

EMERGENCY ACTION PLAN FOR

“Stately Office Tower”

Building Address

Date

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1. **INTRODUCTION AND PURPOSE**

To prepare for possible emergencies, the Stately Office Tower's building management works closely with Denver's Fire and Police Departments to evaluate conditions, anticipate potential risks, and develop and maintain a comprehensive Emergency Action Plan for the actions employees and visitors should take at the onset of an emergency. This document represents that plan, which focuses on the safety and life preservation of Stately Office Tower's occupants.

These procedures are intended to prepare you for any emergency that might occur while you are inside the Stately Office Tower building. These procedures have been developed to present a set of clear instructions on the actions required during the first minutes of an emergency (prior to the arrival of safety personnel). By instituting calm, organized communication and reaction, these actions will reduce the potential for injury in the event of an emergency.

While any emergency occurring in the Stately Office Tower building could pose unique problems for building occupants and emergency personnel, thorough training in individual responsibilities and emergency procedures can minimize panic and result in a safe and efficient emergency response.

Stately Office Tower building management, in conjunction with the Denver Fire Department, has developed these procedures with your safety as the primary goal. All employees assigned to an office in the Stately Office Tower building must read these procedures and become familiar with the actions required during specific emergencies. The importance of this Emergency Action Plan cannot be overemphasized. While it is understood that this plan cannot address every possible emergency, the guidelines set forth should be followed as closely as circumstances allow to reduce the chances of injury. The purpose of this manual is to establish a command structure, a sound decision-making process, and effective lines of communication.

2. **FIRE DEPARTMENT INSPECTIONS AND ASSISTANCE**

To reduce the chance of fire occurring within our building, Denver Fire Department personnel periodically conduct Fire Prevention inspections in compliance with City and County of Denver ordinances. The condition and usability of means of egress, life safety systems, interior finish, emergency lighting, exit signs, and all fire doors are evaluated. These inspections are effective because hazards that could cause a fire or allow a fire to spread are identified. The inspectors check for accumulation of combustible trash and debris, storage practices, maintenance procedures, and the safe operation of building utilities. Inspectors also verify the proper installation, operation, and maintenance of fire protection features, systems, and appliances within the building. The fire safety systems are subjected to a formal inspection, testing, and maintenance programs. These records are reviewed by Fire Department inspectors.

Technical information on the Stately Office Tower building is gathered by the Fire Department during such inspections. This information is valuable to the Fire Department in case of a fire or other emergency at the property.

In addition, the Fire Department reviews these Emergency Action Plans to ensure they are adequate and up to date. In some cases, the Fire Department will witness an actual emergency evacuation drill to evaluate its effectiveness.

3. EMERGENCY CONTACT INFORMATION

Fire Department – EMERGENCY	*911
Fire Department – Non-emergency	*(720) 913-2400
Police – EMERGENCY.....	*911
Police – Non-emergency.....	*(720) 913-2000
Poison Control	*(800) 222-1222
Medical	*911
Weather Conditions	*(303) 494-4221
Xcel Energy	** (800) 895-2999

STAFF PERSONNEL

FCC Room.....	(000) 000-0000
Security Desk.....	(000) 000-0000
Building Engineer	(000) 000-0000
After-hours, Building Engineer	“(000) 000-0000
Maintenance.....	(000) 000-0000
After-hours Maintenance	*(000) 000-0000
Other(s)	

* Number may need to be preceded by a number (9) or code to reach an outside line.

4. PANIC DETERRENTS

- Inform personnel what is expected of them in an emergency. Training, experience and knowledge are key factors in preventing panic.

- Exemplify strong, competent leadership.
- Eliminate physical causes for panic (blocked or obstructed exit doors and passageways, poorly marked exits, etc.)

Antidotes for Panic

- Provide assurance that emergency personnel are responding. Exert positive leadership. Reassure the group by giving information and instructions calmly.
- Eliminate unrest. Dispel rumors. Identify troublemakers and prevent them from spreading discontent and fear.
- Demonstrate decisiveness. Suggest positive actions. Indicate what to do, rather than what not to do.

These panic control recommendations are offered as a guide to action. In the final analysis, it is entirely up to you to react properly and control panic.

5. BUILDING SURVEY

Overview

The Stately Office Tower building is a 47-story building with three basement levels that was constructed in 1986 and retrofitted in 1999. The building is constructed of Type I components and includes a modern life safety system constructed in accordance with the Denver Fire Code requirements in effect at the time of construction. The following is a description of the primary components of the building’s life safety systems.

6. SAFETY PERSONNEL AND ASSIGNED TASKS

This building has the following safety personnel on staff:

1. A Fire Safety Director and Deputy who are thoroughly trained in building life safety considerations.
2. A team of 24 security guards who work in two-member teams 24 hours per day, seven days a week. These team members are trained through manuals and frequent drills to assure understanding of life safety procedures.
3. A team of 20 skilled engineers who are familiar with life safety considerations and building mechanical systems. This team is on duty from 8:00AM to 5:00PM, Monday through Friday, and on call 24 hours per day, seven days per week.
4. International Fire Code requires that employers designate and train certain personnel to assist in safely evacuating employees during an emergency. See “General Emergency Procedures – Office, Residential and Business Occupancies: Emergency Staff.”

7. **FIRE PROTECTION EQUIPMENT AND SYSTEMS: TYPE AND LOCATION**

Smoke/Heat Detection

This building is equipped with an automated early warning fire detection system that automatically notifies the Denver Fire Department, building safety personnel, and the building tenants. The components of the system include the following:

- Smoke detectors located at each stairwell and in the elevator lobby on each floor.
- Heat detectors located in the electrical equipment rooms on each floor.
- In the event heat or smoke is detected, an alarm is transmitted to the Fire Command Center in the building. In addition, an automatic alarm is transmitted to the Denver Fire Department. There is a master control panel in the Fire Command Center that will graphically display the location of the alarm.

Fire Sprinklers

Each floor has fire suppression sprinkler heads that are activated by heat or flame. Activation will cause an alarm to be transmitted to the building Fire Command Center and the Denver Fire Department. Each sprinkler head provides water to a radius of approximately 80 square feet at a rate of approximately 25 gallons per minutes.

Fire Alarm Manual Pull Stations, Fire Standpipe Valves and Fire Extinguishers

The building is equipped with the following equipment for the Denver Fire Department, building personnel, and building occupants.

- Fire alarm manual pull stations are installed at all exit stair enclosures within the building. These are activated by pulling on the alarm handle. Once the manual pull box is activated, an alarm will sound on three floors (fire floor, one above and one below) and a signal is automatically transmitted to the first floor Fire Command Center and the Denver Fire Department.
- Fire standpipe valves are found in the fire extinguisher cabinets located near fire exit stair enclosures and labeled “Fire Valve and Extinguisher.” These valves are supplied by vertical standpipe risers. In an emergency, water under extremely high pressure is provided to the standpipes by the building fire pump and/or Fire Department pumps.
- Fire extinguishers are in the fire extinguisher cabinets near fire exit stair enclosures and labeled “Fire Valve and Extinguisher.” If the fire is small and users are properly trained, these extinguishers can be used by building occupants and personnel.

Emergency Power and Lighting Systems

An emergency power generator is installed on the sixth level of the parking garage. It is connected to the building’s emergency electrical circuits and provides power instantaneously to the following areas in the event power is lost to the building.

- Emergency lighting system
 - Stairwells
 - Exit lights

- Exit corridors
- Tenant suites (limited lighting)
- Fire Department emergency communication systems
- Fire alarm and detection system
- A minimum of one elevator in the low-rise and one elevator in the high-rise elevator banks
- Fire pump
- Sump pumps
- Supply air fans used as a component of the building smoke management system
- Exhaust air fans used as a component of the building smoke management system
- Stairwell pressurization fans
- Elevator hoist way pressurization fan(s)

Smoke Control

The building is equipped with a smoke control system. Activation of any automatic initiating device on the fire floor will activate the smoke control system. The fire floor will be exhausted, all other floors above and below will be pressurized. Additionally, the stairways and elevator shafts will be pressurized. Activation of a fire alarm manual pull station activates the pressurization fans in the stairways and elevator shafts.

Elevator Emergency Controls

Elevator emergency controls are automatically activated in the event of a building alarm.

- Phase I: Immediately upon receiving a fire alarm, all elevators return to the ground floor and discharge all passengers. The elevator doors remain open for use by the Denver Fire Department.
- Phase II: The Fire Department can use the elevators through a fire control key switch within the elevator. While under Fire Department control, the elevators cannot be summoned to any building level.

Location of Key Components

- Fire pumps, Sprinkler control valves and the emergency generator are in the basement sub-1 level in the northeast corner of the building, Room SB106.
- Fire sprinkler sectional valves are located on each floor adjacent to the north stairwell above the ceiling tiles.
- Vertical HVAC shafts are in the center core of the building adjacent to the elevator hoist ways.

8. COMMUNICATION EQUIPMENT AND SYSTEMS

Communication with building occupants is critical in an emergency.

- Audible alarm devices are programmed to sound on the fire floor, one floor above one floor below and at the lobby level.

- A public address system is present throughout the building complex for emergency use by the Denver Fire Department to issue instructions for evacuation procedures. This system may also be used by the building management in other emergency situations.
- An evacuation graphic is posted on each floor of the building in the elevator lobby (“YOU ARE HERE”). This placard directs occupants to the nearest stair enclosure.
- The building management office telephone is (000) 000-0000. The office is staffed 24 hours per day, seven days a week, to help in an emergency.
- Emergency telephones are in each elevator cab for two-way communication with the Security Desk in the tower lobby.
- Emergency telephones are in each elevator cab for two-way communication with the Security Desk in the tower lobby.
- Areas of refuge (stair enclosures) are equipped with a two-way communication system that is connected to the Fire Command Center in the building.

9. BUILDING SECURITY – INGRESS AND EGRESS CONTROL

Building security is the responsibility of an in-house security staff. Security functions are coordinated through Security Guard desk located in the lobby. The Security Guard desk is monitored 24 hours per day and a roving guard is present around the clock to patrol the entire building and to provide response capabilities for security or mechanical alarms that are registered at the Security Desk. The desk guard and the patrolman communicate by two-way radio.

The security staff can be contacted by calling the Management Office at any time during the day or night.

The various aspects of the building’s security system are described below:

1. The Security Guard’s duties include the following:
 - Greeting tenants
 - Promoting the building image
 - Securing the lobby
 - Monitoring the elevators
 - Monitoring lobby cleanliness
 - Providing visitor information
 - Evicting solicitors and loiterers
 - Calling cabs upon request
 - Observing the premises on closed circuit television monitors
 - Controlling access outside normal working hours
 - Responding to messages and alarms
 - Following emergency procedures
 - Dispatching engineering personnel to seek out building malfunctions or alarms
 - Assisting with morning and weekend snow removal

- The roving guard policies the parking garage, loading docks, basement, and lobbies. Outside normal working hours, he/she patrols specific areas at pre-determined frequencies. The security staff is unarmed and is dressed in a blue blazer, white shirt, red tie, and navy or gray slacks.
2. Security obligations and recording of events. During normal operating hours, guards will patrol parking garages, loading docks, all basement levels and lobbies every half hour. After normal operational hours, guards' duties will also include patrol of every level above grade on the same frequency. At the start of the guards' shift they are assigned a radio with which they can contact Security Maintenance, and Management. All activities will be recorded in the security logbook.
 3. Method of main door access and mechanical surveillance: Main entrance has both video surveillance that feeds to the main security office as well as a security guard staffing the reception desk in the lobby. All visitors must sign in and be issued a visitor's before being allowed to access the building. Visitors must always be accompanied by a tenant's representative who must respond to the lobby to escort the visitor.
 4. Method of garage access and mechanical surveillance: Garage can be accessed only with an authorized admittance card. Five-ton hydraulic bollards protect the garage from unauthorized access, and security cameras monitor all portions of the parking structures.
 5. Building Access from Parking Garage: Shuttle elevators serve the belowground parking levels, the ground floor, etc. Once entry has been allowed to the parking garage, a shuttle elevator can be called for access to the main lobby.
 6. Office Tower, Stairwell Doors, Communications System: Stair enclosure doors will always remain locked from the stair enclosure side, preventing entry to floors from stair enclosures, but permitting entry to the stair enclosures from the tenant offices or public corridors. When a stair enclosure door is opened, an alarm at the security desk will alert the guard that someone is in the stair enclosure. The security desk may communicate by telephone intercom with the person in the stairwell or may radio the roving guard for response. Intercoms are located on every floor at stair enclosure landings. Persons in the stair enclosures can call the Security Desk for assistance. All stair enclosure doors can be unlocked from the Fire Operations Center.
 7. Loading Dock: The loading dock is monitored by the Security Desk with the use of the three cameras. Should a problem arise, the roving guard can be dispatched to the dock via radio communication.

10. EVACUATION AND RELOCATION

Note: The Denver Fire Department no longer permits occupants to “stand by” or “stay in place” when a fire alarm is activated on their floor. Immediate evacuation of the affected floors 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/floor immediately. They shall respond to their designated assembly area, perform accountability, and wait for the Fire Department to clear the building for re-entry. (The Denver Fire Department recommends the designated assembly area be at least 300 feet away from the building).

Relocation

We have reached an agreement with all tenants that will allow other tenants to relocate to a different floor in the event of a fire alarm on their own floor. We have a fully sprinklered building with adequate pressurized stairway exits and we do not create an overcrowding situation on any of the relocation floors. Therefore, the Fire Department has approved building occupant relocation to lower floors as an alternative to evacuating the building.

Upon initiation of a fire alarm in the building, mechanical electronic locks on all stairway doors will unlock allowing reentry to all floors. Every tenant was assigned a relocation floor for reentry. Strict adherence to this plan must be maintained.

Upon activation of a fire alarm all occupants of the affected floors will immediately begin an evacuation of their floor, proceeding down the stairway a minimum of three floors* to their designated re-entry floor, where they will perform accountability. Occupants shall remain on the relocation floor if safe to do so, until Building Management with Fire Department authorization gives notification either to return to normal operations, or to evacuate.

*If a fire alarm is activated on the 20th floor of the building the 21st, 20th and 19th floors will automatically go into alarm. Occupants shall begin immediate evacuation to their relocation floors – the 18th, 17th and the 16th floors, respectively. If your relocation floor is also in alarm, evacuate the building immediately.

Stair Enclosures

Evacuation of the building occurs through the building stair enclosures. Stair enclosures are the lifelines out of the building for emergencies. Each floor has two stair enclosures, which are clearly marked with exit signs. Stair enclosures are protected by fire-rated doors and walls and a sprinkler system. Upon entering the stair enclosure and proceeding downward, a tenant can re-enter a floor at least every fifth level. Re-entry floors are prominently identified, and include the 5th, 10th, 15th, 20th, 25th, 30th, 35th, 40th and 45th floors and street or lobby level. The stair enclosure doors on these floors are always open.

Stair enclosure doors with electronic drop locks need not be marked as re-entry floors if, at the time of the alarm, all floors open for re-entry.

The Fire Department's Knox Box® key vault contains four sets of emergency access keys which are tagged and updated as needed.

ACCIDENT OR ILLNESS

In the event of an accident or illness on your premises, we recommend that you immediately:

1. Call 911 and report a "Medical Emergency." Firefighters, police and an ambulance will be automatically dispatched at the same time.
2. **GIVE THE OPERATOR THIS INFORMATION:**
 - Building name
 - Building address
 - Floor or location of emergency
 - Any details available about the accident or illness***Do not hang up until 911 operator requests that you do so.**
3. Call Security or Building Management. Notify any on-duty Denver Firefighter or Police Officer who may be present.
4. Do not move the patient unless they cannot remain where they are without further endangering their life. Perform first aid to your level of training.
5. Have someone meet the responding firefighters at the main floor lobby elevators and on the emergency floor to direct emergency personnel to patient's location.

Building Staff Reaction for Medical Emergencies:

Position	Responsibility
Drill Coordinator	Plans, conducts, and evaluates emergency drills. This position may be assigned to the safety director or head of security.
Emergency Coordinator	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 <u>all</u> spaces, including rest rooms. <i>Close, but do not lock all doors.</i>
Floor Leader	Individual assigned to monitor people in his/her work area and be responsible for their safe evacuation in an emergency.
Searcher	Responsible for finding and evacuating all personnel from the floor – specifically from remote areas such as storerooms, file rooms, coffee areas, etc.

Stairway Monitor	Individual assigned to monitor the use of the stairway on a specific floor during an emergency evacuation.
Elevator Monitor	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.
Aide to Employees with Mobility Impairment (“Buddy”)	Employee assigned to assist occupants with mobility impairments during emergencies and drills.
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 where 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. If 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 always 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:

FIRST ANNOUNCEMENT – 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.”

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

ANNOUNCEMENT TO ALL 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 evacuated. Currently floors _____ are evacuating.”

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 “recall” (Phase I) and are put back into operation.

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 to normal operations.”

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 pronounced.

11. 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
 - Areas of refuge for the building
 - Have everyone practice the evacuation plan. This is the best way to discover unanticipated issues and solve them before, instead of after, an emergency
 - Drills should be conducted annually, and records kept for the last three (3) years
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:
 - Minimal ability to move and lifting them may be dangerous to their well-being.
 - Very little upper trunk and neck strength.
 - Respiratory conditions and/or equipment that increase their vulnerability to smoke, vapors, or other airborne toxicants.
 - 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.
 - 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 chairs 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.

12. **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 EMEERGENCY 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 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 _____

_____ Calm	_____ Laughing	_____ Lisp	_____ Disguised
_____ Angry	_____ Crying	_____ Raspy	_____ Accent
_____ Excited	_____ Normal	_____ Deep	_____ Familiar
_____ Slow	_____ Distinct	_____ Ragged	_____ Loud
_____ Slurred	_____ Rapid	_____ Nasal	_____ Soft

_____ Stutter _____ Clearing throat _____ Deep breathing _____

13. **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.

14. 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

15. 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

16. 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
 - Utilities
 - Flooding
 - Electrical hazards
 - Natural gas
 - Sanitation
 - Spills
- Restrict telephone usage
- Listen to local media for updates
- Expect aftershocks
- Building collapse potential

17. 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)

18. 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

19. 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

20. 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

21. 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

22. **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

23. 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.

24. **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 icon 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.
- 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:

<https://www.denvergov.org/content/denvergov/en/department-of-safety/emergency-services/911-emergency-communication.html>

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

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:

<https://www.denvergov.org/content/denvergov/en/department-of-safety/emergency-services/911-emergency-communications/special-needs-services/special-needs-registry-form.html>

25. **QUICK ACTION DOCUMENT**

If a FIRE or MEDICAL EMERGENCY occurs, contact 911

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 requests that you do so.

If a FIRE is found:

- Close all doors to the fire area
- Alert others to evacuate
- Pull the fire alarm
- Call 911 from a safe area after relocation

If an EVACUATION/RELOCATION is necessary:

- Leave affected floors immediately
- Use stairways only to exit, staying to the right
- Proceed to the evacuation/relocation assembly point 300 feet away from building
- Do not return until the Fire Department gives the “all clear” signal

If a TORNADO watch/warning is posted:

- Immediately move from the perimeter of the building
- Close all office doors
- Move to the center of the building (bathrooms or stairways)
- Stay inside the building

If an EARTHQUAKE occurs:

- Stay calm
- Seek shelter
- Prepare for after shocks

If a NATURAL GAS LEAK is detected:

- Leave the area immediately; do not turn anything on or off
- From a safe area, call 911 to report a leak
- From a safe area, call building management
- Do not re-enter until an “all Clear” signal is given by the Fire Department

If an ENVIRONMENTAL EMERGENCY occurs:

- Isolate (product) and insulate (protect) yourself and others

- Call 911 from a safe area
- Call building management from a safe area

If a **FLOODING** situation occurs:

- Do not touch electrical equipment
- Move to a safe area
- Call building management
- Contact 911 if necessary

If a **BOMB THREAT** is received:

- Fill out the Bomb Threat Checklist
- Notify building management