

FIRE & LIFE SAFETY

EMERGENCY
OPERATIONS GUIDE

FOR
BUSINESS AND INDUSTRY

April 2010



Missoula Fire Department
Fire Prevention Bureau



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Fire Department
625 E. Pine St.
Missoula, MT 59802-4633



"YOUR SAFETY IS YOUR RESPONSIBILITY"

April 6, 2010

Business and Industry

SUBJECT: Fire & Life Safety Emergency Operations Guide

The Missoula Fire Department is dedicated to reducing the loss of life and property by helping the citizens of Missoula better prepare for emergencies. While emergencies can happen anywhere, most occur in the home where people feel safest of all. We encourage everyone to review their home to ensure the safest possible situation for themselves and their loved ones.

The workplace also offers its share of dangers. Both employees and patrons of businesses can be at risk. Please review this guide to help overcome potential problem areas. It should provide the guidance you need to create a safer work environment for all. However, if questions do arise, please contact us for assistance. We are here to help.

Sincerely,

Fire Prevention Bureau
Missoula Fire Department
406-552-6210

SECTION 1

INTRODUCTION

PURPOSE

The purpose of this Fire & Life Safety Emergency Operations Guide is to assist you in developing a Fire & Life Safety Emergency Operations Plan for your building.

The Missoula Fire Department (MFD) offers this guide, containing suggestions which will increase each occupant's opportunity for surviving an emergency in your building, and produces a plan that complies with the provisions of applicable Codes.

The function of the Fire & Life Safety Emergency Operations Plan is to apprise employees and occupants of the established procedures to be implemented, should an emergency occur. The plan will explain the building's fire & life safety features, emergency organization, and address situations such as fire, medical emergencies, earthquakes, bomb threats, civil disturbances, biological agent threats, power failures, water leaks, inoperable elevators, and emergency evacuation.

A building's plan should be issued to tenants, employees, and management team members. It is to be read thoroughly and updated as additional procedures are developed.

No manual can hope to cover all instances and events that may occur in a disaster or emergency situation. However, the materials and procedures contained herein, if properly utilized along with education and training of all employees or tenants will provide a basis for the decisions and actions that are necessary to minimize the loss of life and property in an emergency.

IN CASE OF EMERGENCY: CALL 9-1-1

HOW TO USE THIS GUIDE

The first section entitled "Overview," will assist small businesses and occupancies in developing an emergency operations plan.

A more detailed explanation and guide for more complicated businesses and special occupancies begins with Section 2, "Objectives of Fire & Life Safety Emergency Operations Plan."

OVERVIEW

DEVELOPING YOUR OWN FIRE & LIFE SAFETY EMERGENCY OPERATIONS PLAN

An emergency operations plan is a well thought out plan that takes into consideration the unique features of your building and its occupants. No one plan will work for every building, but the main components are the same.

PICK YOUR FIRE & LIFE SAFETY TEAM

GETTING STARTED

- **FIRE & LIFE SAFETY DIRECTOR**

Identify the person who will maintain and implement your Emergency Operations Plan. Pick a person who has not only the knowledge, but the authority to implement the procedures outlined in the plan.

- **BUILDING RESPONSE TEAM**

Primary role is to investigate the source of an alarm or emergency, and communicate their findings to the Emergency Control Center.

- **RECRUIT FLOOR WARDENS**

Floor wardens are volunteers selected from among the building staff and tenants whose role is to assist in the evacuation of occupants from the building, in the event of a fire alarm or emergency. Floor wardens are on the front lines of emergency response when a fire or emergency occurs. They must be familiar with the building evacuation plan, and should receive training at least annually.

- **RECRUIT ASSISTANT MONITORS**

Responsible for providing assistance to those individuals on a floor that require assistance to evacuate. These include people with disabilities or who suffer medical problems.

- **SURVEY YOUR BUILDING'S OCCUPANTS**

Does your building house a changing population, as in a retail store or restaurant, or will the building occupants be familiar with the facility? Note any special needs that individuals may have, such as non-English speaking or people with disabilities.

DEVELOPING A PLAN

- **DEVELOP A FLOOR PLAN - (Required in Motels/Hotels and Semi-conductor facilities)**

Design a basic floor plan for each floor of the building, indicating the location of all fire exits, fire extinguishers, manual pull stations and other emergency equipment. Post the floor plan throughout the building. Mark "YOU ARE HERE" according to the location of the posted plan, as well as marking the two closest fire exits. Also, note that elevators must not be used as a fire exit.

- **DEVELOP WRITTEN PROCEDURES**

This can be a simple flyer that you distribute to tenants or a bound document that details the roles of staff and tenants during a fire or emergency. This document should be readily available for building occupants and distributed to new staff during orientation.

- **ASSIGN A MEETING PLACE**

Choose an outside location for occupants to meet after evacuating which is at a safe distance from the building. In the event of an evacuation, this is a place to assemble and account for all building occupants. The meeting place location should be far enough away from the building to keep individuals out of the way of fire fighting activities and away from falling glass and debris.

IMPLEMENTING THE PLAN

Staff or resident meetings, new employee orientations and building newsletters are effective ways of introducing tenants to a new emergency operations plan. Explain the routes of evacuation and point out alarms and extinguishing equipment. Let them know where the predetermined meeting place is for each floor or section of the building, if evacuated. Explain the proper procedures for reporting a fire or emergency. Please stress that **elevators cannot be used for evacuation in a fire emergency**.

REPORTING EMERGENCIES

The spread of fire can be very fast. It takes less than two minutes for a free-burning fire to reach temperatures over 1,000 degrees F. Controlling the fire and evacuating everyone safely depends on immediate notification of the emergency to the fire department, building security or management personnel.

Post all phones with the fire department emergency contact number. In Missoula, call 9-1-1 for fire, police, or ambulance. Make sure the address of the building appears on the telephone. If the building's manager wishes to be notified of emergencies, the appropriate number should also be listed on or near the phone.

Building occupants should be instructed to call 9-1-1 whenever an emergency occurs. They should state:

- The nature of the emergency
- The address of the building
- The nearest cross street
- The extent of the fire or emergency and specific information, if known
- Follow the 9-1-1 operator's instructions

The caller should never hang up until told to do so by the emergency operator.

AUTOMATIC FIRE ALARM REPORTING

A common misconception is that building fire alarms are monitored by the fire department. This is not always true. Most building's fire alarms are monitored by private monitoring companies. When such a company receives a signal indicating an alarm has activated, they in turn notify the appropriate fire department dispatch center. Never make the assumption that a fire alarm will automatically be reported to the fire department. Always make sure that a call has been placed by contacting 9-1-1 directly regardless of whether your building is monitored by a private monitoring service.

FIRE ALARM RESPONSE PROCEDURES FOR HOTEL AND MOTEL MANAGERS AND FRONT DESK PERSONNEL.

- Treat every alarm as an emergency.
- Call 9-1-1 upon activation of any alarm.
- Note the message on the digital display of the alarm panel (floor, zone etc...).
- Start evacuation by announcing "We have a fire alarm, please calmly exit the building".
- Assist any disable or impaired guests with evacuation if safe to do so. Otherwise, make note of their locations and inform the fire department.
- Meet the fire department upon their arrival and provide any information you have.
- If an authorized building representative has confirmed that the alarm is false, unintentional, or due to a malfunction, the alarm may be silenced by authorized personnel but **NOT RESET** until the fire department has investigated and authorized resetting of the alarm.

It is extremely important not to reset the fire alarm when you believe an alarm is false, until directed to do so by the fire department.

PROCEDURES FOR PERSONS UNABLE TO USE EXIT STAIRS

IF YOU CAN, MOVE TO THE EXIT AND HAVE PERSONS TO ASSIST YOU

- Move to the exit stairwell. Wait until all persons on the floor have evacuated and traffic in the stairwell has cleared. If the stairwell is free of smoke, enter and wait on the stairwell landing. Two people should wait with you while the Floor Warden informs the arriving fire company of your location. Make sure that the door to the stairwell is securely closed.
- Wait with your assistants for further instructions. The fire department will send firefighters to assist you if evacuation is necessary.
- If you are waiting in the exit stairwell and the traffic builds from the evacuation of upper floors, re-enter your floor, if safe to do so, and allow the stairwell to clear.
- If there are too many individuals to wait on the landing, an area of refuge should be sought on the floor, such as an apartment or a room with a door, window, and telephone. Use the fire survival skills to protect in place.
- Assistants should not attempt to carry you down the stairs unless conditions in the stairwell become threatening. If conditions deteriorate, the assistants can then help you to a safer area.

IF YOU ARE UNABLE TO LEAVE THE FLOOR

If you do not have persons to wait with you, or you are unable to leave your unit, refuge should be sought in place. Most appropriate would be a totally enclosed room or office with a telephone and window.

OBSERVE THE FOLLOWING SURVIVAL RULES TO PROTECT IN PLACE

- Use towels or clothing to block openings around doors or vents where smoke might enter. Put a wet cloth over your mouth or nose.
- Place a signal in the window. The signal can be anything that will call attention to your location.
- If smoke or fire enters your unit, call 9-1-1 to report your location. Stay low to the floor to breathe the cleanest air.
- It is advisable not to open or break windows. Often smoke from the outside of the building can enter through open windows. Breaking windows will put you at great risk of smoke entering from the outside and will hamper rescue efforts below.

FIRE DRILLS

In a fire drill, building occupants should duplicate as closely as possible the actions they would take if an actual fire occurred. A log book indicating the date, time and section of the building in which the drill was conducted should be kept. If your building fire alarm is monitored, notify the monitoring company of the drill immediately prior to its occurrence. If you are in a high-rise building, notify the monitoring company and the Missoula Fire Department at (406) 552-6210 that your drill is about to begin.

Fire drills may be pre-announced to building staff or occupants or they may be unannounced. Consideration of the building occupants and the use of the building may determine which type of drill is most appropriate.

CRITIQUE YOUR DRILL

Check for the following:

- Designated members (if present in your facility) were notified and responded appropriately to the fire floor.
- Building occupants could clearly hear and understand the alarm and any additional instructions.
- Evacuation was completed in an orderly and expedient manner.
- Floor wardens guided occupants to safety, completed floor check and reported to Building staff or the Fire & Life Safety Director upon completion of evacuation.
- Disabled persons assisted appropriately.
- Elevators were not attempted to be used for evacuation.
-

ESTABLISH A FIRE SCENARIO

You may choose to designate a specific location for the "fire" and obstructed exit paths to establish a scenario which would alter the basic fire drill procedures. It is best to attempt this type of drill after occupants have become familiar with their standard evacuation procedures.

This type of drill may be more interesting to building occupants as they have to make decisions when they encounter situations apart from the ordinary.

IDEAS FOR FIRE SCENARIOS

- Post signs or locate building staff inside one of the exit stairwells to inform those attempting to enter that the stairwell is blocked by smoke and they must choose a different route.
- Use a cardboard box decorated with red paper flames or a flashing red light to indicate where the drill “fire” is located. Have the staff person discovering it show you the correct procedure to follow.

APATHY OR LACK OF PARTICIPATION IN FIRE DRILLS

You may encounter some building occupants who refuse to participate in fire drills. Problems with frequent false alarms in a building may make matters even worse.

Your best tactic in gaining cooperation in drills is to explain the advantages of participating. Explain that in real fire conditions, evacuation can be considerably more complicated. Inform employers that liability for their employees increase if they do not allow or encourage participation in the drill. If a fire did occur, and one of their employees was injured or killed, it is possible they could be named in a lawsuit because of their lack of support for learning fire safety procedures.

Make the drill more interesting by using a fire scenario or checking to make sure the drill will be held at a convenient time. These actions may yield better participation.

HIGH RISE BUILDINGS

High rise buildings or high risk occupancies are required to submit a detailed Fire & Life Safety Emergency Operations Plan to the Missoula Fire Prevention Bureau for review. A high rise building is classified as any building that has occupied floors 75 feet or higher above the lowest point of fire department access.

ADDITIONAL RESOURCES

The Missoula Fire Department’s Fire Prevention Bureau provides assistance in evacuation planning, as well as providing resources for training staff and building residents. Call the Fire Prevention Bureau during regular business hours at (406)552-6210.

SECTION 2

OBJECTIVES OF A FIRE & LIFE SAFETY EMERGENCY OPERATIONS PLAN

1. HAZARD PREVENTION

Objective: To minimize the effects of an emergency by controlling hazards in occupancies and to maintain the building emergency facilities for the safety of occupants.

2. EMERGENCY EVACUATION

Objective: To establish a systematic method of safe and orderly evacuation from any area of a building, in case of fire or other emergency. To facilitate the evacuation, the following organization of key emergency personnel from building personnel and tenants should be established within the building. They will be called Fire & Life Safety Personnel. They shall be comprised of the following:

- a. Fire & Life Safety Director
- b. Building Response Team
- c. Floor Warden
- d. Assistance Monitor

3. TRAINING

To provide an emergency plan upon which training classes, handouts and fire drills will be based. With the exception of some lists, tables or charts, this plan is not intended to be relied upon during an emergency because of the explicit nature of its instructions. However, it is intended to be utilized as a training aid, prior to an emergency, so that procedures become second nature.

SECTION 3

BUILDING FIRE & LIFE SAFETY FEATURES

GENERAL DESCRIPTION OF THE BUILDING

- | | | | |
|----|-----------------|----|-------------------|
| A. | Address | D. | Construction |
| B. | Cross Street(s) | E. | Number of stories |
| C. | Safety Features | F. | Parking |

FIRE ALARM SYSTEMS

- | | | | |
|----|---------------------|----|---------------------------|
| A. | Activation | B. | Alarms (Notification) |
| 1. | Smoke Detector | 1. | Local Only |
| 2. | Sprinklers | a. | General |
| 3. | Heat Detector | b. | Zoned |
| 4. | Manual Pull Station | 2. | Remote (Central Location) |
| 5. | Other | | |

COMMUNICATIONS

- A. Voice Paging (See sample emergency messages in Appendix D)
- B. Telephone

EMERGENCY POWER

- A. Lights
- B. Other Life Safety Systems

ELEVATORS

- A. Normal Mode
- B. Emergency Mode

FIRE PROTECTION EQUIPMENT

- A. Sprinkler Systems
 - Flow and tamper switches
 - Rating & activating temperature of sprinkler heads
- B. Standpipes
- C. Tenant Fire Hose
- D. Fire Pump
- E. Fire Department Connections
- F. Fire Extinguishers
- G. Special Systems (cooking, computer/electronic equipment)

SMOKE CONTROL

- A. Tempered Glass Windows
- B. HVAC System
- C. Shaft Pressurization
- D. Fire Doors

EXIT PATHWAYS

- A. Automatic Door Locks
- B. Automatic Closing Doors
- C. Exit Stairwells

UTILITIES AND SHUT-OFFS

- A. Natural Gas
- B. Electrical
- C. Water
- D. Extinguisher System

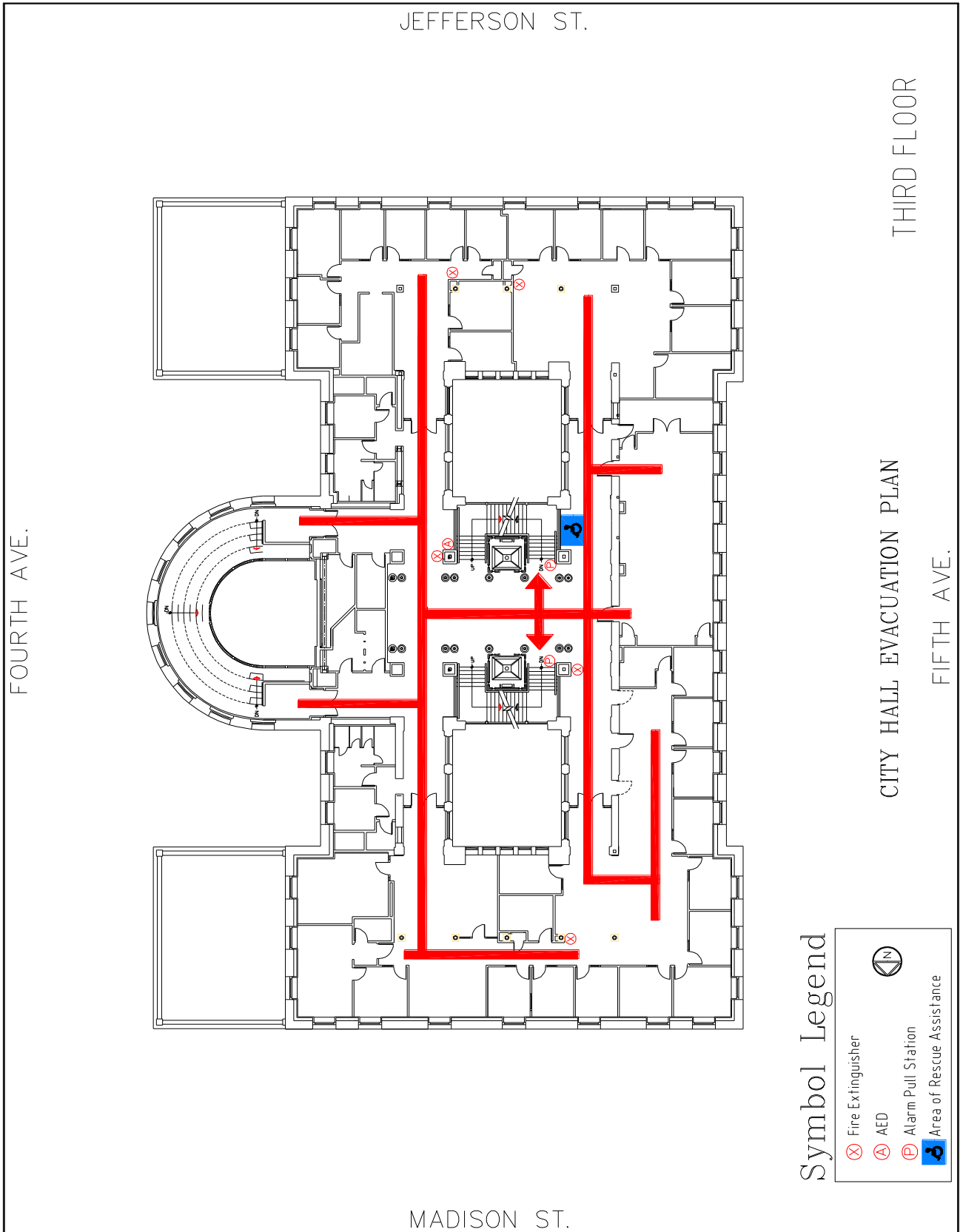
TYPICAL FLOOR PLANS

Develop sets of floor plans for the building, showing the following:

- A. Emergency Equipment Locations (fire extinguishers, hoses, etc.)
- B. Fire Alarm Pull Boxes
- C. Exits Note: ****In case of fire, DO NOT use elevators****
- D. Stairs
- E. Fire Escapes
- F. Possible Escape Routes
- G. Circuit Breaker Boxes
- H. Mechanical Shut-Offs
- I. First Aid Supplies
- J. Emergency Supplies (flashlight, water, blankets, etc.)

Post copies of floor plans with the information in each elevator lobby, by stairway exits or in each tenant space as necessary. Plans should be oriented to be easily read and right-side-up.

FLOOR PLAN EXAMPLE



SECTION 4

PREVENTION - PROTECTION - CONTROL

The periodic occurrence of disastrous fires should be cause for examination of hazards by those responsible for life safety. The tremendous potential loss of life and property from fire and earthquake makes prevention, protection and control an important part of a fire and life safety program.

PREVENTION

A close inspection of all heating and electrical equipment, refuse disposal areas and storage areas should be carried out by building managers, at least bi-monthly. Any employee who discovers a potential fire hazard should immediately inform their supervisor and in turn, the Fire & Life Safety Director.

- Do not allow accumulation of trash or waste material that is flammable or combustible.
- Storing equipment, trash, empty boxes, and packaging material in the stairways and corridors is **not permitted**.
- Do not empty ash trays into waste baskets that contain paper or other combustible materials. Do not throw cigarette butts into waste baskets or onto rugs at any time.
- Keep wastepaper basket and recycling bins away from draperies.
- Avoid the use of space heaters.
- Use only approved wiring. Power strips (UL listed) with breaker or fuse are allowed when plugged directly into a permanent outlet.
- Ensure that unsecured objects are not in the vicinity of exits so that exits will not be blocked by debris in the event of an earthquake.
- Secure bookcases, file cabinets, typewriters, computers or other heavy objects that could topple with hooks, angle brackets, Velcro, braided wire or other appropriate hardware.
- Ensure that a wrench to shut off the natural gas is near the main gas valve and the Fire & Life Safety Team is aware of its location.
- To keep items from sliding off shelving units, install guard rails made of metal on the front edge of the shelves.
- Place heavier objects and hazardous liquids on lower shelves.
- Brace light fixtures securely to ceiling joists, wherever possible.
- Where possible, apply security film to large windows to prevent glass from flying.
- Acquire an earthquake kit for each floor complete with three days' supply of food and water for the anticipated number of people, first aid kit, flashlights, radio, spare batteries, blankets, sanitation supplies, and utensils.

PROTECTION

Is your building is equipped with automatic fire sprinkler systems, heat and smoke detectors, fire doors, emergency lighting, alarms, and extinguishers meeting all federal, state and local regulations? These devices must be periodically inspected to ensure the maximum safety of all employees.

CONTROL

In order to extinguish and control fires, all personnel must become familiar with the following information so that they know it by memory and can practice it by instinct in case of fire. We can best protect ourselves and our property if we are well informed.

- Know the four types of fire. They are:
 1. Class A - paper, wood, cloth, rubbish, etc.
 2. Class B - flammable liquids, gas, oil, paint, etc.
 3. Class C - fires in energized electrical equipment.
 4. Class D - Exotic flammable metals.
- Know the location of the fire alarm pull station in your area.
- Know the location of telephones nearest your area.
- Know the location of and how to use the fire extinguishers in your area.
- Know your area and what is in it!
- Assign someone to meet the fire department when they arrive on the property.
- If the safety of occupants is threatened, the Emergency Response Team should help to immediately evacuate the area and the rest of the building, prior to leaving the building themselves.
- Assist disabled persons with evacuation or assist them to a "safe" area.

SECTION 5

FIRE & LIFE SAFETY PERSONNEL

Owners/Managers of the building will appoint a Fire & Life Safety Director and alternate in writing, giving the Fire & Life Safety Director the responsibility with the necessary authority to supervise and maintain the Fire & Life Safety Emergency Operations Plan.

The appointed Fire & Life Safety Director should possess the character, status and administrative ability necessary to organize this service with the tact and efficiency such a position demands.

Fire & Life Safety Director and Alternate

- Responsible for ensuring the building's fire protection and life safety equipment is in working order at all times.
- Maintains Fire & Life Safety Emergency Operations Plan.
- Reports to Building Emergency Control Center, in event of an alarm.
- Meets the responding fire company.
- Recruits and ensures training for floor wardens, the Building Response Team and assistance monitors.
- Responsible for obtaining and issuing emergency equipment, i.e., identification vests and flashlights.

Building Response Team:

- Recruited by Fire & Life Safety Director from among staff.
- Primary role is to investigate the source of an alarm or emergency and communicate their findings to the Emergency Control Center.
- Trained in using portable fire extinguishers.
- Desirable to be CPR certified.
- Assist floor wardens in evacuating occupants.

Floor Wardens:

- Primary role is to assist occupants in evacuating the building in emergency.
- Recruited by Fire & Life Safety Director from among staff and tenants.
- Training provided on regular, on-going basis.
- Recruits assistance monitors.

Assistance Monitor

- Responsible for providing assistance to those individuals on a floor that require assistance to evacuate. These include people with disabilities or who suffer medical problems.
- Reports directly to the Floor Warden.

Lobby Control Personnel

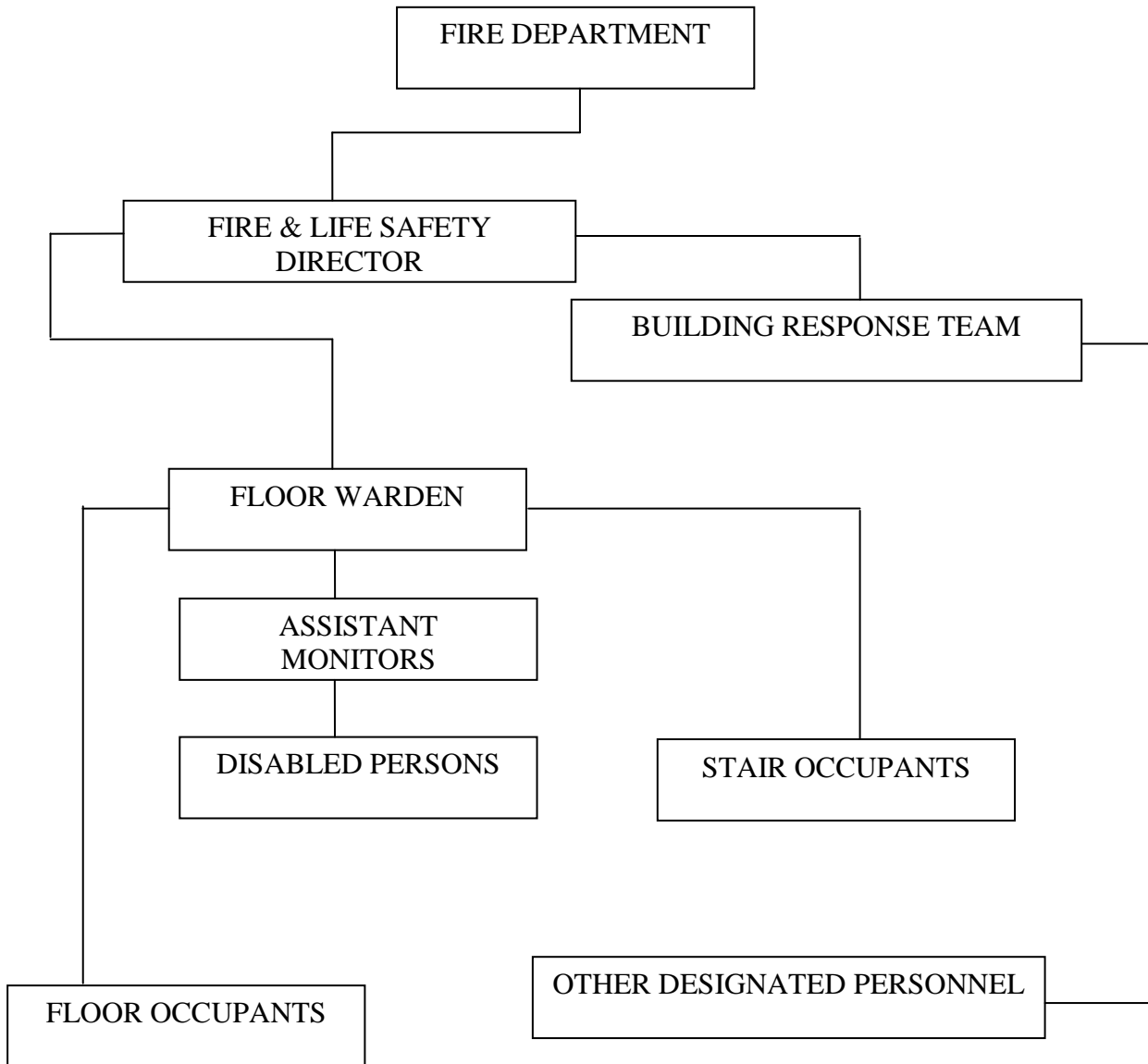
- Responsible for recalling the elevators to ground level.
- Keeps lobby area clear of evacuating occupants and bystanders.
- Reports directly to Fire & Life Safety Director.

Exit Control Personnel

- Responsible for ensuring that the ground level exits to the exterior of the building are clear of obstructions and that evacuating personnel are directed to the assembly area.
- Reports directly to Fire & Life Safety Director.

NOTE Always follow OSHA Rules and Regulations concerning procedures and training.

ORGANIZATIONAL CHART DURING EMERGENCY CONDITION



SECTION 6

EMERGENCY PROCEDURES FOR FIRE & LIFE SAFETY PERSONNEL

fire & life safety personnel function under the direction of the Fire & Life Safety Director or alternate during an emergency until the fire department arrives and takes command.

The front desk, fire alarm panel, or other designated area will function as the Emergency Control Center (ECC). The front desk receptionist or other designated person at the ECC is central to the exchange of information regarding an emergency.

WHEN AN ALARM SOUNDS

The ECC may become aware of a fire or emergency by the sound of the fire alarm, verbal report from employees or tenants in person or by phone. During an alarm or emergency, all other business should STOP.

WHEN YOU RECEIVE A REPORT OF A FIRE OR EMERGENCY

Obtain the following information:

1. Name of person reporting the emergency
2. Location of the fire or emergency
3. Current extent of the fire or emergency

ECC

The ECC will immediately notify by phone or pager all fire & life safety personnel that an alarm has sounded or an emergency has been reported. The ECC will call 9-1-1 to confirm the alarm or emergency has been reported.

The Fire & Life Safety Director

Reports to the ECC to assume command and coordinate possible evacuation or responds to the fire alarm or emergency to investigate.

Building Response Team

Proceed to the floor of alarm activation via the stairwells and verify that a fire condition or other emergency does indeed exist. Communicate with the ECC and give details of their findings. If fire control is not possible, close doors and assist with evacuation.

The ECC will be receiving calls for assistance and information from employees and the building response team. Most importantly - **REMAIN CALM!** Handle each call as time allows. REMEMBER the ECC's first responsibility is to assist the Fire & Life Safety Director and Building Response Team to confirm that a fire or emergency condition exists.

Floor Wardens

- Upon hearing the alarm, put on the floor warden identification and pick up your signal flashlight issued by building management.
- Begin evacuation to the stairwells upon hearing the alarm.
- ECC will notify occupants via voice speaker to stand-by at the stairwells or to evacuate.
- If no instructions from ECC are given or ECC instructs occupants to evacuate, coordinate an orderly evacuation of all employees or tenants from your floor using designated stairwells and exit routes.
- Ensure that everyone leaves the floor, check bathrooms and close hallway doors, but leave them unlocked.
- Assign persons to assist any people with disabilities requiring special assistance.
- Caution occupants when evacuating not to re-enter onto a floor where the alarm is sounding.
- Report to the ECC that your floor has been evacuated.
- Report to your designated meeting place to make a head count of occupants.

Assistance Monitors

- Report directly to their physically impaired companion.

Evacuating Instructions for People with Disabilities

- For the purpose of this guide “Physically Impaired” refers to anyone who, in an emergency situation, cannot leave the building quickly and easily due to permanent or temporary physical limitations.
- All persons in the building requiring assistance for evacuation will be listed on a special roster. It will include the floor, room, and type of disability and the names of the two assistance monitors assigned to them. The Fire & Life Safety Director will keep this list current and post copies in the ECC.
- Pre-determined safe areas will also be listed on this special roster.
- At least two capable people will be assigned to each person with disabilities by the Floor Warden. One of these will be strong enough to carry the physically impaired person, if necessary. Floor wardens will supply the Fire & Life Safety Director and maintain a current list of persons with disabilities including those employees or tenants who may be temporarily physically impaired.

Evacuation

- All assigned assistant monitors will accompany their physically impaired companions to a “safe” area and remain together until any danger is passed.
 - A SAFE AREA is an enclosed stairwell landing or designated area of refuge.
 - An AREA OF REFUGE is an enclosed room with a door, window and preferably a telephone.
- The Assistant Monitors will help the physically impaired individual to the stairwell and, if necessary, carry him/her down the stairs to the designated assembly area. NOTE: Carrying physically impaired persons down the stairs should be used ONLY when conditions in the stairwells become threatening.
- AT NO TIME WILL THE PHYSICALLY IMPAIRED PERSON BE LEFT ALONE. If the person requires additional help, only one companion will go for help while the other remains.

NOTE: During fire alarms, refuge areas should be sought below the floor in alarm . If the building must be evacuated completely, use the exit stairwells. Once on the ground floor, exit out to the assembly area away from the building.

False Alarm

If the Building Response Team investigates the building and determines that the alarm is false prior to the fire department’s arrival, the ECC will call 9-1-1 and indicate that the alarm is known to be false.

The 9-1-1 dispatcher will notify the fire companies in route to your building that a false alarm has been confirmed. Typically, one fire company will continue to your building to verify that the alarm is false. All other fire department responders will be canceled.

Upon confirmation of a false alarm, the Fire & Life Safety Director may **silence** the alarm. **DO NOT RESET THE ALARM.** After receiving authorization from the fire department, the ECC will announce an “all clear” notifying occupants that it is safe to re-enter the building. ..

IT IS EXTREMELY IMPORTANT NOT TO RESET THE FIRE ALARM WHEN YOU BELIEVE AN ALARM IS FALSE UNTIL DIRECTED TO DO SO BY THE FIRE DEPARTMENT. If this occurs, it is difficult for the fire department to determine the cause of the false alarm and may require a search of the entire building to verify the alarm is false.

Fire or Emergency Verified

The Building Response Team investigates the building and determines there is a fire or emergency and evacuation is necessary. If not already initiated, the Fire & Life Safety Director will initiate a general or zoned evacuation.

The Fire & Life Safety Director or designated representative should meet the first responding fire company with an emergency information packet, i.e., hazardous materials information and disabled persons information. They will standby with the fire department and assist them until advised to evacuate.

If Stairwells are Inaccessible

Floor Wardens:

- Calmly direct all the occupants to remain in their suites/rooms.
- Communicate with ECC, and advise them of your situation, indicating your floor number if you are in immediate danger and anything else that may assist the fire department to affect a rescue. If you are unable to contact ECC, contact 9-1-1 directly and follow their instructions.
- Instruct occupants to make their spaces as smoke proof as possible by taking cloth, paper or strips of clothing, etc., and wedging them into the cracks around the doors and wherever else smoke may enter the room.
- Standby for rescue by the fire department.

EARTHQUAKES AND OTHER EMERGENCY SITUATIONS

Earthquake Procedures

During the shaking, protect yourself by taking cover under a table, desk or crouch against an interior wall. **DO NOT RUN OUTDOORS!**

A. Fire & Life Safety Director

1. Report to ECC. Using the building emergency speaker system, mobilize Floor Wardens to carefully and systematically search their areas to locate injured personnel, inspect for damage and possibility of further damage or potential dangers.

B. Floor Wardens

1. After searching areas and reporting back to the ECC, prepare the floor occupants for possible evacuation.

C. Building Response Team

1. Respond to utility areas and check for utility leaks, breaks or electrical short circuits and report findings to ECC.

D. Severe Earthquake

1. Assess immediate damage.
2. Tend to the injured. Carefully move any injured people to a designated safe area.
3. Call 9-1-1 only if the situation is critical. Realize that during an earthquake the emergency is widespread, so do what you can for yourself.

E. After the Earthquake

1. Use extreme caution in entering building or work areas.
2. Don't use lanterns, torches, lighted cigarettes or any open flames until you are advised that there are no gas leaks and it is safe to do so.
3. Stay away from fallen/damaged electrical wires or open windows.
4. If there is a fire or power outage, see the "Fire" and "Power Failure" sections of this guide.
5. Check to be sure there are no persons stuck in the elevators.
6. Do not pass on rumors or exaggerated reports of damage.
7. If communication lines have been severed inside or outside the building, do not leave your area. If at all possible, the Fire & Life Safety Team will search each floor and instruct when evacuation is possible.

F. Mild Earthquake

1. After the quake, assess any damage and call 9-1-1 only if necessary.
2. Begin clean-up if necessary.
3. Inspect building for any structural damage.
4. Restore building systems to normal.
5. Return to work.

Medical Emergencies

Call 9-1-1 and then call building management to let the Building Response Team know of the medical emergency. Employees will assist with first aid if qualified. The building staff will meet fire and ambulance units and assist in showing them the way to the location of the emergency. When you call, give the following information:

1. Your name and phone number.
2. Building name, address and suite number.
3. Location of victim.
4. Victims chief complaint
5. Information concerning the victim, i.e., medical alert tag.

Follow the operator's directions. After reporting the emergency, go to the elevator lobby to direct building staff and emergency personnel to the location of the person within your suite.

Power Failures

In the event of an internal power failure, the building will be equipped with emergency power, which will restore specific fixtures in offices and corridors. Certain stairwell and exit lights will be lit. If you must leave the floor, please do so using the stairwells.

NOTE: In the event you are in an elevator at the time of a power failure, do not use the emergency stop button, as the emergency power may operate the elevator.

The Fire & Life Safety Director shall determine if and when it is necessary to evacuate the building during a power failure. If power is not restored to the building within 45 minutes, the Fire & Life Safety Director should commence evacuation of the building, giving the announcement over the public address system. Occupants should be instructed to proceed down stairwells and out of the lobby entrance to their designated meeting locations. Evacuation should be handled in the same way as a fire drill.

During the process of evacuation, and once the building has been evacuated, no one will be allowed entry into the building and onto their floors to assure that 100% evacuation has occurred. Re-entry into the building will not be allowed unless power is restored.

Floor Wardens shall start at the top of the building and work downward, checking all floors to assure evacuation is complete.

Water Leaks and Floods

Upon discovery of a water problem, immediately notify building management. Building maintenance and clean-up personnel should be dispatched immediately to begin repair and clean-up. If the problem is severe and cannot be immediately corrected or managed, contact 9-1-1 and the fire department will be dispatched to assist. If water problems occur within the main electrical distribution room or the transformer vault, immediately call 9-1-1 and Northwestern Energy at 1-888-467-2353. **Inoperable Elevator**

At no time are you in danger when an elevator is temporarily out of service. Elevators are equipped with mechanical safety brakes. These brakes will operate in all situations and require no power to operate.

If you find yourself trapped in a stuck elevator:

- Be sure that you have selected a floor to go to.
- Press the door open button on each side of the operating panel. If the doors open, exit the elevator and note which one it is. Pull out the red stop button on each side of the operating panel and notify a member of the building staff.
- If the doors do not open, use the emergency phone to call for help.
- At no time should you attempt to climb out of the elevator. Wait for help.
- If you know of a stuck elevator in the building, contact building management and report the floor and approximate location of the elevator. Try to stay in voice contact with the stuck person until assistance arrives.

Civil Disturbances

Riots or civil disturbances will generally offer little danger to occupants of the building. Other than instructing employees to stay clear of the exterior walls, no action should be taken unless directed by the police department to leave the building. Occupants should not be allowed to go to the lobby floor unless cleared by the police.

If you know of a possible civil disturbance, such as demonstrations or a riot taking place in front of your building, remain in your area, close the window covering and stay away from the windows.

If evacuation is necessary, proceed as directed by the police

All the exterior doors to the building will be locked during the disturbance and, if necessary, the elevators may be taken out of service for the period of time that a threat to the safety of the building is evident.

If the building elevators are removed from automatic service and placed under the manual control of the police or fire department, they will not respond to the elevator lobby call buttons. If it is necessary to move from the floor that you are on, use the stairway.

Bomb Threat

If you receive a bomb threat:

- Call 9-1-1 and request assistance for a bomb threat emergency.
- Call security or building management.

The person receiving the call should remain calm, keeping the caller talking and get as much information as possible:

- When will it explode?
- Where is the bomb now?
- What kind of bomb is it?
- What does it look like?
- Why are you doing this?

As you are talking, try to analyze the caller's voice:

- Male or female?
- Approximate age?
- Any accents?
- Identifiable speech patterns?

During business hours:

- Building Fire & Life Safety Director will proceed to ECC to take charge.
- Decision to evacuate building will be by police direction or Building Fire & Life Safety Director's discretion.
- Building Response Team will check common areas and evacuation routes: stairways, floor lobbies, loading dock area.
- Floor Wardens and alternates will organize a search of their tenant space and floor, including lobbies and restrooms and report to the ECC when the search is complete.
- Look for something that doesn't belong - a package, briefcase, paper sack, box, etc.

- Most explosives used in bombings are commercial dynamite and/or black powder. It is usually found in cylinders about one inch in diameter and eight inches long, covered with heavy paper. Black powder is usually encased in a section of pipe.
- If a suspicious object is found: **DO NOT TOUCH IT!** Notify the ECC and be prepared to direct the police bomb squad to its location.
- Evacuate the area immediately.
- Leave all doors open when evacuating.

NOTE: Do not route evacuating personnel by or near a suspected explosive device. Keep all persons away from glass windows, doors, display cases, etc.

Bomb Threat Information

Three reasons for a bomb threat:

- Disturbed person (revenge, extortion, political reasons).
- Disgruntled employee.
- Radical group.

NOTE: It is important for the person receiving a bomb threat over the telephone to accurately record the information listed on the threatening phone call checklist (APPENDIX E).

A trained tenant team is the most qualified to search their own area for a bomb.

Ninety-nine percent (99%) of all bomb threats are exactly that – a threat. Most of the time:

- Callers will not want to stay on the telephone.
- Details about the bomb will be shallow or sketchy.
- The caller's intent is to disrupt business or service.

The one percent (1%) of bomb threats that are real will be clear and concise about their call. Most of the time:

- Callers will be very specific about location, size, motives, time of detonation, etc.
- They will not be as concerned about having a phone call traced.
- They do not necessarily want to see people hurt.

Armed Intruder

- "Possible" armed intruder. On notification of possible armed intruder:
 - Obtain as much information as possible from reporting agency.
 - Immediately call 9-1-1 and request police assistance.
 - Contact security supervisor.
 - Contact Building Fire & Life Safety Director.
 - Fill out "Armed Intruder Check List" in the Appendix section of this book.
 - Stand by for updates.
- During business hours:
 - Building Fire & Life Director will proceed to the ECC to take charge.
- "Verified" armed intruder:
 - Have public address announcement to all floors:
 - "May I have your attention please? There is an armed intruder inside the building. The police are on the way."

- “Immediately lock yourself inside the nearest office and stay there until the “All Clear” is declared over the public address system.”
- “Do not use stairwells.”
- “Stay inside a locked office.”
- “Remain calm and quiet.”
- Repeat announcement.
- Respond to phone calls from within the building: “I’m sorry; we are currently working with an emergency situation. Please listen to the PA system for updated announcements.”
- Respond to phone calls from outside the building: “I’m sorry; we are currently unable to respond to your request. Please try back again.”
- Make public address announcement: “Attention, please. Please remain calm and quiet in your secure location. We will keep you informed.”
- Stand by for instructions from the police.

HOW TO HANDLE ANTHRAX AND OTHER BIOLOGICAL AGENT THREATS

Many facilities in communities around the country have received anthrax threat letters. Most were empty envelopes; some have contained powdery substances. The purpose of these guidelines is to recommend procedures for handling such incidents.

DO NOT PANIC

- Anthrax organisms can cause infection in the skin, gastrointestinal system or lungs. To do so, the organism must be rubbed into abraded skin, swallowed or inhaled as a fine, aerosolized mist. Disease can be prevented after exposure to the anthrax spores by early treatment with the appropriate antibiotics. Anthrax is not spread from one person to another person.
- For anthrax to be effective as a covert agent, it must be aerosolized into very small particles. This is difficult to do and requires a great deal of technical skill and special equipment. If these small particles are inhaled, life-threatening lung infection can occur, but prompt recognition and treatment are effective.

SUSPICIOUS UNOPENED LETTER OR PACKAGE MARKED WITH THREATENING MESSAGE - SUCH AS “ANTHRAX”:

- Do not shake or empty the contents of any suspicious envelope or package.
- PLACE the envelope or package in a plastic bag or some other type of container to prevent leakage of contents.
- If you do not have any container, then COVER the envelope with anything (e.g., clothing, paper, trash can, etc.) and do not remove this cover.
- Then, LEAVE the room and CLOSE the door or section off the area to prevent others from entering (i.e., keep others away).
- WASH your hands with **soap and water** to prevent spreading any powder to your face.
- What to do next...
 - If you are **HOME**, report the incident to 9-1-1.
 - If you are at **WORK**, report the incident to 9-1-1 **and** notify your building security official or an available supervisor.

- LIST all people who were in the room or area when this suspicious letter or package was recognized. Give this list to both the local public health authorities, and law enforcement officials for follow-up investigations and advice.

ENVELOPE WITH POWDER AND POWDER SPILLS OUT ONTO SURFACE

- DO NOT try to CLEAN UP the powder. COVER the spilled contents immediately with anything (e.g., clothing, paper, trash can, etc.) and do not remove the cover.
- Then LEAVE the room and CLOSE the door or section off the area to prevent others from entering (i.e., keep others away).
- WASH your hands with **soap and water** to prevent spreading any powder to your face.
- What to do next....
 - If you are **HOME**, report the incident to 9-1-1.
 - If you are at **WORK**, report the incident to 9-1-1 **and** notify your building security official or an available supervisor.
- REMOVE heavily contaminated clothing as soon as possible and place in a plastic bag or some other container. Place these items in a plastic bag or some other container that can be sealed. This clothing bag should be given to the emergency responders for proper handling.
- SHOWER with **soap and water** as soon as possible. Do Not Use Bleach or Other Disinfectant On Your Skin.
- If possible, list all people who were in the room or area, especially those who had actual contact with the powder. Give this list to both the local public health authorities so that proper instructions can be given for medical follow-up and to law enforcement officials for further investigation.

POSSIBLE ROOM CONTAMINATION BY AEROSOLIZATION:

For example: small device triggered, warning that air handling system is contaminated or warning that a biological agent is released in a public space.

- Turn off local fans or ventilation units in the area.
- LEAVE area immediately.
- CLOSE the door or section off the area to prevent others from entering (i.e. keep others away).
- What to do next....
 - If you are **HOME**, dial 9-1-1 to report the incident to local police and the local FBI field office.
 - If you are at **WORK**, dial 9-1-1 to report the incident to local police and the local FBI field office **and** notify your building security official or an available supervisor.
- SHUT down air handling system in the building, if possible.
- If possible, list all people who were in the room or area. Give this list to both the local public health authorities so that proper instructions can be given for medical follow-up and to law enforcement officials for further investigation.

HOW TO IDENTIFY SUSPICIOUS PACKAGES AND LETTERS:

Some characteristics of suspicious packages and letters to include the following:

- Excessive postage
- Handwritten or poorly typed addresses
- Incorrect titles
- Title, but no name
- Misspellings of common words
- Oily stains, discolorations or odor
- No return address
- Excessive weight lopsided or uneven envelope
- Protruding wires or aluminum foil
- Excessive security material, such as masking tape, string, etc.
- Visual distractions
- Ticking sound
- Marked with restrictive endorsements, such as "Personal" or "Confidential".

SECTION 7

EMERGENCY INSTRUCTIONS TO TENANTS/OCCUPANTS

Be prepared:

- Always assume an alarm is real.
- Participate in all drills and training.
- Know at least two safe exit routes.

IF YOU DISCOVER A FIRE:

- Get people out of the area.
- Close the door to room or area to confine the spread of the fire.
- Activate the fire alarm pull station.
- Call 9-1-1 and inform them of a fire condition. If it is unsafe to use a phone on your floor, use a phone from another floor – below your floor or from a neighboring building.
- Vacate the floor via the exit stairwells. **DO NOT USE THE ELEVATORS.**
- Listen and follow directions of the Floor Wardens, building staff, or fire department.

AT THE SOUND OF A FIRE ALARM:

- Follow the instructions of the Floor Warden. If no Floor Warden is present, and no instructions have been heard, proceed to the nearest exit and evacuate down the stairwells.
- Walk. Do not run. Shut all doors behind you and proceed along the corridors and down stairways in a quiet, orderly manner. Do not push or jostle. If you encounter heavy smoke, keep low (crawl). Use the wall to guide you to the nearest exit. If smoke is heavily concentrated in the exit, do not attempt to exit by that means of egress. Proceed to an alternate exit. When you have reached the outside of the building, move away from the doorway to allow others behind you to emerge from the exit.
- **DO NOT GO BACK INTO THE BUILDING FOR ANY REASON UNTIL THE FIRE DEPARTMENT HAS GIVEN PERMISSION TO DO SO.**

If you are in an enclosed office or room when an alarm has sounded, first feel the door.

If the door is warm:

- Do not open the door.
- Call 9-1-1, and/or building management office, notifying them of your exact location.
- Place a cloth along the bottom of the door to keep out smoke. Close as many doors as possible between you and the fire or smoke.
- Stay calm and wait to be rescued – you will be found.
- Do not break the window.

If the door is cool:

- Open cautiously. Be prepared to close it, if there is excessive smoke.
- Proceed to exit, stay low and keep eyes closed as much as possible, if smoke is present.

EVACUATION OF THE PHYSICALLY IMPAIRED; CHOICE NOT TO EVACUATE

PLANNING EVACUATION FOR PHYSICALLY IMPAIRED PERSONS:

1. For the purpose of this guide “physically impaired” refers to anyone, who in an emergency situation cannot leave their work place quickly and easily, due to permanent or temporary physical limitations.
2. All persons in the building requiring assistance for evacuation will be listed on a special roster. It will include the floor, room, type of disability, and the names of the two assistance monitors assigned to them. The Fire/Life Safety Director will keep this list current and post copies in the ECC.
3. At least two capable people will be assigned to each physically impaired person by the Floor Warden. One of these will be strong enough to carry the physically impaired person, if necessary. Floor Wardens will supply the Fire/Life Safety Director and maintain a current list of physically impaired persons including those employees or tenants who may be temporary physically impaired.

EVACUATION:

1. All assigned assistance monitors will accompany their physically impaired companions to a “safe area” and remain together until any danger is passed. A **SAFE AREA IS: AN ENCLOSED STAIRWELL LANDING, OR DESIGNATED AREA OF REFUGE.**
AN **AREA OF REFUGE** IS AN ENCLOSED ROOM WITH A DOOR, WINDOW, AND PREFERABLY, A TELEPHONE.
2. The assistance monitors will help the physically impaired individual to the stairwell and, if necessary, carry him/her down the stairs to the designated safe area.
NOTE: Carrying physically impaired persons down the stairs should be done ONLY when conditions in the stairwells become threatening.
3. At no time will the physically impaired person be left alone. If the person requires additional help, only one companion will go for help while the other remains.
NOTE: During fire alarms, refuge areas will be below the floor in alarm. If the building must be evacuated completely, use the exit stairwells. Once on the ground floor, exit out to an assembly area away from the building.

CAUTION: IF YOU CHOOSE NOT TO EVACUATE, observe the following survival rules, and protect yourself inside your apartment/office.

1. Use towels or clothing to block openings around doors or vents where smoke might enter. Close as many doors as possible between you and the fire or smoke.
2. If smoke or fire enters your unit, call 9-1-1 to report your location, or place a signal in the window. The signal can be anything that will call attention to your location. 3. Put a wet cloth over your mouth and nose. Stay low to the floor to breathe the best air.
4. It is advisable not to open or break windows – often smoke from the outside of the building can enter through the open windows. Breaking windows will put you at greater risk of smoke entering from the outside, and will hamper rescue efforts below.

IN THE EVENT OF AN EARTHQUAKE:

1. Take immediate cover under tables or desks, or crouch against an interior wall. Do not stand in a doorway, because you become a silhouette for shrapnel. Keep away from windows to avoid flying glass. Do not stand under light fixtures, or near objects that could fall on you.
2. Do not leave cover until the shaking completely stops.
3. After a major shock, evacuate the building if so directed by Floor Wardens, or if a dangerous condition exists, such as a fire. Remember, additional shocks or tremors may occur.
4. Keep calm. Do not run outdoors – watch for falling debris or electrical wires when leaving the building.
5. Proceed to the designated assembly area if it is safe to do so.
If you are disabled or non-ambulatory, remain where you are and wait for your assigned assistance monitor.
6. If fire occurs, activate the nearest fire alarm pull station (as the system may still be functional) and follow procedures outlined in the previous “If you discover a fire” section.
7. If qualified, render first-aid. If not qualified, assist those rendering or requiring first-aid.
8. Report any missing persons to Floor Wardens, as they will relay information to the fire department.
9. Telephones are to be reserved for emergency use only.

SECTION 8

POST FIRE OPERATIONS

1. GENERAL

- A. The Fire & Life Safety Team will be responsible to help the injured, treat superficial wounds, and await help from the fire department.
- B. The fire department may cordon off the area to prevent any further damage to the building and to restrict entry to unauthorized personnel.
- C. The Fire & Life Safety Director will ensure the building's fire and life safety systems are restored to working order by an authorized technician.

2. CLEAN-UP: Once the scene is released by the fire department:

- A. Clean-up crews will cooperate with property management and the tenant, and determine the extent of the damage and what will be salvaged or discarded.
- B. Carry all debris out of the building in covered metal containers and put in a metal "dumpster."
- C. The property manager will inspect and photograph the tenant spaces surrounding the fire damaged area and do whatever is necessary to prevent further property damage.
- D. Remove all standing water with mops, sponges, vacuums and buckets.

3. UTILITIES

A. Electrical

- 1. Thoroughly check the condition of all electrical panels serving the involved space.
- 2. Switch off any "tripped" circuits until checked for safety by a qualified electrician.
- 3. Provide temporary electric lighting as needed.

B. Mechanical

- 1. Stop all water by turning off sprinklers or domestic sources as required.
- 2. Visually inspect the ceilings, ductwork, fans and HVAC systems in the affected area.
- 3. Provide temporary heaters for drying carpets and walls as required

4. CONTRACTORS: Date last revised: _____

A.	Electrical	
	Company Name:	
	Contact Person:	
	Phone - Day:	Night:
B.	Elevators	
	Company Name:	
	Contact Person:	
	Phone - Day:	Night:
C.	Clean-Up Contractor	
	Company Name:	
	Contact Person:	

	Phone - Day:	Night:
D.	Debris Removal Contractor	
	Company Name:	
	Contact Person:	
	Phone - Day:	Night:
E.	Alarm System	
	Company Name:	
	Contact Person:	
	Phone - Day:	Night:
F.	Sprinkler System	
	Company Name:	
	Contact Person:	
	Phone - Day:	Night:

SECTION 9

RESPONSIBILITY ASSIGNMENTS:

I. Building Owner and Property Management Numbers: Date last revised: _____

A.	Building Owner/Contact Name:	Phone:
		Evening:
B.	Building Manager Name:	Phone:
		Evening:
C.	Chief Engineer Name:	Phone:
		Evening:
D.	Fire & Life Safety Director Name:	Phone:
		Evening:
E.	Alternate Fire & Life Safety Director Name:	Phone:
		Evening:

II. Emergency Training Program

- A. The Fire & Life Safety Director will conduct yearly fire, life safety, and emergency procedure training, including:
 - 1. Fire reporting
 - 2. Evacuation
 - 3. Fire alarm system operation
 - 4. Fire department procedures
- B. Fire & Life Safety Training will be provided for:
 - 1. Property management staff
 - 2. Building Response Team: (Engineers, security, and maintenance staff)
 - 3. Floor Wardens
- C. All training will be documented and kept with fire drill reports.
- D. Fire Drills: The Fire & Life Safety Director will coordinate fire drills at frequent intervals to familiarize employees or tenants in the building with proper evacuation procedures.

III. Tenant Responsibilities

- A. Know the established procedures detailed in the Emergency Procedures Brochure and promulgate emergency information to all its employees.
- B. Provide Floor Wardens as requested by the Fire & Life Safety Director.
- C. Release Floor Wardens from daily responsibilities to participate in emergency training sessions.
- D. Provide fire & life safety equipment and emergency supplies.
- E. Know escape routes, and begin evacuation immediately at the sound of alarm.
- F. Follow Floor Warden or emergency evacuation procedures in the event of an emergency.

IV. Plan Update Procedure

A. Occupancy

1. Review floor plans and tenant areas quarterly.
2. Incorporate any changes.
3. Insert updated floor plans or material into this guide.

B. Review and Revise Quarterly

1. Equipment inventory.
2. Evaluation and communication procedures.

C. Forward any revisions to the Fire & Life Safety Director and the ECC.

SECTION 10

GUIDELINES FOR AN EFFECTIVE FIRE DRILL

Preplan

An effective fire drill requires one essential ingredient for success: preplanning. Strategies and plans need to be made prior to the fire drill to ensure a smooth drill of fire emergency procedures.

Select Leaders

Leaders need to be chosen from among the building occupants. In a high rise building, individuals must be selected to fill the job of Fire & Life Safety Director, Floor Wardens, and Building Response Team(s).

The Fire & Life Safety Director oversees the fire safety practices and equipment for the entire building.

Floor Wardens are assigned the primary responsibility of evacuating building occupants. They also should try to close doors throughout the floor to which they are assigned. This will prevent the spread of smoke and fire. It is recommended that a minimum of two floor wardens are selected for each floor; a primary warden and an alternate. If your building is not a high rise, it is still recommended to assign certain individuals as "floor wardens."

High rise and low rise building floor wardens are given the responsibility to make sure their co-workers safely evacuate the building. The persons assigned these positions must have management's full support and cooperation. They should have authority and this authority should be clearly defined and understood by their associates. No one should be allowed to remain at their work station, for any reason, when a floor warden sounds the alarm to evacuate.

The responsibility of floor warden is not always popular among building occupants. To encourage participation in this position, try and acknowledge the contribution these individuals are making to their co-worker's safety. Acknowledgement can take the form of special privileges, mention in the Company newsletter or another form of recognition.

Building Response Team

The Building Response Team is responsible for investigating the alarm or emergency call to determine if it is real or false.

Select a Meeting Place

The only way to be certain all building occupants have evacuated the building is to choose a safe meeting area outside the building where a count can be taken. If your building has several floors, you may need to decide on more than one meeting place. All occupants should know this location and remain there until otherwise directed.

The meeting place should be safe from the fire threat. The location should not hamper fire fighting activities or block incoming aid into the building.

If your building is a high rise, it may not be necessary or desirable to have all building occupants leave. The exact evacuation plan is determined by the specific type of fire alarm system that has been installed in your building. A general alarm, in which the fire alarm sounds on all floors at once, requires the entire building to be evacuated. A zoned alarm, which sounds only on a few floors in the vicinity of the fire area, requires that only those floors in which the alarm is sounding be initially evacuated. Modern buildings are constructed to ensure that occupants can safely sit out a small fire burning several floors below. In addition, opening all stairwell doors to evacuate occupants can allow large quantities of smoke to travel up the stairwells. Your Fire & Life Safety Director can provide you with more information regarding your evacuation plan. If you have any remaining questions, call the Missoula Fire Department at (406) 552-6210.

Floor Warden Training

Floor Wardens should receive special training in building evacuation and fire protection equipment. They should know the exit pathways (excluding the elevator), understand your alarm system, and any unique fire safety features of your building. It is helpful to give Floor Wardens a brief session on building smoke detectors, the fire alarm system, public address system, fire sprinklers, central alarm monitoring, and fire extinguishing equipment. If you give your Floor Wardens a little understanding of the overall fire protection picture, they can more effectively perform their part in a fire emergency. The Missoula Fire Department's Fire Prevention Bureau can help you train Floor Wardens.

Announced vs. Unannounced

Fire drills may be pre-announced to building staff or occupants, or they may be unannounced. Consideration of the building occupants and the use of the building may determine which type of drill is most appropriate. It may be appropriate to conduct an unannounced drill for only certain portions of the building.

Be Creative

Use a flashing colored ball or a piece of red paper to symbolize a fire and start the drill. Notify floor wardens and occupants that they should treat this fire symbol as if it was a real fire.

After occupants become familiar with a standard fire drill, you may wish to prepare occupants for more realistic fire conditions. Establish a fire scenario which would alter basic evacuation procedures. For instance, post signs in one exit stairwell to indicate it is blocked by smoke or flame. Use a cardboard box covered with paper flames to simulate that a corridor is blocked by fire and an alternate exit must be used.

Making the drill more interesting by using a fire scenario or checking to make sure the drill will be held at a convenient time, may yield better participation as well.

Fire Drill Critique

The Fire & Life Safety Director and Floor Wardens should go through a verbal and written critique after each fire drill. Points which should be covered: not hearing the alarm, fire

equipment blocked or unusable, exits and hallways blocked, operations hindered, duties not understood or carried out, and the amount of time used to complete the evacuation. This critique should follow the drill as soon as possible. Group discussions at the employee/occupant level should also be encouraged. A written critique form is available in this section.

QUESTIONS?????The Missoula Fire Department's Fire Prevention Bureau is available to answer your questions regarding fire drill procedures. Assistance with Floor Warden training or general fire & life safety presentations for building occupants may also be available. Call the Missoula Fire Department at (406) 552-6210.

TIPS FOR CONDUCTING A SUCCESSFUL FIRE DRILL

Notify Fire Department and Alarm Monitoring Companies

In a high rise building, notify the fire department that your drill is about to begin. The fire department will then know you do not have a real emergency. In any buildings, if you subscribe to an alarm monitoring company, notify them of your drill prior to sounding the alarm.

Sound the Alarm

Activate the fire alarm. If your building does not have a fire alarm another system should be established. Occupants can be notified by telephone or intercom.

Begin Evacuation

Floor Wardens should begin their floor evacuation as soon as the alarm is sounded. Floor Wardens should direct occupants away from the elevators and toward the stairwells. Occupants should be reminded of their meeting place outside.

Provide Assistance to the Physically Impaired

Each physically impaired individual should be assigned two assistance monitors before the fire drill. Physically impaired persons should be accompanied to the inside of the stairwell, unless the area is threatened by smoke or fire. If conditions require further evacuation, the physically impaired person's assistance monitors should carry the person to a safe area, at least a few floors below the fire area.

Conduct a Head Count

After occupants have assembled at the designated meeting place, a count should be taken to ensure all individuals have safely left the building.

All Clear

In a real fire emergency, occupants should not be allowed to re-enter the building until an "all clear" signal is authorized by the fire department. This signal should be practiced during the fire drill before occupants are allowed back in the building.

Critique

A fire drill critique (form attached) should be filled out and evaluated immediately following the fire drill.

FIRE & LIFE SAFETY TEAM ROSTER

FIRE & LIFE SAFETY DIRECTOR AND ALTERNATE

Name	Suite #	Phone
(ALT)		

BUILDING RESPONSE TEAM AND ALTERNATE

Name	Suite #	Phone
(ALT)		
(ALT)		

LOBBY CONTROL PERSONNEL

Name	Suite #	Phone
(ALT)		

EXIT CONTROL PERSONNEL

Name	Suite #	Phone
(ALT)		

FLOOR WARDENS AND ALTERNATES

Floor #	Name	Suite #	Phone
16th	(ALT)		
15th	(ALT)		
14th	(ALT)		
13th	(ALT)		
12th	(ALT)		
11th	(ALT)		
10th	(ALT)		
9th	(ALT)		
8th	(ALT)		
7th	(ALT)		
6th	(ALT)		
5th	(ALT)		
4th	(ALT)		
3rd	(ALT)		
2nd	(ALT)		
1st	(ALT)		

APPENDIX B

INCIDENT RECORD FORM

	Type of Incident:	
	Drill	
	False Alarm:	
		Detector activation, no smoke or fire
		Manual pull station, no smoke or fire
		Sprinkler water flow switch, no sprinklers activated
	Confirmed Fire Condition:	
		Detector activation
		Manual pull station
		Sprinkler water flow switch

Alarm Zone:

Equipment Used:

Senior Fire Dept. Officer's Name:

Evacuation Control Officer:

Building Response Team:

Floor Wardens:

Casualties:

Disabled Persons:

Extent of Damage:

Time:

Date:

Comments:

Signed:

APPENDIX C

PHYSICALLY IMPAIRED PERSONNEL

NAME	FLOOR AND ROOM	TYPE OF DISABILITY

ASSISTANCE MONITOR #1	ASSISTANCE MONITOR #2

NAME	FLOOR AND ROOM	TYPE OF DISABILITY

ASSISTANCE MONITOR #1	ASSISTANCE MONITOR #2

NAME	FLOOR AND ROOM	TYPE OF DISABILITY

ASSISTANCE MONITOR #1	ASSISTANCE MONITOR #2

NAME	FLOOR AND ROOM	TYPE OF DISABILITY

ASSISTANCE MONITOR #1	ASSISTANCE MONITOR #2

NAME	FLOOR AND ROOM	TYPE OF DISABILITY

ASSISTANCE MONITOR #1	ASSISTANCE MONITOR #2

NAME	FLOOR AND ROOM	TYPE OF DISABILITY

ASSISTANCE MONITOR #1	ASSISTANCE MONITOR #2

SAMPLE EMERGENCY MESSAGES

ZONED ALARM - FLOORS IN ALARM

“May I have your attention please? May I have your attention please? A fire alarm has activated on Floor 20. While this report is being investigated, the Fire & Life Safety Director would like occupants of Floor 20 and Floor 21 to proceed to the stairwells and walk down four floors and re-enter the building. Please do not use the elevators. They have been recalled to the Lobby. Occupants of Floor 20 and Floor 21 should proceed to the stairwells and walk down four floors and re-enter the building. Please wait there for further instructions.”

ZONED ALARM - FLOORS NOT IN ALARM

“May I have your attention please? May I have your attention please? A fire alarm has activated on Floor 20. While this report is being investigated, the Fire & Life Safety Director would like occupants on all floors except Floor 20 and Floor 21 to remain on the floor where you are now located. Fire department officials will provide further information if required.

GENERAL ALARM - ALL FLOORS

(This announcement may only be made if done immediately after the alarm has sounded.)

“May I have your attention please? May I have your attention please? A fire alarm has activated on Floor 20. While this report is being investigated, the Fire & Life Safety Director would like occupants of Floor 20 and Floor 21 to proceed to the stairwells and walk down four floors and re-enter the building. Please do not use the elevators. They have been recalled to the Lobby. Occupants of Floor 20 and Floor 21 should proceed to the stairwells and walk down four floors and re-enter the building. Please wait there for further instructions.”

“All other occupants of the building should remain on the floor where you are now located. Fire department officials will provide further information if required.”

APPENDIX E

THREATENING PHONE CALL/BOMB THREAT CHECKLIST

POINTS TO REMEMBER:

- Ask the caller to speak louder and slower.
- Ask the caller to repeat themselves.
- Using non-verbal gestures, notify a co-worker that you are taking a threatening call.

Name of person receiving call: _____
 Date: _____
 Time call was received: _____
 Time call ended: _____
 Nature of threat: _____
 Exact words of caller: _____

QUESTIONS TO ASK:

Is this a bomb threat? _____
 When will it explode? _____
 Where is the bomb? _____
 What kind of bomb is it? _____
 What does it look like? _____
 Why are you doing this? _____

THE CALL:

Local Long Distance Can't Tell

THE VOICE:

Male Female Child Adult Age

TONE	SPEECH	LANGUAGE
Loud	Fast	Excellent
Soft	Slow	Good
High Pitch	Distinct	Fair
Low Pitch	Distorted	Poor
Raspy	Stutter	Cursing
Pleasant	Nasal	

ACCENT	MANNER	MANNER
Local	Calm	Emotional
Foreign	Angry	Rational
Caucasian	Coherent	Irrational
Black	Incoherent	Deliberate
Spanish	Intoxicated	Laughing
Asian	Crying	Moaning

BACKGROUND NOISES		
Street Traffic	Voices	Airplanes
Office Machines	Factory Machines	Animals
Quiet	Bedlam	Trains
Children	Music	Sirens

Additional Comments or
remarks: _____

Forward this form to your department head when complete.

BUILDING FIRE DRILL REPORT

Date _____

Report By _____

Title _____

Building Name _____

Building Address _____

Time Drill Began _____

Time Drill Completed _____

SPECIFIC TIMING

Floor # or Area	Notification/Began	Clear/Finished	Total Time Elapsed

COMMUNICATIONS

_____ Was the Fire Alarm clearly heard in all areas?

_____ Was the Public Address System clearly heard in all areas?

_____ Fire Department Notified? Time _____ (simulation)

_____ Security notified?

_____ Alarm/Monitoring company notified?

EVACUATION TEAM PERSONNEL

_____ Floor Wardens followed correct fire drill procedures?

_____ Floor Wardens carried out all assigned duties? (Floor search, head count)

CONTAINMENT OF FIRE

_____ Were all doors closed but not locked?

_____ Was a fire extinguisher taken to the location of the fire?

EVACUATION

- Corridors and exits kept clear?
- Did the evacuation proceed in a smooth, swift and orderly manner?
- Did visitors to the building take part in the drill?
- Were all handicapped persons assisted by two "partners" to reach the inside of the stairwell?
- Did all building occupants assemble at the proper meeting place?
- Was a head count taken at the meeting place?

RECORDS

- Were important documents and cash secured or prepared for removal? (If relevant)

Remarks and Recommendations: Explain all "no" answers. Use reverse side for additional comments and/or problems encountered.

Signature _____

(Floor Warden/Observed)

ARMED INTRUDER CHECKLIST

DESCRIPTION OF PERSON(S)

PHYSICAL:

- Name or alias, if known _____
- Sex - Race _____
- Height - Estimate should compare with officer's height _____
- Weight - Basically the same as height _____
- Hair - Color, texture, length, type of cut, etc. _____
- Eyes - Shape, color _____
- Complexion - Dark, light, skin texture, etc. _____
- Speech - Accent, impediment, voice time, etc. _____
- Build - Heavy, slim, stocky, etc. _____

CLOTHING:

- Hat - Type, color, etc. _____
- Coat - Type, color, material, etc. _____
- Shirt - Type, color, sleeve length _____
- Tie - Type, color, knot, etc. _____
- Trousers - Type, color, material _____
- Belt - Color, material, buckle _____
- Gloves - Type, color, material _____
- Shoes - Type, color, etc. _____

PECULIARITIES:

- Glasses - Type, color, rim, etc. _____
- Eyebrows - Full, color, etc. _____
- Baldness - Full, partial, etc. _____
- Nose - Large, small, broken, etc. _____
- Teeth - Stained, large, broken, etc. _____
- Moustache - Color, length, type, etc. _____
- Scar or marks - Type, color, length _____
- Ears - Big, protruding from head, etc. _____
- Neck - Thick, long, etc. _____
- Hands - Fingers missing, large scars, rings, etc. _____
- Jewelry - Types, where worn _____
- Tattoos - Design, where worn _____

WEAPONS/TOOLS:

- Gun - Automatic/revolver, rifle or shotgun, large/small _____
- Knife or other - Describe _____