March 25, 2020

Dear Business Owner / Manager:

“Creating an Emergency Action Plan” was developed with input from Denver’s public and private sectors to ensure that building owners and managers have pertinent information that is applicable to a wide range of building types.


The first part of the “Creating an Emergency Action Plan” will require tailoring the plan to the individual building. The second part, starting at “Other Emergencies” can be applied with little change.

For your convenience we have also provided an EAP template on our website. You are not required to use our template and you may create your EAP however you would like, if it conforms to the guidelines published in this document, or you may choose to hire a third-party company to evaluate your building and have them create a custom EAP for you.

Once the ‘Plan’ has been customized to fit your building and is ready to be submitted for approval, please have all changes or additions to the document hi-lighted. Then submit the completed plan via E-mail at Denfpd@denvergov.org

Some things to consider when devising your plan.

- Does the plan consider all potential natural or man-made emergencies?
- Does the plan consider all potential internal sources of emergencies that could disrupt your workplace?
- Does the plan consider the impact of these internal and external emergencies on the workplace’s operations and is the response tailored to the workplace?

As of March 25, 2020, all action plans must conform to the guidelines established by this “Creating an Emergency Action Plan” document. All action plans must be kept on file and available to the Fire Prevention Division Inspectors for review and approval on an annual basis.
DENVER FIRE DEPARTMENT
CREATING AN
EMERGENCY ACTION PLAN

TABLE OF CONTENTS

1. INRODUCTION AND PURPOSE ................................................................. 4
2. EMERGENCY CONTACT INFORMATION ................................................. 4
3. PANIC CONTROL ......................................................................................... 5
4. BUILDING SURVEY ................................................................................... 5
5. BUILDING SAFETY PERSONNEL AND ASSIGNED TASKS ...................... 5
6. FIRE PROTECTION EQUIPMENT AND SYSTEMS: TYPE AND LOCATION .... 5
7. COMMUNICATION EQUIPMENT AND SYSTEMS ..................................... 6
8. EVACUATION AND RELOCATIONS ......................................................... 6
   Evacuation .................................................................................................... 6
   Relocation ...................................................................................................... 7
   Stair Enclosures ............................................................................................ 7
9. ACCIDENT OR ILLNESS ........................................................................... 8
10. GENERAL EMERGENCY PROCEDURES – ASSEMBLY OCCUPANCIES .... 8
    Emergency Personnel for Assembly Occupancies .................................... 9
    Approved Announcements ......................................................................... 10
11. GENERAL EMERGENCY PROCEDURES – OFFICE, RESIDENTIAL AND BUSINESS OCCUPANCIES ................................................. 10
    Tenant Responsibilities ................................................................................ 10
    Emergency Staff .......................................................................................... 11
    Drill Coordinator: ....................................................................................... 12
    Emergency Coordinator (Formerly known as Floor Warden) ....................... 12
    Floor Leader: .............................................................................................. 15
    Searcher: .................................................................................................... 15
    Stairway Monitor: ....................................................................................... 16
    Elevator Monitor: ........................................................................................ 16
    Aide to Employees with Mobility Impairment: ......................................... 16
    Assembly Area Monitor: ............................................................................ 17
Communicator/Runner: ................................................................. 18
Drill Evaluator: ........................................................................... 18
Alarm Announcements – Office Buildings.............................................. 19
12. EMERGENCY EVACUATION FOR PEOPLE WITH DISABILITIES AND OTHER
FUNCTIONAL NEEDS........................................................................ 19
13. BOMB THREATS ........................................................................... 25
   Bomb Threat Emergency Procedures .................................................. 25
   BOMB THREAT CHECKLIST............................................................... 1
14. MASS ATTACKS IN CROWDED AND PUBLIC SPACES: ......................... 2
15. ELECTRICAL POWER FAILURE ....................................................... 3
16. TORNADOS .................................................................................. 3
   Tornado Procedures........................................................................... 3
   Actions to be taken............................................................................ 3
17. EARTHQUAKES............................................................................. 3
   Precautions to take during an earthquake: ......................................... 3
   Precautions to take after an earthquake: ............................................. 4
18. ELEVATOR EMERGENCY ................................................................. 4
19. NATURAL GAS ODOR EMERGENCY ............................................... 5
20. ENVIRONMENTAL EMERGENCY .................................................... 5
21. WATER INTERRUPTION OR FLOODING ............................................ 5
22. STRANGER IN BUILDING AND HOSTAGE SITUATIONS ....................... 5
23. EMERGENCY EVACUATION DRILLS .............................................. 6
   FLOOR PLANS ................................................................................ 7
24. PETS AND SERVICE ANIMALS......................................................... 7
25. SMART911 AND TEXT911 ............................................................... 9
   SMART911 .................................................................................. 9
   TEXT to 911.................................................................................. 9
HANDBOOK FOR DEVELOPING AN EMERGENCY ACTION PLAN

(Examples of the following information are given in the sample “Emergency Action Plan” that follows. Some of the following information will not apply to all buildings.)

1. **INTRODUCTION AND PURPOSE**

   - Introduce the purpose of the document and how it will be used as a plan in the event of an emergency.
   - State the procedural actions to be taken in emergencies.
   - Identify any building hazards.
   - Follow instructions as described in this Emergency Action Plan.
   - Explanation as to why an Emergency Action Plan is critical.
   - Denver Fire Department inspections and housekeeping.
   - Fire Department pre-fire planning.
   - The Denver Fire Department Fire Prevention and Investigation Division may review Emergency Action Plans for accuracy. You will be asked to be able to show it at your annual inspection.

2. **EMERGENCY CONTACT INFORMATION**

   A. Some phone systems require the caller to dial a number to attain an outside line, include this when listing your phone numbers (9-911 for Fire and Police).

      Emergency personnel contact telephone numbers.

      When contacting 911 be prepared with the following information:
      - Your name
      - Type of Emergency (Fire, Smoke, Medical Emergency, Intruder)
      - Building address
      - Your location within the building (Floor #, Parking garage, Warehouse)

      **Do not hang up until 911 operator request that you do.**

   B. Smart911. Register your smart phone. When tenants or employees leave have them remove their phone from Denver’s Smart911.

      Smart911 is a private, secure service that allows you to create a safety profile that provides 911 and emergency responders with important information you want them to know about yourself, your family members and pets, your home and your vehicles in any kind of emergency. The information you provide automatically displays the 911 call taker’s screen when an emergency caller is placed from a phone number connected to your profile. These details save seconds or even minutes during an emergency.
C. Text911. Text to 911 – Call if you can, text if you must.

When should I text to 911?
- If you are deaf, hard of hearing, or have a speech disability.
- When you are unable to speak because of an injury or medical emergency
- When you are facing a threatening situation and a voice call could increase the threat or compromise your safety.
- When you are in a remote location or area with limited coverage and a text message is the only option to request emergency services.
- When you are in an area where the phone lines and cell towers are overwhelmed and only a text can get through to request emergency services.

Staff Personnel

Since personnel may change but a job title will usually remain consistent, use job titles rather than names when giving telephone numbers for staffed positions (i.e., “Building Engineer” instead of “Mr. Jones”).

3. PANIC CONTROL

- Causes of panic
- Panic deterrents
- Antidotes for panic

4. BUILDING SURVEY

- Overview of the building (name of building, age, number of stories, construction type, etc.)
- Building description

5. BUILDING SAFETY PERSONNEL AND ASSIGNED TASKS

Note: Include this information only if it applies to your staff. Include hours that staff members are available and their assigned responsibilities.

The plan should include information on the following positions (not limited to these examples):
- Fire Safety Director
- Security Guard
- Building Engineer
- Evacuation Coordinator

6. FIRE PROTECTION EQUIPMENT AND SYSTEMS: TYPE AND LOCATION

Note: Include the information that applies to your building’s systems.
Plan should include information on all fire protection systems (not limited to these examples).
- Smoke/Heat detectors
- Fire sprinklers
- Fire alarm manual pull stations, fire standpipe valves, and fire extinguishers
- Emergency power and lighting systems
- Smoke control
- Elevator control
- Elevator emergency controls
- Location of key components (shut-offs, keys, etc.)

7. **COMMUNICATION EQUIPMENT AND SYSTEMS**

When a fire alarm system device is activated in your building, how will the occupants be notified?
- Audible alarms (horns)
- Visual warning devices (strobos)
- Special application warning devices for impaired individuals
- Public address system (if applicable)
- Proper signage
- Management phone numbers and hours of operation
- Emergency phones or Intercom system in stairways and elevator lobbies (areas of refuge)
- Elevator car phones or intercom system

Building security – ingress and egress control

Discuss all aspects of your Security staff
- Location
- Hours
- Responsibilities

8. **EVACUATION AND RELOCATIONS**

**Note:** The Denver Fire Department no longer permits occupants of buildings to “stand by” or “stay in place” when a fire alarm is activated on their floor. Immediate evacuation of the affected floor(s) is mandatory.

**Evacuation**

When a fire alarm signal sounds, the occupants of three floors – the floor on which the alarm occurs and the adjacent floors above and below – must evacuate the building immediately.
If an alarm is sounding on your floor you must evacuate.

**Relocation**

For buildings with more than six (6) levels above grade, a possible alternative is relocation to lower building levels. However, before being incorporated into the Emergency Action Plan for a specific building this option must be approved by the Denver Fire Department. The DFD’s approval will be based on: (1) the number of occupants who will be relocated to each building level (maximum occupant loads must not be exceeded.) (2) An agreement must be reached between the tenants of each building level and the building management to allow relocation to the various building levels (this is prompted partly by safety issues and partly by reports of vandalism or theft in office buildings after people have been relocated to other floors during emergencies or emergency drills). (3) Building features such as (but not limited to):

- Sprinkler systems
- Fire alarm system
- Exit stairways
- Emergency communication systems
- Smoke management systems

**If relocation is the option being considered, the following information must be provided:**

- Is the building fully protected by an automatic sprinkler system?
- If “no”, what areas are not protected?
- Number of exit stair enclosures.
- Number of inches of exit width into stair enclosures.
- Are stair enclosures pressurized?
- Supply a floor-by-floor plan that includes the number of occupants per floor and what floor they will be relocating to.
- Has an agreement been reached with all tenants to allow for relocation on their floor?

**Note:** This relocation plan is used primarily for high-rise office buildings but not **all** high-rise office buildings. The age of the building, as well as building safety features may require deviation from this plan. Each building will have to be individually considered to determine what type of action its occupants should be advised to take in the event of an emergency. The Denver Fire Department’s Fire Prevention and Investigation Division must approve any deviation.

**Stair Enclosures**

Include information on number and location of stair enclosures, as well as where each stairwell exists (i.e., lobby, exterior of building, plaza).
Stairwell doors with electric drop locks need be marked as re-entry floors if, at the time of the alarm, all floors open for re-entry.

Keys to open stairwell doors with manual locks must be treated in the same manner as other emergency keys – place on key ring with tag identifying use of key and place in the Fire Operations Center Knox® key vault. Four sets of emergency keys are required for this vault. Building Management is asked to keep the emergency keys current whenever there is a change of locks or keys. If electronic cards or “codes” are needed to enter or access areas of the building these shall also be supplied and updated as necessary.

9. **ACCIDENT OR ILLNESS**

When contacting 911 be prepared with the following information:

- Your name
- Type of emergency (medical emergency)
- Building address
- Your location in building (Floor #, Parking garage, Warehouse)

**Do not hang up until the 911 operator requests that you do.**

- Contact your building security give them the same information as the 911 operator
- Patient care
- Meet firefighters/paramedics in lobby and direct them to location

**Note: The following section pertains to assembly occupancies (theatres, stadiums, etc.). If you are preparing an Emergency Action Plan for an office or residential building, please skip to “General Emergency Procedures: Office, Residential and Business Occupancies.”**

10. **GENERAL EMERGENCY PROCEDURES – ASSEMBLY OCCUPANCIES**

Facility Safety Director shall assure the employees are continually trained on emergency procedures and building features. Training should occur per the fire code and at the required frequency and a record of the training, who attended, who conducted the training and a file kept on record for three years.

Training shall include, but not be limited to, the following:

- Fire alarm (activation)
- Fire alarm (notification horns, strobes)
- Exit locations and exit passageways
- Usher responsibilities
- Ensure exits and exit passageways are clear and unlocked
- If you discover a fire
- Evacuation procedures
• Assistance rendered
• Check all occupant spaces

Emergency Personnel for Assembly Occupancies

National Fire Protection Association Pamphlet #101, Life Safety Code, Section 13.7.6 states:

“The employees or attendants of assembly occupancies shall be trained and drilled in the duties they are to perform in case fire, panic, or other emergency to effect orderly exiting. Employees or attendants of assembly occupancies shall be instructed in the proper use of fire extinguishers and other manual fire suppression equipment where provided.”

Training, drills and instruction shall be approved by the Denver Fire Department.

Assembly occupancies can be safely occupied when the following conditions are avoided:
• Overcrowding
• Blocked or impaired exits or means of exit access
• Chained or locked exits
• Storage of combustibles in improper locations
• Improper use or control of open flame
• Disregard for fire characteristics of materials and decorations
Approved Announcements

FIRST ANNOUNCEMENT TO AFFECTED FLOORS – Repeated two times.

“May I have your attention, please? This is building __________ security/engineering. We are investigating an alarm on the _______ (floor(s). Please begin immediate evacuation. The Fire Department has been notified and will be investigating the alarm.”

ANNOUNCEMENT TO ALL OTHER FLOORS – When applicable. Repeated two times:

“May I have your attention, please? This is building __________ security/engineering. We are investigating an alarm on the _______ (floor(s). The Fire Department will notify you if your floor(s) is to be relocated or evacuated. Currently floors _____ are evacuating.”

The “ANNOUNCEMENT TO ALL OTHER FLOORS” is an exceedingly important announcement. In some buildings visual warning devices (strobe) activate on all floors when the building goes into alarm. Every attempt shall be made to reduce panic and keep

FINAL ANNOUNCEMENT TO ALL FLOORS: When applicable and approval given. Repeated two times.

“May I have your attention, please? This is building __________ security/engineering. We have investigated the alarm on the _______ floor(s). The Fire Department is returning the building back to normal operations.”

Note: For Assembly Occupancies skip the next section and proceed to “Individuals with Impaired Mobility.”

11. GENERAL EMERGENCY PROCEDURES – OFFICE, RESIDENTIAL AND BUSINESS OCCUPANCIES

Tenant Responsibilities

A. Tenant management must assign specific employees to serve as Emergency Coordinators, Drill Coordinators, and other emergency staff (see next section).

B. According to the Fire Department guidelines, “Responsibility for the planning and conduct of drills shall be assigned only to competent persons qualified to exercise leadership.”
C. Those assigned as drill coordinators, emergency coordinators, or assistants must attend training sessions a minimum of one time per year. This training is coordinated/scheduled by Building Management and presented by the Fire Department or designee.

D. Tenants are responsible for keeping an updated, accurate list of employees with mobility impairments at the management office with a copy posted in the fire command center.

E. Building fire drills should be held quarterly.

**Emergency Staff**

<table>
<thead>
<tr>
<th>Position</th>
<th>Responsibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>Drill Coordinator</td>
<td>Plans, conducts, and evaluates emergency drills. This position may be assigned to the safety director or head of security.</td>
</tr>
<tr>
<td>Emergency Coordinator</td>
<td>Individual assigned to coordinate emergency evacuations of a specific floor or area and to ensure that all occupants have evacuated the building. The floor warden is also responsible for verifying the evacuation of all spaces, including rest rooms. <em>Close, but do not lock all doors.</em></td>
</tr>
<tr>
<td>Floor Leader</td>
<td>Individual assigned to monitor people in his/her work area and be responsible for their safe evacuation in an emergency.</td>
</tr>
<tr>
<td>Searcher</td>
<td>Responsible for finding and evacuating all personnel from the floor – specifically from remote areas such as storerooms, file rooms, coffee areas, etc.</td>
</tr>
<tr>
<td>Stairway Monitor</td>
<td>Individual assigned to monitor the use of the stairway on a specific floor during an emergency evacuation.</td>
</tr>
<tr>
<td>Elevator Monitor</td>
<td>Individual assigned to monitor the elevator lobby during an evacuation to prevent the elevator from being used and to direct occupants to emergency stairways. If the elevator lobby has been constructed as an occupant refuge area, this individual explains to able-bodied personnel seeking refuge that the refuge area is only for those who are unable to self-evacuate.</td>
</tr>
<tr>
<td>Aide to Employees with Mobility Impairment (“Buddy”)</td>
<td>Employee assigned to assist occupants with mobility impairments during emergencies and drills.</td>
</tr>
</tbody>
</table>
Assembly Area Monitor | Employee assigned to monitor assembly points and take attendance as occupants arrive.
---|---
Communicator/Runner | Staff assigned to the command post or assembly areas responsible for communication between assembly points and the command post.
Drill Evaluator | Individual assigned to monitor occupant actions during the drill and report their findings to the drill coordinator at the completion of the drill.

**Drill Coordinator:**

In a building with multiple tenants, the *Drill Coordinator* is a member of Building Management. In a building with a single tenant firm, that firm’s management appoints a *Drill Coordinator* from among its employees.

**Responsibilities:**
Plans, conducts and evaluates emergency drills. This position may be assigned to the safety director or head of security.

**Duties:**
Before conducting an evacuation drill in the workplace, the *Drill Coordinator* should conduct a pre-drill assessment of the evacuation routes and assembly points. The pre-drill assessment is intended to verify that all egress components (stairs, corridors, doors, etc.) are in proper order and that occupants can use them safely. (For example, the assessment might confirm that exits are clearly identified and that corridors are free of obstructions.)

The coordinator should also review the evacuation plan before a drill and identify any modifications necessary as the result of changes in staff, operations, or the facility. The coordinator should consult with the Denver Fire Department at this time. The Fire Prevention officer will know what specific requirements apply to the City and County of Denver. Further, coordination with the Fire Prevention officer is important to obtain local operating procedures for the emergency responders for aspects such as employee accountability and how to locate and then evacuate persons with impaired mobility.

**Emergency Coordinator (Formerly known as Floor Warden)**

As a rule, one *Emergency Coordinator* is designated for every 20 employees.

**Responsibilities:**
Emergency Coordinators are responsible for the occupant condition of their floor, for supervising Floor Leaders during an emergency, and for evacuating occupants during an emergency. Emergency Coordinators must be familiar with the layout of their floor, the details of the Emergency Action Plan, the location and operation of available alarm systems, fire protection equipment, coded door locks, and the location of routes to exit areas.

**Administrative Duties:**

1. Each Emergency Coordinator must pre-select two Searchers (one female and one male) to assist in the event of an emergency, and for evacuating occupants during an emergency. Emergency Coordinators are responsible for working out a search plan for Searchers to follow in the event of an emergency on their floor.

2. The Emergency Coordinator appoints personnel to the emergency teams and fills vacant positions.

3. Emergency Coordinators must maintain an updated roster of all Floor Leaders, Searchers, Stairway Monitors, Elevator Monitors, Aides to Employees with mobility impairments, and alternates.

4. Each Emergency Coordinator must maintain and up-to-date, accurate list of mobility-impaired employees. This list should include the floor location and were on the floor (elevator lobby, stairwell, etc.) they will wait for assistance.

5. He/She must notify the fire command center when changes in emergency organization personnel and mobility-impaired persons occur.

6. The Warden ensures that all emergency team personnel know their assigned duties and locations in case of an emergency.

7. Emergency Coordinators must pre-plan the handling of persons with mobility impairments during evacuation.

8. Emergency Coordinators should know and be able to identify all employees in their area of responsibility.

In the event of an emergency, employees should follow their Emergency Coordinator’s instructions and offer their full cooperation.

**Emergency Duties:**

1. If there is a fire on a tenant floor and the alarm has not sounded, the Emergency Coordinator or person finding the fire is to:
   a. Close any doors to the fire area
b. Pull the fire alarm manual pull station at the nearest stairwell

c. Call 911 from a safe area after relocation

2. In the event that the fire alarm signal (audible and visual) is received, the Emergency Coordinator should follow this procedure:
   a. Advise the tenants that when the building level they are occupying receives the fire alarm signal, they must immediately evacuate the floor by using the stairwells, staying to their right in the stairwell. They are to remain in the stairwell until they reach the street level. Exception: When requested by building management and approved by the Fire Department, an evacuation plan where tenants can be relocated to a lower floor(s) may be implemented. For example, an alarm initiated on the 20th floor would also alarm on the 19th and 21st floors. All three floors would then evacuate to the designated relocation floors, in this case, the 16th, 17th and 18th floors. (The floor immediately below the fire floor – in this case the 19th floor – is designated as a staging area for Fire Department operations and will be expanded downward to the 18th and 17th floors as the emergency escalates. Tenants and prior evacuees will be relocated if this occurs.) In all emergencies, the fourth floor and below shall always evacuate the building and move to a pre-designated collection area.

   b. Remain calm and begin relocation/evacuation from the affected floors, following any directions given by Emergency Coordinators and/or Fire Department personnel.

   c. Emergency Coordinators are to put on a red cap (provided by the management office) so other tenants or the Fire Department can easily identify them. If possible, Emergency Coordinators should also carry a flashlight.

   d. When instructed by the Fire Department, Emergency Coordinators are to prepare their group to relocate/evacuate based upon Fire Department instruction from the staging area. (Fire floor and the floors above and below the fire floor should have already relocated.)

   • Any area affected by fire or smoke is to be evacuated immediately. If safe to do so, Searcher’s should make certain any or all doors leading into such an area are closed after checking that everyone is out of the area.

   e. Mobility-impaired persons are to remain in the protected elevator lobby, stairwell landing, or designated refuge area at all times with their “buddy” until the Fire Department arrives. If the Emergency Coordinator relocates mobility-impaired persons, they must notify 911 or Fire Department
personnel of the person’s location so that the Fire Department can rescue them.

f. The *Emergency Coordinator* can order relocation (downward if possible) to another floor if danger is present.

g. If the occupants of a floor are directed by the Fire Department to leave the floor, it is to be done by way of stairwells.

- Elevators are not safe in such an emergency and are automatically taken out of service upon activation of the fire alarm system.

- To relocate/evacuate people, *Emergency Coordinators* are to lead the people downward in the stairwell, keeping single file and to the right, this will allow firefighters ascending the stairwells clear passage. Also, people should not run or talk in the stairwell as the noise may hinder them from hearing instructions.

**Floor Leader:**

**Responsibilities:**
Operating under the supervision of the *Emergency Coordinator*, the *Floor Leader* is responsible for monitoring people in his/her area. He/She is responsible for the safe evacuation of personnel in his/her work area during an emergency.

**Duties:**
1. Supervises the assembly of personnel in his/her work area.
2. Is responsible for the orderly evacuation of all personnel in his/her area via designated exits.
3. Remains with the group throughout the evacuation period and leads them to predetermined safe areas.
4. Assists in training of all personnel in his/her work area.

**Searcher:**

**Responsibilities:**
Under the supervision of the *Floor Leader*, *Searchers* are responsible for finding and evacuating all personnel from the floor – specifically from remote areas such as storerooms, file rooms, coffee areas, etc.

**Duties:**
1. Check all rooms including rest rooms, conference rooms, reception areas, and remote areas, closing but not locking doors.
2. Advise any remaining personnel on the floor of the emergency and insist on their evacuation.

3. Evacuate non-employees found on that building level.

4. Report to the Floor Leader when his/her area is clear.

**Stairway Monitor:**

**Responsibilities:**
Under the direction of the Floor Leader, Stairway Monitors are responsible for an assigned exit and to assist in the orderly evacuation of personnel.

**Duties:**
1. Takes a position at his/her assigned exit and assists in the orderly evacuation of personnel.
2. Inspects stairwells for possible heat or smoke conditions before evacuation.
3. Instructs personnel to form single-file lines into the stairwell and directs personnel to exit along the right side of the stairwell.
4. Supervises and monitors evacuation flow while remaining calm and encouraging a calm and orderly evacuation.
5. Stays at the exit until Searchers have cleared all personnel from the floor.

**Elevator Monitor:**

**Responsibilities:**
Under the supervision of the Floor Leader, Elevator Monitors are responsible for making sure no one uses the elevators during a drill or an emergency.

**Duties:**
1. Directs employees to the nearest stairway.
2. Must be familiar with the building evacuation plan and the location of all stairways.
3. Stays at his/her post until instructed to evacuate by the Floor Warden.

**Aide to Employees with Mobility Impairment:**

**Responsibilities:**
Assists with evacuating specific mobility impaired co-workers. Under the supervision of the Floor Leader, Aide to Employees is responsible for making sure all persons with mobility-impairments are evacuated.

Duties:
Maintains an accurate and updated list of mobility-impaired employees on the floor. A “Buddy System” will be implemented in which one or two aides will be responsible for evacuating specific mobility-impaired co-workers to stair enclosures.

Assembly Area Monitor:

Responsibilities:
Monitors assembly points and takes attendance as occupants arrive.

Duties:
1. Performs accountability and reports findings to Runner.
2. Keeps tenants grouped together.
3. Does not allow tenants to return to building until told to do so by Fire Department.
4. Keeps tenants informed to the best of their ability.
5. After being advised to do so, releases tenants to return to building or to immediately leave the area.

In the event of a total building evacuation, and/or upon request of the Denver Fire Department, occupants should proceed down the stairway to the first floor and exit the building. They should then proceed to a designated meeting area that is at least 300 feet from the building, where they will perform and report (to a building representative) a tenant accountability to ensure all occupants have evacuated the building. The building representative will then report the accountability results to the Fire Commander in the Fire Command Center. In highly populated buildings, it is advised that each tenant select a meeting area where accountability will be performed. The property manager should coordinate these meeting areas and have that information with them when evacuating. Take concern in the assignment of relocation sites and avoid allowing too many meeting areas at the same location, which could create confusion. This information will also assist the Fire Department and the property manager when questions arise as to where certain tenants were located during the evacuation.

If tenants are not on their normally occupied floor, they shall exit the building, head directly to their pre-designated meeting area, and report to the Floor Warden and Assembly Area Monitor. If persons are unaccounted for, every effort must be made to
ensure that the missing party has evacuated the building including getting witness accounts of where the person was last seen. Any person left unaccounted for after the monitor’s efforts to locate them must be reported to the Fire Department, along with any information acquired.

**Note:** In the event of a relocation within the building (three floors down minimum) accountability shall be completed on the relocation floor and reported to building representative.

**Communicator/Runner:**

Responsible for communication between assembly points and the fire command center.

**Drill Evaluator:**

**Responsibilities:**
Monitors occupant actions during the drill and reports their findings to the *Drill Coordinator* at the completion of the drill.

**Duties:**
Ensures that the building fire alarm system appropriately activates all warning and protection devices (horns, strobes and fire doors) in area of responsibility. Reports any system abnormalities to property manager.

1. Ensures that occupants close office and conference room doors
2. Ensures that occupants evacuated appropriately
3. Ensures that floor warden checked all occupied areas before exiting
4. Ensures that accountability is taken at safe location
5. Notes deficiencies during the drill and considers these for future training
Alarm Announcements – Office Buildings

Upon initial activation of the alarm system:

<table>
<thead>
<tr>
<th>FIRST ANNOUNCEMENT – Repeated two times.</th>
</tr>
</thead>
<tbody>
<tr>
<td>ANNOUNCEMENT TO ALL FLOORS: When applicable, repeated two times.</td>
</tr>
</tbody>
</table>

“May I have your attention, please? This is building ___________ security/engineering. We are investigating an alarm on the _____ floor(s). The Fire Department will notify you if your floor(s) is to be evacuated. Currently floors ______ are evacuating.”

This announcement may be made to the entire building if you so choose:

The “ANNOUNCEMENT TO ALL OTHER FLOORS is an exceedingly important announcement. In some buildings, visual warning devices (strobes) activate on all floors when the building fire alarm system is triggered. Every attempt shall be made to reduce panic and keep tenants/occupants informed of emergencies affecting the building.

Upon authorization from the Denver Fire Department Officer in Charge and if the alarm is false:

Note: Please do not read message of return to normal until elevators are taken off of “recall” (Phase I) and are put back into operation.

<table>
<thead>
<tr>
<th>FINAL ANNOUNCEMENT TO ALL FLOORS: When applicable and approval given, repeated two times.</th>
</tr>
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<tr>
<td>“May I have your attention, please? This is building ___________ security/engineering. We have investigated the alarm on the _____ floor(s). The Fire Department is returning the building to normal operations.”</td>
</tr>
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</table>

Note: Experience has shown that certain phrases should be avoided since they can easily confuse occupants and have undesirable results. These phrases include “All Clear,” “False Alarm,” “No need to evacuate,” “Standby,” etc. These words and phrases should NOT be used, and all wording should be carefully chosen and enunciated in a calm and modulated voice.

12. EMERGENCY EVACUATION FOR PEOPLE WITH DISABILITIES AND OTHER FUNCTIONAL NEEDS

A. Facility Safety Directors and Emergency Coordinators: Learn how to safely assist and evacuate people with disabilities during an emergency.
B. Develop a department Emergency Action Plan:

1. Every building/company/department that is required to have Emergency Action Plan with evacuation procedures for tenants, residents, staff, and visitors must have a plan for individuals who may need additional assistance.

2. The building owner or manager will have a copy of the building’s Emergency Action Plan. Make plans specific to your work/residence location.
   - Determine who will assist people with disabilities and/or other functional needs.
   - Identify areas of refuge in your building. *

* The area of refuge is a building location where people can wait for emergency assistance when evacuation may not be safe or possible. Smoke-protected stairwells, some emergency exit corridors and elevator lobbies are resistant to fire and smoke for approximately 2 hours. They are the safest areas during an emergency evacuation. Rescue personnel are instructed to check all exit corridors and stairwells first for any stranded persons.

Note: The Denver Fire Department requires that building managers or homeowner associations maintain a list of persons needing assistance. The only copies of this confidential list are in the management office, in the Fire Alarm Control Room or inside the Fire Alarm Panel for the use of the firefighters during emergencies. It is always up to each person if they would like to be on the list.
   - Name of individual needing assistance
   - Unit/Suite number
   - Reason assistance is necessary. This may be as general as on crutches, wheelchair user, bad knees, deaf, blind, or just non-hiker.
   - Name of a buddy that will stay until the emergency is over, and an alternate buddy. This is required in most occupancies except for residential, where it is voluntary.
   - Cell phone number is optional, but preferred

Note that individuals with unobservable disabilities may or may not self-identify before an emergency. These individuals may need additional help during emergency situations. Such disabilities may include:
   - A learning disability
   - Arthritis
   - Asthma
   - Cardiac condition
   - Chronic back problems
   - Psychological disability (PTSD, Autism)
3. Establish a Buddy system
   a. Assign 2 staff members who are willing and able to assist a colleague with a disability during evacuation. Only one person needs to stay in the building as a Buddy. The second one will report an Emergency Coordinator or staff as they evacuate.
   b. In the event there are more than five people with disabilities or other functional needs there should be at least two people to act as a Buddy One to stay with people in the refuge area and one to act as a runner if there is an emergency.
   c. Report this information to the building manager or HOA directly, or by way of the Emergency Coordinator if you have one.
   d. Identify and train Buddies so at least one trained Buddy is always present, and what to do if their person needs immediate rescue or emergency care.
      • Call 911, if possible
      • Use a land line if it is safe to do so, then render aid to the level of their training
      • As a last resort the buddy will walk down the stairs and report to the building staff or any firefighter of the need for emergency help.

4. Prepare ahead of time
   a. The department, area safety coordinator or floor searcher, should prearrange appropriate evacuation procedures and routes with individuals having disabilities and the people assigned to assist them.
      • If they are on the ground floor, most people with disabilities will be able to exit safely without assistance. However, it is important to verify that individuals using any kind of assistive device are capable of successfully leaving the building, unassisted, via emergency routes.
   b. Consider recommendations for specific disabilities when developing an evacuation plan. See conditions for:
      • Low vision or blindness
      • Deaf or hard of hearing
      • Crutches, canes, or walkers
      • Wheelchair users (non-ambulatory)
      • Autism or individuals with PTSD
   c. Make sure everyone knows:
      • The evacuation route and outdoor assembly area, usually 300 feet away from the building
Creating an Emergency Action Plan – 3-20-2020
DENVER FIRE DEPARTMENT

5. Know how to help people with low vision or blindness

Do the following when assisting an individual with low vision or blindness during an evacuation:

- Tell the person the nature of the emergency and offer your arm for guidance. This is the preferred method when acting as a “sighted guide.”
- Give verbal instructions to advise about the safest route or direction, using estimated distances and directional terms.
- As you walk, tell the person where you are and where obstacles are located.
- When you reach safety, orient the person to their surroundings and ask if they need further assistance.
- Ensure that a service animal is not separated from its master, if possible.

6. Know how to help people who are deaf or hard of hearing

Emergency coordinators should assign a floor supervisor ahead of time who will be responsible for always checking for known individuals who are deaf or hard of hearing. Some people who are deaf or hard of hearing may not perceive the audible fire alarm during an emergency. Use an alternative warning system, such as:

- Write a note to tell the person of the situation, the nearest evacuation route, and where to meet outside. (Sample script: “FIRE! Go out the rear door on your right. NOW. Meet outside on the front lawn.”)
- Turn the light switch on and off to gain their attention, and then indicate through gestures or in writing what is happening and what to do. Do not use the light switch technique if you smell gas in the area.
- Give visual instructions to advise about the safest route or direction by pointing toward exits or evacuation maps.
- Ensure that a service animal is not separated from its owner, if possible.

7. Know how to help people using crutches, canes, or walkers

Ask the person how you can best assist them in evacuating the area.

- Consider the evacuation options and the suitability of carrying the person.
  Carrying options include:
  - Using a 2-person, lock-arm position.
• Having the individual sit on a sturdy chair (preferably with arms) that is then lifted and carried.
• Read about Evacuation chairs below for more information on safely transporting non-ambulatory individuals during an evacuation.
• Assist individuals with mobility disabilities to an area of refuge or out of the building.

8. Know how to help people who use wheelchairs

Follow these recommendations when planning for and assisting people who use wheelchairs:
• Do not lift an individual in a wheelchair. There is too much risk involved for both the lay rescuer and the non-ambulatory person (back injury, loss of control of the wheelchair and person in it, tripping, falling).

Note: Wheelchairs have many movable or weak parts that are not constructed to withstand the stress of lifting (e.g., the seat bar, foot plates, wheels, moveable arm rests, etc.).
• Read about evacuation chairs below for more information on safely transporting non-ambulatory individuals during an evacuation.
• Be aware that some individuals in wheelchairs may have:
  o Minimal ability to move and lifting them may be dangerous to their well-being.
  o Very little upper trunk and neck strength.
  o Respiratory conditions and/or equipment that increase their vulnerability to smoke, vapors, or other airborne toxicants.
  o Always ask the person having a disability what their needs and preferences are regarding:
    – Ways of being moved.
    – Whether to extend or move extremities when lifting because of pain, braces, etc.
    – Whether a seat cushion or pad should be brought along.
    – Aftercare, if the individual will be removed from the wheelchair.
  o If an individual is lifted from a wheelchair during evacuation:
    – Ask others to bring the wheelchair.
    – When the wheelchair is left behind, remove it from the stairwell and ensure it does not obstruct exit routes.
    – Ensure that a service animal is not separated from its owner, if possible.
    – Reunite the person with the wheelchair as soon as possible.

9. Know how to use evacuation chairs
Evacuation chairs are specially constructed for evacuating non-ambulatory persons from multi-level facilities. Most designs enable 1 or 2 assistants to control movement down stairs without lifting.

- Use an evacuation chair only if you have been trained to do so.
  - Do not make the emergency worse. Consider your options and the risks of injuring yourself and others in an evacuation attempt. Your first option is always to move the person to an area of refuge.
  - Evacuation chair are not the only solution. If you are unsure on whether you can use the chair, staging in the refuge area is always the best choice and waiting for firefighter assistance.
- Before attempting to transfer a person to an evacuation chair:
  - Ask the person how you can help transfer them to the evacuation chair.
  - Ask them if they have any special condition you should be aware of.
  - Discuss how you intend to lift them and where you are going before you begin.

10. Know how to help those with Autism or PTSD
- People with autism or PTSD will need to self-identify.
- Keep their information confidential.
- If special equipment is necessary, such as weighted vests or headphones, where will they be kept?
- What other resources will they need? Buddy or guidance?

11. Know what to do during an evacuation
- Check the intended evacuation route for obstacles, if possible. Remember: smoke, debris, flooding, loss of electricity, or other impediments may be present.
- Move people who are unable to leave the building to an area of refuge. Possibilities include:
  - Most enclosed stairwells.
  - An adjoining building behind fire doors.
  - An office with a closed door, located a safe distance from the hazard.
  - Exit elevator lobbies, balconies and corridors.
- Assist individuals who can leave the building, following your planned evacuation route, if possible. Do not use elevators.
- Report to your designated assembly area for a head count.
- Notify emergency responders immediately about the location and condition of any people remaining in the building.
  - Do not reenter the building until authorized to do so by an appropriate authority such as police, fire department, etc.
13. **BOMB THREATS**

**Basic Tenant Responsibilities:**
- Ensure that all tenants call takers/receptionists are briefed on bomb threat procedures
- Supply a bomb threat checklist to all call takers/receptionists.

**Bomb Threat Emergency Procedures**

If a telephone threat is received:
- Immediately begin asking questions from bomb threat checklist.
- Complete checklist.
- Notify office management.
- Notify building management.
- Media intervention,

If a written threat is received:
- Threat must be taken seriously.
- Avoid handling letter.
- Isolate the letter if you suspect or detect a chemical presence.
- Notify office management.
- Notify building management.

**Searching Procedures:**
- Follow tenants’ responsibilities.
- Follow building management responsibilities.
- If a device is found.
- Police intervention.
- Suspend radio use.

**Evacuation**
- Who will decide when to evacuate?
- Evacuation routes.
- Notify building management.
BOMB THREAT CHECKLIST
Complete as much information as possible.

Date: ____________________________

Your name: ____________________________

Your address: ____________________________

Telephone number all came in on: ____________________________

FILL OUT COMPLETELY IMMEDIATELY AFTER BOMB THREAT

1. **When** is the bomb set to explode?

2. **Where** is the bomb located?

3. **What** does the bomb look like?

4. **What** type of bomb is it?

5. **What** will cause the bomb to explode?

6. Did the caller place the bomb?  YES ________  NO ________

7. Why did the caller place the bomb?

8. What is the **caller’s name and address**? (Sometimes they will give it to you!)

9. Caller’s:  Sex ________  Age ________  Race ________

10. Length of call __________________

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14. MASS ATTACKS IN CROWDED AND PUBLIC SPACES:

What is considered a Crowded or Public Space?
• Any assemblage area indoors or outdoors where the assemblage is more than 50 people.

What are Mass Attacks?
• Assailants use weapons to attack crowds.
• Target less protected indoor or outdoor spaces.
• Intended to harm multiple victims.
• Use the attacks to intimidate.
• Can use makeshift or modern weapons.

Types of Mass Attacks
• Active Shooter Individuals using firearms to cause mass casualties.
• Intentional Vehicle Assault (IVA): Individuals using a vehicle to cause mass casualties.
• Improvised Explosive Device (IED): Individuals using homemade bombs to cause mass casualties.
• Other methods of mass attacks may include knives, fires, drones, or other weapons.

Protect yourself against a Mass Attack
• Stay alert.
• Seek safety/run to safety
• Cover and hide
• Help the wounded
• If you cannot evacuate, find a place to hide out of view of the attacker.
• As a last resort, when you can’t run or cover, attempt to disrupt the attack and/or incapacitate the attacker.
• Be aggressive and commit to your actions.

If you see something, say something
• Report suspicious behavior, items, or activities to authorities

Observe warning signs
• Signs might include unusual or violent communications, expressed anger or intent to cause harm, and substance abuse. These warning signs may increase over time. Suspicious behavior such as excessive questioning or attention to security details. Unusual items or package. Inappropriate clothing, such as long coats in the summertime can be indications of an impending attack.

Be alert to your surroundings
• Observe what is going on around you and avoid distractions such as texting, listening to headphones or being on your cell phone.

Have an exit plan
• Identify exits and areas of protective cover for the places you go such as work, school, and special events
Plan to seek cover for protection
- Map put places to seek cover. Place a barrier between yourself and the threat using solid objects, walls, and locked doors as protection.

Learn Lifesaving Skills
- Take trainings such as *You are the help until help arrives* and first aid to assist the wounded before help arrives.

15. **ELECTRICAL POWER FAILURE**

- Is there any emergency generator?
- To what will the emergency generator supply power?

Power Failure Procedures
- Emergency generator activation
- Elevator operations during failure
- Emergency lighting

Buildings without Emergency Power Sources
- Flashlights
- Contact 911 to report situation

16. **TORNADOS**

Where to seek protection in building?

Tornado Procedures
- Tornado watch (defined)
- Tornado warning (defined)

Actions to be taken
- Public address system announcements advising tenants.
  
  Note: If no public address system is available to make the warning announcement, some type of warning system that advises occupants must be arranged.
- Move from perimeter of building
- Close doors
- Relocate to center of building
- Protective position
- Exit lobby
- Local news stations for information
- Restrict telephone use.
- Seek protection if necessary

17. **EARTHQUAKES**

Precautions to take *during an earthquake*:
- Remain calm
- Seek protection
• Expect system failures
• Expect aftershocks

**Precautions to take after an earthquake:**
• Identify hazards
• Remain calm
• Help the injured, call 911
• Hazard mitigation
  o Utilities
  o Flooding
  o Electrical hazards
  o Natural gas
  o Sanitation
  o Spills
• Restrict telephone usage
• Listen to local media for updates
• Expect aftershocks
• Building collapse potential

18. **ELEVATOR EMERGENCY**

• Possible circumstances for malfunction
• Activating the “Emergency Alarm”
• Elevator emergency phone location
• Instructions on use of elevator phone
• Do not force the elevator doors open
• Stay in the elevator car
• Remain calm

**Elevator Emergency Requiring Fire Department Assistance**

During an elevator emergency, 911 should only be called if the persons inside are trapped, as defined by the Denver Fire Department. The Denver Fire Department defines the word “trapped” as a situation involving one or more of the following would warrant a call to 911:

• The ability to communicate with the person(s) is lost
• The person(s) request that 911 be called
• There is a medical emergency (panic included)
• There is an environmental emergency (fire, chemical, bomb threat, etc.) Wall must be breached or person(s) must be removed by any means other than normal passenger exit door or under their own power
• Building management personnel, Engineering, Security, etc. deem it necessary to call 911
• The responding elevator company or mechanic deems it necessary to call 911
• Due to weather or conditions (e.g. mechanic responding from home), the response time will be longer than twenty (20) minutes (and none of the other conditions above apply)
19. NATURAL GAS ODOR EMERGENCY

- Leave the area immediately, leave electrical devices alone, eliminate ignition sources
- From a safe location contact 911 (report natural gas leak)
- From a safe location contact the utility company
- From a safe area contact building management
- Provide all information to Fire Department upon arrival
- Do not re-enter building

20. ENVIRONMENTAL EMERGENCY

- Evacuate the area immediately, call 911, then call building management
- Provide all information to Fire Department upon arrival
- Incident mitigation
- Restrict access to area
- HVAC and exposure concerns

21. WATER INTERRUPTION OR FLOODING

Water Interruption (defined)

Flooding
- Cause and effect
- Small water leaks contact building management

Dangers of Flooding
- Evacuate immediately
- Call 911 to report situations
- Provide details to 911 operator
- Contact building management

22. STRANGER IN BUILDING AND HOSTAGE SITUATIONS

Stranger in Building
- Address stranger in a non-threatening manner
- Get description of stranger (how dressed, area where last seen, direction of travel)
- Call building security – give them description of stranger
- Call police (911) to report situation and provide description of stranger

Hostage Situation
- Inform Police Department (911)
  - Provide physical descriptions of suspect and their location
  - Is the suspect armed?
  - Number of hostages and location
- Inform building management
  - Provide physical descriptions of suspect and their location
  - Is the suspect armed?
  - Number of hostages and location
23. **EMERGENCY EVACUATION DRILLS**

A. In any business occupancy occupied by more than 500 persons or having more than 100 persons above or below the street level, employees and supervisory personnel shall be periodically instructed in emergency evacuation drill procedures, in accordance with International Fire Code (IFC) Section 404 through Section 406 and National Fire Protection Association Pamphlet#101, *Life Safety Code*, Section 4.7, and shall hold drills when practical.

B. Emergency egress and relocation drills conforming to the provisions of this Code shall be conducted as specified. Drills shall be designed in cooperation with local authorities.

C. Emergency egress and relocation drills, where required by the National Fire Protection Association or the authority having jurisdiction, shall be held with enough frequency to familiarize occupants with the drill procedures and to establish conduct of the drill as a matter of routine. Drills shall include suitable procedures to ensure that all person’s subject to the drill participate.

D. Responsibility for planning and conducting the drills shall be assigned only to competent persons qualified to exercise leadership.

E. When conducting drills, emphasis shall be placed on orderly evacuation rather than speed.

F. Drills shall be held at expected and unexpected times and under varying conditions to simulate the unusual conditions that can occur in actual emergencies.

G. Drill participants shall relocate to a predetermined location and are to remain at such location until a recall or dismissal signal is given.

H. Fire drills shall be conducted in a manner that provides for the execution of procedures set forth in the “Emergency Action Plan.” In addition, fire drills shall include a review of the emergency plan and execution of assigned employee duties.

I. When fire drills are conducted, all persons who are subject to the fire drill requirements shall participate in the drill. Non-participants are subject to receiving a summons that will require them to appear in court where a fine of $999.00 and/or imprisonment of up to 180 days may be imposed.

J. Records shall be kept of all drill dates, the person who conducted the drill, attendees, and the results from the drill.

K. The Denver Fire Department strongly encourages all business owners to perform emergency evacuation drills each quarter or at any time a large tenant/employee turnover has occurred.

The Denver Fire Department Fire Prevention and Investigation Division personnel are available to assist business owners in conducting emergency evacuation drills. Assistance can be rendered in areas such as:
• Emergency Action Plan review
• Building pre-evacuation conference and walk-through
• All aspects of preparation for a drill
• Providing Fire Department personnel
• Administration of the drill
• Providing a report with drill results
• Suggestions for correction of deficiencies noted

FLOOR PLANS

The Emergency Action Plan must contain floor plans of the building to help orient occupants during a drill or emergency. Each diagram shall accurately identify streets and directions (North, South, East and West). Diagrams shall at a minimum graphically depict the following:

• Fire Command Center
• Refuge areas
• Elevators
• Stairways
• Tenant stairs
• Mechanical rooms
• Fire pump room
• Emergency generator and fuel tank location
• Elevator control room
• Flammable/hazardous materials storage
• Fire sprinkler sectional shutoff locations
• Other key areas as needed

24. PETS AND SERVICE ANIMALS

If you allow pets in the workplace or your building is a residential occupancy, then the Emergency Action Plan should address how to evacuate with your pets.

A. ID your pet
   • Make sure that pet’s collar and tags are up to date
   • Current contact information
   • Micro-chip your pet
   • Ensure licenses and vaccinations are up to date

B. Snap a current photo
   • Photo should show the animals defining features
   • A written description can help as well, scars, neutered/spayed, distinctive markings, behaviors

C. Secure your pet when evacuating
   • Purchase a pet carrier for your small dog, cat, birds, and reptiles
   • Write your name on the carrier
When purchasing a carrier get your pet familiar with the carrier to avoid stress and make the animal more comfortable.
- Medium and large dogs should be controlled on a leash
- Have a current copy of your vaccination certificates and licenses. Some shelters will not accept your pet without them.

D. Identify local shelters
- Not all shelters set up for humans are able to shelter your pets. Make sure you choose a shelter where your pets are welcome.
- The same goes for hotels/motels. If you are going to stay in a hotel/motel during evacuation find one that allows pets as well.

E. Coordinate a backup plan
- No matter what you are planning on doing with your pet when you evacuate boarding, leaving at a shelter or taking them with you make sure you have a backup plan.

F. Separate cats and dogs
- Our pets can sense when there is something wrong and it may cause them stress and anxiety.
- Even if your cats and dogs are normally fine together, the stress of the situation may cause them to act irrationally especially in confined spaces
- Separate your cats, dogs, and other pets when you are evacuating (or anytime in an emergency).
- Ideally, every animal should go in a separate crate or carrier until you can get them to a calm, safe place.

G. Prepare a pet emergency kit
- Many people have human emergency kits and “go bags” with necessary items, but it’s important to have them for pets as well.
- Pet emergency kits should include enough food and water for two weeks, food and water bowls, medical records, and any medications. Include waste bags, kitty litter, and other cleanup items as well as any comfort items such as a blanket or toy.

H. Get a rescue alert sticker
- The ASPCA recommends that everyone have a rescue alert sticker near the front door of the house in case of any emergency. The sticker should include information on any pets that live in the house.
- If you have evacuated your home and you have a rescue alert sticker, write evacuated on the sticker.
- If you lose a pet update the sticker so that it stays current.
- The Denver Fire Department does not have any Rescue Alert or Life Alert materials.
25. **SMART911 AND TEXT911**

**SMART911**

The non-emergency numbers are:

(720) 913-2000 – Police  
(720) 913-2400 – Fire

**SMART911 – Register your cell phone**

This is a private, secure that allows you to create a safety profile that provides 911 and emergency responders with important information you want them to know about yourself, your family members and pets, your home, and your vehicles in any kind of emergency.

**SWIFT911 Denver’s high-speed Emergency Notification System**

Swift911 is Denver’s high-speed Emergency Notification System that alerts residents to emergency situations like police activity, severe storm warnings, road closures, water problems and evacuations that are occurring in their area.

**How will I receive Swift911 alerts?**

You decide how you want to be notified. Alerts can be received via telephone, mobile phone, email and text message. You can add multiple phone numbers and choose the order in which notifications are received – cell phone A 1st, cell phone B 2nd, land line 3rd, etc.

**How do I sign up for Swift911?**

You can sign up via the Swift911 9con listed on Denver 911’s webpage, text Swift911 to 99538, or download the Swift911 mobile app. The Swift911 system will already have your land line telephone number if it is publicly listed, but you must sign up to receive alerts for private land line numbers, and for alerts you want sent via mobile phones, email or text. Once you register you can log in at any time to update your contact information, remove yourself from the notification list, or to sign up for other notifications that you may find useful.

**TEXT to 911**

Supports those who are unable to hear, speak or are facing a threatening situation.

**When should I Text to 911?**

- If you are deaf, hard of hearing, or speech impaired.  
- When you are unable to speak because of an injury or medical emergency.  
- When you are facing a threatening situation and a voice call could increase the threat or compromise your safety.
Creating an Emergency Action Plan

When you are in a remote location or area with limited coverage and a text message is the only option to request emergency services.

When you are in an area where the phone lines and cell towers are overwhelmed and only a text can get through to request emergency services.

How do I use Text to 911?

- Enter the numbers 911 in the “to” field – do not include dashes (example: 9-1-1).
- Include the location of the emergency in the text and a summary of the situation. The most important information a caller can relay via phone or text is the LOCATION where help is needed (example: I’m at 1234 S Main St, intruder in my house).
- The Denver 911 call taker will reply to the text message with a series of questions. Answer the questions and follow the instructions provided to the best of your ability.
- Be as attentive as possible to the text message conversation with Denver 911 using short and timely texts.
- Do not use abbreviations or slang, as the meaning could be misconstrued and create a delay in the arrival of emergency services.
- Stay engaged in the text conversation as much as possible and do not delete the message or turn off your phone until the Denver 911 call taker concludes the conversation.

What else do I need to know about Text to 911?

- The Denver 911 call center can only receive and reply to Text to 911 texts and cannot initiate a text message conversation without the caller texting 911 first.
- If you attempt to send a text to 911 in an area outside of Denver where the service is not yet available, an automatic “bounce-back” message will be sent to your phone advising you to contact emergency services by an alternative means, such as a voice call or a telecommunications relay service (the latter is used by consumers who are deaf, hard of hearing or who have a speech disability).
- If you accidentally send a Text to 911 please let the Denver 911 call taker know that emergency services are not needed.
- Only consumers who have purchased a text or data plan through their wireless provider can send text messages to 911. Text message rates apply.
- Text to 911 does not work with applications that do not support texting to and from U.S. phone numbers.
- Photos and videos cannot be sent to Denver 911 at this time.

For more information on these programs or to sign up:


Deaf, Hard of Hearing and Speech-Impaired Citizens

Registry for Special Needs Residents
In addition to TDD and TTY services, deaf and hard of hearing and speech impaired residents can now text or email Denver 911 to report emergency and non-emergency situations occurring in Denver and around the metro area.

**Text Message:** (303) 513-6909

**Text Message:** (720) 491-0866

**Text Message:** (720) 723-8911

**Email:** [Denver911@denvergov.org](mailto:Denver911@denvergov.org)

Be sure to text or email the following information:
- The location where help is needed
- A summary of the situation
- A response to information requested by 911 such as injuries and suspect descriptions
- Also, stay engaged in the text conversation as much as possible and do not delete the message or turn off your phone until the Denver 911 call taker concludes the conversation.

**TDD/TTY**

The TDD is an electric device for text communication with the deaf. The device uses a series of tones which allow users to communicate via a keyboard and telephone interface at 911. The deaf and hard of hearing community is encouraged to maintain a TDD machine to access 911 when a text pager or email is unavailable.

Denver’s 911 call takers are trained on the use of the TDD and check all 911 hang-ups and “silent” phone calls or “open lines” using both voice and TDD commands to verify if a member of the deaf or hard of hearing community is on the line.

**Registry for special needs residents**

Submit information about yourself or other members of your household who have special needs or disabilities to help 911 respond appropriately during an emergency. Your information will remain confidential. Register now: