCUE:** Remove everyone from the immediate area. This means the room of origin or immediate vicinity of the fire or smoke. This is not an evacuation of the Premises or the Building necessarily.

**CONFINE:** Close the door to the room of origin. This will act to contain the fire and smoke to that one room for a longer period allowing more time for safe evacuation.

**ALERT:**

1. Call 911 and provide the information below.
2. Then call the Building Security at 817-321-1777 and provide the information below.
  - a. Nature of the emergency
  - b. Your name
  - c. Complete street address: 777 Main Street
  - d. Floor and suite number
  - e. A call back telephone number (do not stay on the telephone if you are in danger)

**FIGHT:** If the fire is small enough and confined to one object (such as a small trashcan), you may locate a fire extinguisher and use it. Hand extinguishers are located, at a minimum, on each floor at the enclosed stairwell entry doors. When operating an extinguisher, utilize the PASS method.

- P** Pull the pin.
- A** Aim the nozzle or hose at the base of the fire
- S** Squeeze the handle
- S** Sweep the nozzle from side to side

## DISCOVERY OF A FIRE



## **FIRE EMERGENCY DO'S and DON'TS**

The Tenant Warden should remember and educate their coworkers about what to do and not to do in a fire emergency.

### **DO**

- Close office doors as evacuating
- Remain quiet so Tenant Wardens and others can hear and make announcements
- Stay to the right in stairwells to allow emergency personnel to pass
- Remain calm
- Use the handrails
- Be prepared to merge with other people entering the stairwell and merge where two stairwells converge
- Crawl to the stairwell in heavy smoke
- When exiting the building, evacuate in the direction the wind is blowing from

### **DON'T**

- Do not telephone the Management Office or Security during a fire alarm. Security personnel are extremely busy during a fire alarm. In order to receive updated information and directives, listen to the public address system and your Tenant Warden.
- Do not assume an alarm is false or a drill and continue to work.
- Do not attempt to take anything other than necessary items with you in an alarm situation (keys, identification, medicine, etc.). Material items can be replaced; lives cannot. Often stairwells become littered with abandoned property making evacuation harder for those coming down later.
- Do not attempt to fight a fire any larger than a small trash can. Get away from any fire as quickly as possible.
- Do not attempt to use elevators in a fire emergency; use enclosed stairwells only.
- Do not take the rest of the day off without advising your supervisor.
- Do not stop in a stairwell and block it. Always keep moving.
- Do not run or panic.
- Do not return to your space until the all clear is given by the Fire Department and / or the Building Emergency Response Team.

## **FIRE EMERGENCY DO'S and DON'TS**

## FIRE EVACUATION PROCEDURES

The Tenant Wardens, once selected by each tenant, should familiarize themselves with:

- Location of exits.
- Location and operation of available fire extinguishing equipment.
- Designate someone in advance to assist with mobility impaired employees.
- Designate a meeting place for their staff outside the building ahead of time.
- Hold periodic training sessions with their group to ensure they are trained in evacuation procedures.
- Designate and train an alternative Tenant Warden in case of absence during an emergency.

In the event of a fire, the Tenant Warden will:

- Upon hearing or seeing an alarm, Tenant Wardens should take charge of their groups, routing them to the nearest emergency exits. After this initial announcement, Security will make announcements as the situation develops.
- Tenant Wardens will then instruct their group to enter the stairwells, descend to the ground floor level and exit the building.
- See to it that all doors are closed but not locked.
- Confirm restrooms, wellness rooms, and the like have been checked.
- Should a full building evacuation be required, an announcement to do so will be made via the public address system.
- Once outside the building, proceed to a stand-off position. Always be prepared with an alternate location in case the original location is not available.
- Tenants may evacuate even if the building does not direct them to do so. Tenants are ultimately responsible for their employees' safety.
- Prevent the use of elevators so they are available for emergency personnel.

**Mobility Impaired:** Each person should have an "assistant" or "assistants" assigned to help in the event of an evacuation. In most cases, it will only be necessary to move the person into the stairwell and remain in the landing for safety after the stairwell is clear of those evacuating. Have the assistant notify a member of building security or management staff so this information can be relayed to the Fort Worth Fire Department. Let the Fire Department handle the actual evacuation of the impaired person.

During Fire Drills, we will instruct all occupants to fully evacuate the building just as if it were a real emergency.

## FIRE EVACUATION PROCEDURES

## ACTIVE SHOOTER

An Active Shooter is defined as an individual actively engaged in killing or attempting to kill people in a confined and populated area. In most cases, active shooters use firearms and there is no pattern or method to their selection of victims. Often, they have no regard for their own safety.

- Victims are most often selected at random.
- The event is unpredictable and evolves quickly.
- Law enforcement is usually required to end an active shooter event.
- When an active shooter is in your vicinity, you must be prepared both mentally and physically to deal with the situation.

The best strategy in an active shooter situation is to RUN, HIDE, FIGHT.

**RUN** and escape, if possible.

- Getting away from the shooter or shooters is the top priority.
- Leave your belongings behind and get away.
- Help others escape, if possible, but evacuate regardless of whether others agree to follow.
- Warn and prevent individuals from entering an area where the active shooter may be.
- Call 911 when you are safe, and describe shooter, location, and weapons.

**HIDE** if escape is not possible.

- Get out of the shooter's view and stay very quiet.
- Silence all electronic devices and make sure they won't vibrate.
- Lock and block doors, close blinds, and turn off lights.
- Don't hide in groups - spread out along walls or hide separately to make it more difficult for the shooter.
- Try to communicate with police silently. Use text message or social media to tag your location or put a sign in a window.
- Stay in place until law enforcement gives you the all clear.
- Your hiding place should be out of the shooter's view and provide protection if shots are fired in your direction.

**FIGHT** as an absolute last resort.

- Commit to your actions and act as aggressively as possible against the shooter.
- Recruit others to ambush the shooter with makeshift weapons like chairs, fire extinguishers, scissors, books, etc.
- Be prepared to cause severe or lethal injury to the shooter.
- Throw items and improvise weapons to distract and disarm the shooter.

## ACTIVE SHOOTER

After the threat is eliminated and law enforcement arrives:

- Keep hands visible and empty.
- Know that law enforcement's first task is to end the incident, and they may have to pass injured people along the way.
- Officers may be armed with rifles, shotguns, and/or handguns and may use pepper spray or tear gas to control the situation.
- Officers will shout commands and may push individuals to the ground for their safety.
- Follow law enforcement instructions and evacuate in the direction they come from, unless otherwise instructed.
- Take care of yourself first, and then you may be able to help the wounded before first responders arrive.
- If the injured are in immediate danger, help get them to safety.
- While you wait for first responders to arrive, provide first aid. Apply direct pressure to wounded areas and use tourniquets if you have been trained to do so.
- Turn wounded people onto their sides if they are unconscious and keep them warm.

Information to Provide to the 911 Operator, if you are able:

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

The first officers to arrive to the scene will not stop to help injured people. Expect rescue teams to follow the initial officers. These rescue teams will treat and remove the injured. Once you have reached a safe location, you will likely be held in that area by law enforcement until the situation is under control, and all witnesses have been identified and questioned.

Do not leave the area until law enforcement authorities have instructed you to do so.

RUN.HIDE.FIGHT training video: <https://www.youtube.com/watch?v=ZvkdGK2j2Bs>

## **ACTIVE SHOOTER**

## **ADDITIONAL INFORMATION**

- The Management Office phone number is (817) 321-1100.
- Each person should become familiar with all emergency procedures. Each manager should be responsible for ensuring that each employee is aware of all emergency procedures and that each office has a Tenant Warden and an alternate Tenant Warden. Everyone should become familiar with the Tenant Wardens on their floor.
- Notify the Management Office of any changes to your Tenant Warden roster.
- Notify the Management Office of the locations of any mobility impaired employees that may require assistance during an emergency.
- Portable fire extinguishers are located throughout the building. These are for extinguishing electrical, gasoline, paint, and other combustible materials. Learn the locations of these extinguishers.
- In the event of a fire or other such emergency, do not use the elevators.
- There are three (3) stairways as indicated by signs on each floor. Any of these stairways may be entered from any floor and used to exit the building. These stairways are fire safe areas. To prevent drawing smoke into the stairway, all doors must be closed at all times.
- 
- Windows should not be broken since they help control fire spread and glass falling onto the streets could injure those evacuating the building.
- Any time a fire extinguisher is used, the Security Command Center must be notified at 817-321-1777. These extinguishers are not reusable.
- Tenant Wardens should arrange a meeting place for their staff outside the building ahead of time.
- This is a fire resistive building with early detection systems and total sprinkler coverage. Do not panic. Where applicable, tenant corridor areas are one-hour fire rated. This will allow ample time to walk calmly to the stairways. The stairways are two-hour fire rated and are fire safe areas as long as all stairway doors remain closed.
- Remember to remain quiet in the stairwells and be prepared for emergency responders to be coming up the stairs quickly. Stay as far to your right as possible to allow them and their equipment to pass.

## **ADDITIONAL INFORMATION**

# **BOMB THREAT**

## **Tenant Responsibilities**

1. Each tenant should brief the telephone receptionist on bomb threat procedures.
2. Each tenant should have a copy of the Bomb Threat Checklist near the receptionist's telephone (see next page).

## **Receiving Telephone Threats**

1. Immediately ask the caller the questions listed on the Bomb Threat Checklist (next page). This information will be extremely helpful to the police.
2. After the caller has hung up, immediately fill out the remaining portions of the Bomb Threat Checklist.
3. Notify the Police by calling 911.
4. Notify Building Security at 817-321-1777 that you have received a bomb threat.
5. Do not make statements to the media, leave that to building management.

## **Receiving Written Threats**

1. Written threats are less frequent than telephone threats but must be considered just as dangerous.
2. Avoid physical handling of the written threat. This evidence will be analyzed by the police department for fingerprints, postmarks, handling and other distinguishing markers.
3. Notify the Police by calling 911.
4. Notify Building Security at 817-321-1777 that you have received a bomb threat.

\*\*\*See the Bomb Threat Checklist on the following page.\*\*\*

# BOMB THREAT PROCEDURES

This quick reference checklist is designed to help employees and decision makers of commercial facilities, schools, etc. respond to a bomb threat in an orderly and controlled manner with the first responders and other stakeholders.

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

## If a bomb threat is received by phone:

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

## If a bomb threat is received by handwritten note:

- Call \_\_\_\_\_
- Handle note as minimally as possible.

## If a bomb threat is received by e-mail:

- Call \_\_\_\_\_
- Do not delete the message.

## Signs of a suspicious package:

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

**\* Refer to your local bomb threat emergency response plan for evacuation criteria**

## DO NOT:

- Use two-way radios or cellular phone. Radio signals have the potential to detonate a bomb.
- Touch or move a suspicious package.

## WHO TO CONTACT (Select One)

- 911
- Follow your local guidelines

For more information about this form contact the DHS Office for Bombing Prevention at [OBP@dhs.gov](mailto:OBP@dhs.gov)



Homeland Security

2014

# BOMB THREAT CHECKLIST

DATE:

TIME:

TIME CALLER HUNG UP:

PHONE NUMBER WHERE CALL RECEIVED:

## Ask Caller:

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

## Exact Words of Threat:

## Information About Caller:

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

| Caller's Voice                           | Background Sounds                          | Threat Language                        |
|--|--|--|
| <input type="checkbox"/> Female          | <input type="checkbox"/> Animal noises     | <input type="checkbox"/> Incoherent    |
| <input type="checkbox"/> Male            | <input type="checkbox"/> House noises      | <input type="checkbox"/> Message read  |
| <input type="checkbox"/> Accent          | <input type="checkbox"/> Kitchen noises    | <input type="checkbox"/> Taped message |
| <input type="checkbox"/> Angry           | <input type="checkbox"/> Street noises     | <input type="checkbox"/> Irrational    |
| <input type="checkbox"/> Calm            | <input type="checkbox"/> Booth             | <input type="checkbox"/> Profane       |
| <input type="checkbox"/> Clearing throat | <input type="checkbox"/> PA system         | <input type="checkbox"/> Well-spoken   |
| <input type="checkbox"/> Coughing        | <input type="checkbox"/> Conversation      |  |
| <input type="checkbox"/> Cracking voice  | <input type="checkbox"/> Music             |  |
| <input type="checkbox"/> Crying          | <input type="checkbox"/> Motor             |  |
| <input type="checkbox"/> Deep            | <input type="checkbox"/> Clear             |  |
| <input type="checkbox"/> Deep breathing  | <input type="checkbox"/> Static            |  |
| <input type="checkbox"/> Disguised       | <input type="checkbox"/> Office machinery  |  |
| <input type="checkbox"/> Distinct        | <input type="checkbox"/> Factory machinery |  |
| <input type="checkbox"/> Excited         | <input type="checkbox"/> Local             |  |
| <input type="checkbox"/> Laughter        | <input type="checkbox"/> Long Distance     |  |
| <input type="checkbox"/> Lisp            |  |  |
| <input type="checkbox"/> Loud            | <b>Other Information:</b>                  |  |
| <input type="checkbox"/> Nasal           | _____                                      |  |
| <input type="checkbox"/> Normal          | _____                                      |  |
| <input type="checkbox"/> Ragged          | _____                                      |  |
| <input type="checkbox"/> Rapid           | _____                                      |  |
| <input type="checkbox"/> Raspy           | _____                                      |  |
| <input type="checkbox"/> Slow            | _____                                      |  |
| <input type="checkbox"/> Slurred         | _____                                      |  |
| <input type="checkbox"/> Soft            | _____                                      |  |
| <input type="checkbox"/> Stutter         | _____                                      |  |