



**CENTENNIAL EAGLE STREET  
EMERGENCY RESPONSE PLAN**





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## INTRODUCTION

The City of Centennial is dedicated to the safety of staff, the public, and other building personnel in the Centennial Eagle Street. A critical aspect of safety is preparedness to effectively respond to emergency situations. A shared awareness by city staff and contractors at the Eagle Facility is an important part of being prepared to take quick and appropriate action during emergency situations. The key to producing a positive outcome during an emergency is planning, training, and effective communication. In dedication to safety, the City establishes the **Centennial Eagle Street Emergency Response Plan (“Plan”)**.

This Plan is separate from the Centennial Civic Center Emergency Response Plan, which includes the emergency response details for the administrative building on Arapahoe Road.

This Plan has been prepared by the Office of Management, Public Works, Code Compliance, and Animal Services in collaboration with South Metro Fire and the Arapahoe County Sheriff’s Office. A number of staff stakeholders who play a role in the Plan were also included in the planning, training and implementation phases.

The purpose of this Plan is twofold. First, it is intended to direct the actions of city staff and contractors. Second, it is intended to provide guidance to lessees of space in the building. Lessees should be prepared to respond to emergencies in the building. This document provides information about how the City, as the lessor of the building, will respond to emergencies, so that lessees can coordinate their emergency response plans with the lessor’s overall emergency response plan for the building.

The Plan utilizes four responses for all emergencies: **EVACUATION**, **SHELTER IN PLACE**, **LOCKDOWN** and **LOCK OUT**. The purpose of these four responses is to provide personnel with a common language for emergencies to improve communication and to provide a standard response to emergencies that can be applied to a broad number of scenarios. It is vital that staff is able to communicate clearly during emergencies, and this common language will help to facilitate effective communication. Along with effective communication, the common responses to emergencies will also improve staff training and retention of emergency procedures. Additionally, the Plan provides more detailed information for a number of different scenarios that may be encountered at the Eagle Street building, so that staff can also be prepared to respond in a more specialized manner to certain incidents.

The Plan establishes the Eagle Street Emergency Response Team (ERT) to identify staff leaders in various areas of the building responsible for assisting with emergency response, evacuation, sheltering in place, lockdown, lock out, communicating with staff, and communicating with first responders. The ERT will consist of employees identified in each area of the building. Assignment to the ERT, and the duties associated with such, are not necessarily related to a person’s day-to-day title or activities—assignments are made based on careful consideration. *During an emergency you may receive direction from a staff member who in normal circumstances may be subordinate to you—for your own safety, and the safety of others, directions from members of the ERT must be followed.*

Specific physical areas within the Eagle Street facilities are required to select a primary and back-up evacuation leader to take attendance for their evacuation zone during an evacuation. These are typically designated by department, but smaller departments may combine to form an evacuation group. Designating a primary and back-up evacuation leader is the responsibility of each department or division in coordination with the ERT Team Leader.

This plan is the result of many hours of careful analysis, discussion, planning and consultation with emergency personnel. While it is hoped that this plan will never need to be used in a real life situation, the effort of planning, training, exercising, evaluating and updating plans will help all building occupants in the event that it is needed.

## DEFINITIONS

**Evacuation** – All occupants of the Eagle Street facilities will exit a specific area of danger in the building and assemble in a safe area. An evacuation may require occupants to exit the building, utilizing a specific exit route to avoid a hazard.

**Lock Out** – A lock out includes the closure of all exterior doors to the Eagle Street facilities to prevent unauthorized individuals from entering the building and occupants from exiting in the interest of protecting occupants from hazards which may exist outside of the building

**Lockdown** – A lockdown includes the closure of interior doors to separate individuals from possible threats inside the building. A lockdown may include instructions for personnel to move to a secure area or a secure room. During a lockdown, doors should be locked and closed to create as many barriers as possible between personnel and a threat.

**Secure Area** – Any location secured by keycard regulated access in the building.

**Secure Room** – Any room/location which can be locked and places barriers and/or obstructions between personnel and an identified threat. Rooms without interior or exterior windows are the most secure. Rooms with exterior windows only are also secure for incidents where a threat is inside the building.

**Shelter in Place** – Shelter in Place is the use of a structure and its indoor atmosphere to temporarily separate individuals from a hazardous outdoor atmosphere. This involves moving to a specified area of the building to seek shelter in a safer location. This procedure is typically associated with hazard-related incidents which do not threaten the security of the building.

## **EMERGENCY CONTACT INFORMATION**

### **FOR EMERGENCIES CALL 911**

***Remember that you can dial 911, 7-911 from a CH2M phone, or 9-911 from a City phone to reach emergency dispatch.***

#### **Eagle Street Facility Emergency Response Team – Updated 7/14/2016**

The Eagle Street Facility Emergency Response Team (ERT) consists of employees identified in each area of the office and shop buildings responsible for leading emergency response for their area. Assignment to the ERT, and duties associated with such, are not related to an employee's day-to-day title or activities—emergency situations warrant a different set of skills and training. Assignments are made based on careful consideration.

*During an emergency, you may receive direction from a staff member who in normal circumstances may be subordinate to you—for your own safety, and the safety of others, directions from members of the ERT must be followed.*

The ERT assists in communicating emergency messages, assisting with evacuation procedures, assisting with lockdown procedures, and providing general assistance to ensure that personnel respond to emergencies appropriately. Emergency contact cards at each phone have contact information and instructions for notifying personnel and other members of the ERT of an emergency. Information on the Emergency contact cards will vary based on the phone system being used.

The ERT consists of the following positions (reference Appendix E map delineating the zones):

- Zone 1: Loren Roberts - IT Manager (Evacuation Leader)  
Leslie Smith - Business System Technician (Primary Evacuation Deputy)  
Marianne Morrison - Customer Service Representative (Alternate Evacuation Deputy)
  
- Zone 2: Craig Faessler - Program Director (Evacuation Leader)  
Rolando Melgoza - Traffic Engineer (Primary Evacuation Deputy)  
Tamra Gregory - Code Compliance Manager (Alternate Evacuation Deputy)
  
- Zone 3: Kim Robinson - Office Administrator (Evacuation Leader)  
Margaret Maestas - Office Administrator (Primary Evacuation Deputy)  
Michael Nelson - Field Services Manager (Alternate Evacuation Deputy)  
Jason Morrison – Assistant Project Manager (Second Alternate Evacuation Deputy)
  
- Zone 4 (Shop building): Tim Gowan - Mechanic (Evacuation Leader)  
Jason Wettanen - Mechanic (Primary Evacuation Deputy)

## STANDARD EMERGENCY RESPONSE PLAN

Staff will be notified of emergencies and the appropriate response by any means available including but not limited to:

1. The activation of the building fire alarm;
2. An announcement over the phone system;
3. Verbal announcements by City staff and/or security;
4. An urgent email, as a last resort.

There are four (4) standard emergency responses that the City will utilize to respond to all emergencies in/around the Eagle Street buildings: **Evacuation**, **Shelter in Place**, **Lockdown**, and **Lock Out**.

### **EVACUATION**

Evacuation is used when an emergency situation necessitates the movement of building occupants from one location to another to avoid a hazard. Evacuation includes exiting the Eagle Street facilities and moving to a safer area.

**Notification:** There are 2 possible notifications for an evacuation – (1) the fire alarm and (2) a verbal notification.

1. If the fire alarm sounds, all building occupants shall begin evacuation procedures, exiting the building by the nearest safe exit and proceeding to the primary exterior evacuation assembly area, unless provided with specific alternative instructions.
2. For non-fire evacuations, a staff person will verbally notify all building occupants through the phone system or an alternative method. The verbal notification for an evacuation is *“Please evacuate the building”* followed by instructions about the evacuation meeting location.

**When:** The evacuation emergency response is used in situations similar to the following:

- A fire in the building;
- A gas leak in the building;
- A threat against the building.

**Where:** Occupants may be instructed to evacuate to a number of different areas, depending on the scope or extent of the incident. The evacuation area is:

- The parking spaces just north of the main entrance to the parking lot from Eagle Street. Reference Appendix B for evacuation routes and Appendix C for assembly area.

**Specifics:** When an evacuation order is declared over the phone system or by other means, the staff person issuing the order will state *“Please evacuate the building”* followed by specific instructions. **When possible, a member of the ERT will make the notification.** The instructions may include the location to evacuate to, a specific route of evacuation to avoid a potential threat, the type of emergency, etc.

There may be circumstances in which an evacuation order may be issued with another order. For example, a portion of the building may be ordered to evacuate

and another portion of the building may be ordered to lockdown; or, a portion of the building may be ordered to shelter in place in a secure area and lockdown.

*Evacuation Leaders:* Departments are required to appoint a primary and back-up evacuation leader. Evacuation leaders are in charge of reporting their department's attendance to the ERT in an emergency. Departments shall give the ERT the names of the primary and back-up evacuation leaders.

**Procedures:**

Use the following procedures when an evacuation order is issued:

1. The moment an emergency alarm is activated or an evacuation order is issued, personnel and public need to stop what they are doing, and calmly begin evacuation procedures.
2. If the incident is located in an area free from any danger, the evacuation leader in each department needs to take attendance of staff in their department to report to the ERT.
3. Proceed to the evacuation assembly area immediately, in a calm and orderly manner, using the nearest, safest and most appropriate routes. For evacuations out of the building, exit route maps are posted throughout the building, on the City's intranet (CNet) and shown in Appendix B.
4. If possible, a member of the ERT will be the final person to exit each designated area to direct people to the appropriate exits/routes and account that all personnel in the area have exited safely. The ERT shall ensure that all individuals in the specified area are moving to the appropriate exits and should exit the building with the others from the area. If anyone in the area is unable to exit, the ERT should provide any assistance possible, which may include assigning a "buddy" to anyone unable to exit. If assistance is not feasible, the ERT shall exit with the others from the area and report the person unable to exit to the incident responders. The responding fire fighters will be responsible for searching the fire area.
5. If a disabled person is unable to evacuate unassisted, the personnel aware of the disabled person must notify emergency response personnel of the person's location. Transporting of disabled individuals up or down stairwells should be avoided until emergency response personnel have arrived. Unless imminent life-threatening conditions exist in the immediate area occupied by a non-ambulatory or disabled person, relocation of the individual should be limited to a safe area on the same floor, directly in or in close proximity to an evacuation stairwell.
6. Staff and public are to gather at the specified emergency evacuation assembly area (parking spaces north of the entrance to the facility off Eagle Street). Staff and public must not leave the location unless told to do so. Maps of the primary exterior and primary interior assembly areas are posted in the building, to CNet and shown in Appendices B and C.
7. All staff must report to their designated evacuation leader once they arrive at the assembly area to be counted in attendance. Evacuation Leaders shall communicate with emergency response personnel to report anyone who is unaccounted.
8. **Nobody is allowed to re-enter the building until emergency personnel have stated that it is safe.**

## **SHELTER IN PLACE**

Shelter in place is the use of a structure and its indoor atmosphere to temporarily separate individuals from a hazardous outdoor atmosphere. This involves moving to a specified area of the building to seek shelter in a safer location. This procedure is typically associated with hazard-related incidents which do not threaten the security of the building.

**Notification:** A staff person will issue a shelter in place order through the phone system. If it is not possible to issue the order through the phone system, it may be issued through an alternative verbal command, or, as a last resort, via urgent email. The command will be “shelter in place” followed by specific instructions to respond to the threat.

**When:** The shelter in place emergency response is used in situations similar to the following:

- Tornado warnings;
- Hazardous materials in the area;
- A threat against the building.

**Where:** Occupants may be instructed to shelter in place in a number of different areas, depending on the scope or extent of the incident. Reference the interior assembly areas maps in Appendix C and posted on the evacuation route maps throughout the building.

The primary shelters in the office area are:

- Community Room restrooms
- Restrooms behind the Traffic Operations Center (TOC)
- Storage closet next to the restrooms behind the TOC
- The offices on either corner of both entrances to the Terracare office area

The primary shelters in the shop area are:

- The women’s restroom
- The closet accessed from the breakroom

**Specifics:** When a shelter in place order is declared over the phone system or by other means, the staff person issuing the order will state *“Please shelter in the building”* followed by specific instructions. The instructions may include the location to shelter in, a specific route of evacuation to avoid a potential threat, the type of emergency, etc.

Evacuation Leaders: Departments are required to appoint a primary and back-up evacuation leader. Evacuation leaders are in charge of reporting their department’s attendance to the ERT in an emergency. Departments shall give the ERT the names of the primary and back-up evacuation leaders.

**Procedure:** Use the following procedures when a shelter in place order is issued:

1. The moment a shelter in place order is issued, personnel and public need to stop what they are doing, and calmly begin sheltering procedures.
2. If the incident is located in an area free from any danger, the evacuation leader in each department needs to take attendance of staff in their department to report to the ERT.
3. Proceed to the secure shelter area immediately, in a calm and orderly manner, using the nearest, safest and most appropriate routes.
4. If possible, a member of the ERT will be the final person to exit each designated area to direct people to the appropriate shelter location and account that all personnel in the area have relocated safely.
5. If a disabled person is unable to shelter unassisted, the personnel aware of the disabled person must notify emergency response personnel of the person's location. Transporting of disabled individuals up or down stairwells should be avoided until emergency response personnel have arrived. Unless imminent life-threatening conditions exist in the immediate area occupied by a non-ambulatory or disabled person, relocation of the individual should be limited to a safe area on the same floor, directly in or in close proximity to an evacuation stairwell.
6. Staff and public are to gather at the specified emergency secure shelter assembly areas. Staff and public must not leave the shelter location unless told to do so. Maps of the primary exterior and primary interior assembly areas are posted in the building, to CNet and shown in Appendix C.
7. **Nobody is allowed to leave the shelter location until the emergency incident has passed or until emergency personnel have stated that it is safe.**

## **LOCKDOWN**

Lockdown is used when there is a threat inside of the building. Lockdown relies upon the physical structures of the Eagle Street facilities for protection, keeping outside threats outside of the building and keeping threats inside the building separate from building personnel. When a lockdown order is issued, physical barriers (locked doors, walls, etc.) are utilized to separate building personnel from threats.

**Notification:** A staff person will issue a lockdown order through the phone system. If it is not possible to issue the order through the phone system, it may be issued through an alternative verbal command, or, as a last resort, via urgent email. The command will be “lockdown” followed by specific instructions to respond to the threat.

**When:** The lockdown emergency response is used in situations similar to the following:

- A belligerent or armed individual in the parking lot;
- A belligerent or armed individual in the Eagle Street facility.

**Where:** When a lockdown order is issued, building personnel should move to a secure area of the building. Reference Appendix D for a map of primary and secondary secure rooms. The most appropriate response to a lockdown situation is largely dependent upon the nature of the threat. The most broadly applicable actions are to move to a secure area of the building and to lock and close all possible doors to maintain barriers between personnel and the threat.

**Specifics:** When a lockdown order is declared over the phone system or by other means, the staff person issuing the order will state “lockdown” followed by specific instructions. **When possible, a member of the ERT will make the notification.** The instructions may include the location of the threat, the type of threat, any unsecure areas, instructions to move to secure areas, etc.

There may be circumstances in which a lockdown order may be issued with another order. For example, a portion of the building may be ordered to evacuate and another portion of the building may be ordered to lockdown.

Under a lockdown order when the threat is inside the Eagle Street facility, it is recommended that building personnel move to secure rooms. To avoid the threat, it is best to not move around the hallways or open areas. It is also recommended that all sources of light be turned off, that you remain in silence as much as possible, and that you move away from doors and windows. Once you have moved to a secure room, you should attempt to notify emergency response personnel of your location, the other employees at your location, and any employees who are unaccounted. It may be better, depending on circumstances, to call 911 to tell the operator where you are located, who is at your location, etc. If you call 911, do not hang up on the operator unless specifically instructed to do so.

Primary secure locations are marked with a small green dot over the doorway to that room. Maps of the primary and secondary secure locations can be found in Appendix D and posted on CNet.

**Procedures:** Use the following procedures when a lockdown order is issued:

1. Proceed to an area that can be secured or locked.
2. All doors into the area should be locked.
3. If it is not possible to lock the doors, place furniture and equipment in front of the doors in order to barricade them. Some doors open out into the corridor. In this situation, use whatever means possible to try to restrict entry to the room, including placing furniture and equipment in front of the door, or using a belt or other item to tie the door handle to something stable.
4. Close blinds and drapes for concealment.
5. Turn off lights. Put cell phones on vibrate, and silence other devices.
6. Move to the point in the room that is most distant from a door entering the room from the outside or from a corridor/hallway. Do not huddle, but spread out.
7. If communication is needed, use text messaging only.
8. Remain quiet and secure until the ALL CLEAR is given by Security or the Police.

## **LOCK OUT**

A lock out includes the closure of all exterior doors to the Eagle Street facilities to prevent unauthorized individuals from entering the building and occupants from exiting in the interest of protecting occupants from hazards which may exist outside of the building

**Notification:** A staff person will issue a lock out order through the phone system. If it is not possible to issue the order through the phone system, it may be issued through an alternative verbal command, or, as a last resort, via urgent email. The command will be “lock out” followed by specific instructions to respond to the threat.

**When:** The lock out emergency response is used in situations similar to the following:

- A dangerous individual in the neighborhood surrounding the Eagle Street facility;
- A nearby emergency situation;
- A belligerent or armed individual on the premises;

**Where:** When a lock out order is issued, building personnel should move to a secure area of the building. The most appropriate response to a lockdown situation is largely dependent upon the nature of the threat. The most broadly applicable actions are to move to a secure area of the building and to lock and close all possible doors to maintain barriers between personnel and the threat.

**Specifics:** When a lock out order is declared over the phone system or by other means, the staff person issuing the order will state “lock out” followed by specific instructions. The instructions may include the location of the threat, the type of threat, any unsecure areas, instructions to move to secure areas, etc.

Under a lock out order when the threat is outside the Eagle Street facility, personnel should move to a secure area of the building and away from exterior windows. Personnel should attempt to continue to work as normal, as much as is practical. Personnel should be prepared to react if the threat enters the Eagle Street facility.

**Procedures:** Use the following procedures when a lock out order is issued:

1. If you see any suspicious activity, notify security, activate a panic button, and/or call 911. Panic buttons are located in Animal Services office and front admin office.
2. Once a lock out order is issued, personnel should lock the front entrance doors (if threat is outside).
  - If the threat is outside the building, you may notify Marianne Schilling (303) 754-3319 or Jonah Schneider (303) 754-3358 to remotely lock the exterior doors.

3. Personnel should proceed into the secure area of the building, taking customers/ members of the public with them.
4. Personnel should ensure that all doors are locked. If the threat is outside, the doors should remain locked, but may be left open (be prepared to react if threat moves inside). If the threat is inside, lock and close all doors to ensure there are barriers between personnel and the threat.
5. If the threat is inside the Eagle Street facility, it is recommended that personnel seek refuge in a secure room. A secure room is one where the door is locked and there are no interior windows. For a map of potential secure rooms, see Appendix D. Move away from doors and windows in the secure room. Remain as quiet as possible and eliminate sources of light.
6. Notify emergency response personnel or 911 of your location, the other personnel at your location, and personnel who are unaccounted. Do not hang up on the 911 operator unless specifically instructed to do so.
7. Follow all instructions of emergency responders and 911 operators.
8. Remain in a secure area or a secure room until emergency personnel have instructed you that it is safe. If you are unsure of the status of the emergency, call 911 and ask if the threat has been cleared.
9. The City will make every effort to debrief all building personnel in a timely manner after emergency incidents.

## SPECIFIC INCIDENT RESPONSES

There are a number of specific incidents for which Eagle Street personnel should be prepared to respond. The following are recommended instructions and procedures to respond to some specific incidents that may occur in the Eagle Street facilities. Each of these responses is based upon the Standard Emergency Response Plan and contains some recommended actions that are specific to the type of incident.

### FIRE

**Response:** **EVACUATION** – If there is a fire in the Eagle Street facility, the fire alarm system will be activated. If personnel see any signs of a fire, personnel shall activate the fire alarm system. The fire alarm in the building should be treated as an evacuation order by all personnel with instructions to evacuate to the exterior evacuation assembly area, unless provided with alternative orders. Refer to Appendix C for a map of the exterior assembly area.

**Procedures:** Use the following procedures when the fire alarm is activated:

1. The moment the fire alarm is activated, building personnel and public need to calmly stop what they are doing, and begin evacuation procedures.
2. If it is located in an area free from any danger, the evacuation leader in each department needs to take attendance of staff in their department to report to the ERT.
3. Proceed to the exterior evacuation assembly area (the parking spaces just north of the main entrance to the parking lot from Eagle Street) immediately, in a calm and orderly manner, using the nearest, safest, and most appropriate exit routes. See Appendix B for a map of exit routes and Appendix C for a map of the assembly area.
4. A member of the ERT will be the final person to exit each designated area to direct people to the appropriate exits and account that all personnel in the area have exited safely. The ERT shall ensure that all individuals in the specified area are moving to the appropriate exits and should exit the building with the others from the area. If anyone in the area is unable to exit, the ERT should provide any assistance possible. If assistance is not feasible, the ERT shall exit with the others from the area and report the person unable to exit to the responding emergency professionals.
5. If a disabled person is unable to evacuate unassisted, the personnel aware of the disabled person must notify emergency response personnel (such as firefighters) of the person's location. Transporting of disabled individuals up or down stairwells should be avoided until emergency response personnel have arrived. Unless imminent life-threatening conditions exist in the immediate area occupied by a non-ambulatory or disabled person, relocation of the individual should be limited to a safe area on the same floor, directly in or in close proximity to an evacuation stairwell.

6. Personnel and public are to gather at the exterior emergency evacuation assembly area (the parking spaces just north of the main entrance to the parking lot from Eagle Street). Staff and public must not leave the location unless instructed to do so. A map of the primary exterior assembly area is posted to CNet and shown in Appendix C.
7. All staff must report to their designated evacuation leader once they arrive at the assembly area to be counted in attendance. Evacuation Leaders shall communicate with emergency response personnel to report anyone who is unaccounted
8. **Nobody is allowed to re-enter the building until emergency personnel have stated that it is safe.**

## **TORNADO / SEVERE WEATHER**

**Information:** Severe weather is any dangerous weather phenomena with the potential to cause damage to property, serious social disruption, or loss of human life, or requires the intervention of authorities. It includes high winds, heavy snow, heavy rain, hail, thunderstorms, tornados, flooding, etc.

*Watch:* conditions in the area are favorable for the formation of severe weather.

*Warning:* severe weather is highly likely, imminent, or occurring in the area.

**Closure:** The City Manager or designee has the authority to issue closures of the Eagle Street building due to severe weather. Closures will be issued in accordance with the Eagle Street closure procedures.

**Response:** **EVACUATION**– If a severe weather warning is issued for the area of the Eagle Street facility, staff may be ordered to evacuate to a secure area of the building and lockdown. Not all severe weather warnings will impact the business operations of the Eagle Street facility. For tornado warnings, personnel will be ordered to evacuate to the primary and secondary tornado shelter areas.

**Procedures:** The following procedures should be followed if a tornado watch (or other applicable severe weather watch) is issued for the area of the Eagle Street facility:

1. When there is severe weather in the area, specified members of the ERT shall listen to the weather radio to receive notification of potentially hazardous weather conditions (<http://tunein.com/radio/NOAA-Weather-Radio-16255-s88199/>).
2. Personnel should remain calm and be prepared to shelter in the one of the approved tornado shelter locations, quickly if a warning is issued.
3. If a tornado warning is issued for the area of the Eagle Street facility, Staff shall issue an order to evacuate their work area to one of the approved tornado shelter areas of the Eagle Street facility and lockdown.
4. Personnel should begin tornado evacuation procedures. All employees shall immediately proceed to the primary and secondary tornado shelter areas.
5. Take roll of staff and IMMEDIATELY report any unaccounted staff members to the ERT.
6. Direct all members of the public toward interior shelter locations. See Appendix C for a map of the primary and secondary tornado/severe weather shelters.
7. Personnel should not leave the building unless directed to do so.
8. Any individuals who cannot report to the tornado shelter areas should seek shelter inside interior rooms along interior walls of the building. Avoid large open areas and areas near exterior windows.
9. The ERT will continue to monitor the weather, notifying all personnel when it is safe to return to their workstations.

## **ELECTRICAL / PHONE OUTAGE**

**Information:** If the power fails, the Eagle Street facility has an uninterruptible power supply (UPS) system. The UPS system prevents a loss of data from unexpected power outages by continuing to temporarily power the data systems in the Eagle Street facility. Staff and personnel should be able to save their work even after the power fails. The UPS system is temporary, however, generally providing a few minutes of additional power.

The Eagle Street facility also has a diesel-powered generator to provide power to specific building components during a long-term power outage. The generator has enough fuel to operate for approximately one week. The air intake is on, some outlets in the garage are on, and all of the offices with red outlets are on the generator. Additionally, the lighting system, the security access system on the doors, and the fire system are connected to the generator, so basic building security will remain in effect. The IT room for the building is connected to the generator to allow continued access to technology.

The phone systems should provide a great deal of security against the threat of phone outages; however, it is possible for the phone system to experience an outage. The phones may also be impacted by a power outage. Select staff members have cell phones that can be used in case of a phone system outage.

**Procedures:** The procedures for responding to a power/phone outage are as follows:

1. Remain calm and verify that others in your area or other areas of the building are experiencing the same problem. If not, notify IT.
2. If you are in an area of the building with limited external light, consider moving to another area where there is external light until power or the lighting system is restored.
3. The City Manager will determine the proper course of action for all outages.
4. Your manager will provide instructions from the City Manager.

## **DANGEROUS/SUSPICIOUS/ARMED PERSON IN BUILDING**

A belligerent, dangerous, suspicious, and/or armed person is in the Eagle Street facility. The individual could be someone with a legitimate purpose at the building (e.g., community meeting, training, etc.) or an unauthorized person.

**Response:**            **LOCKDOWN** – When a dangerous/suspicious/armed individual is in the Eagle Street facility, a lockdown response will be initiated. Personnel may be instructed to move to secure areas or to lockdown in a secure room.

***Personnel and the public should not leave the Eagle Street facility during a LOCKDOWN unless specifically instructed to do so by emergency responders.***

**Procedures:**        The following procedures should be followed if a belligerent, dangerous, suspicious, and/or armed person is in the Eagle Street facility:

1. If an individual in the Eagle Street facility appears to be belligerent dangerous, suspicious, and/or armed, personnel should contact the appropriate people based upon the following criteria:
  - a. If there is a perceived imminent/immediate threat to their safety, personnel should press a panic alarm button and/or call 911 immediately. Every effort should be made to also immediately notify their supervisor, security, and/or a member of the ERT.
  - b. If there is an escalating situation with an individual, personnel should notify security and their supervisor as soon as possible.
  - c. If there is a suspicious person in the building that does not appear to pose an immediate threat, personnel should contact security.
2. If an individual poses a threat to the safety of personnel, the ERT will initiate a lockdown.
  - a. The ERT will announce a lockdown over the phone system or by an alternative method;
  - b. Personnel may be instructed move to a secure area, move to a secure room, or evacuate certain parts of the building.
3. Personnel should proceed with public to a secure area or secure room (depending on instructions).
4. Personnel should ensure that doors are locked and closed to maximize the barriers between personnel and the threat.
5. It is recommended that personnel seek refuge in a secure room if there is an armed/dangerous person in the Eagle Street facility. The most secure rooms are ones where the door can be locked and there are no interior windows. Rooms with lockable doors and interior windows through which you cannot clearly see the inside of the room are also secure. For a map of potential secure rooms in the Eagle Street facility, see Appendix D. Move away from doors and windows in the secure room. Remain as quiet as possible and eliminate sources of light.

6. Once the door is locked and closed, do not open the door until instructed to do so by emergency response personnel. For your safety, personnel may call 911 to verify that it is safe to open the door before opening it for anyone.
7. Notify emergency response personnel or 911 of your location, the other personnel at your location, and unaccounted personnel. Do not hang up on the 911 operator unless specifically instructed to do so.
8. Remain in the secure area or a secure room until emergency personnel have instructed you that it is safe. If you are unsure of the status of the emergency, call 911 and ask if the threat has been cleared.
9. Follow all instructions of emergency responders and 911 operators.

## **HOSTAGE SITUATION**

A hostage situation exists when a person takes control of and holds another person against their will, by means of physical force or threat of harm. It is common for the person holding a hostage to make demands that certain conditions must be met.

**Response:**            **EVACUATION / LOCKDOWN** – The response to a hostage situation is largely dependent upon the circumstances of the situation. The City may issue an evacuation order for all or a portion of the building; an evacuation order may specify an exit route to avoid the threat; the City may issue a lockdown order for a portion of or all personnel.

A hostage situation must be carefully surveyed and evaluated. The safety of the hostage(s) and personnel is the most important consideration in any hostage situation. Trained negotiators know that the more time that is gained, the more likely the situation will be concluded without violence.

It is recommended that personnel and the public do not interfere in hostage situations. The police should be notified, and a professional negotiator should handle the situation to bring it to a peaceful resolution.

**Procedures:**        The following procedures should be followed if a hostage situation arises in the Eagle Street facility:

1. Personnel should notify emergency services as soon as possible by either a panic alarm button or calling 911. Every effort should be made to call 911 to advise emergency services of the location, a description of both the hostage taker(s) and the hostage(s), an estimated number of hostages, and any other helpful information such as any weapons or demands.
2. Follow evacuation or lockdown commands from City Staff, emergency dispatch, or emergency responders.
3. Take attendance of personnel and notify emergency responders of the personnel with you and any missing personnel from your area.
4. Stay in the evacuation area, secure area, or secure room.
5. If you are near the hostage taker:
  - a. Remain calm.
  - b. Follow the instructions of the hostage taker.
  - c. Do **NOT** force the issue physically or mentally with the hostage taker.
  - d. Keep a distance between yourself and the hostage taker if possible.
  - e. Do **NOT** make any sudden moves. Ask permission before moving around.
  - f. Speak to the hostage taker in calm but firm voice. Do not shout. Do not refer to yourself or others as “**Hostages.**” Inform the hostage taker of any special needs (i.e. diabetics).
  - g. Use time as a tool to de-escalate the situation.
  - h. Wait for help to arrive. **HELP IS COMING.**
6. Follow all instructions from emergency responders.

## **HAZARDOUS MATERIAL / BIOHAZARD**

**Information:** A **hazardous material** is any substance or chemical which is a health hazard or physical hazard, including: chemicals which are carcinogens, toxic agents, irritants, corrosives, sensitizers; agents which act on the hematopoietic system; agents which damage the lungs, skin, eyes, or mucous membranes; chemicals which are combustible, explosive, flammable, oxidizers, pyrophorics, unstable-reactive or water-reactive; and chemicals which in the course of normal handling, use, or storage may produce or release dusts, gases, fumes, vapors, mists or smoke which may have any of the previously mentioned characteristics.

A **biohazard** is a biological substance, including bacteria, viruses, fungi, other microorganisms, and bodily fluids, that has the ability to adversely affect human health in a variety of ways, ranging from relatively mild, allergic reactions to serious medical conditions. A biohazard may include bodily fluids.

**Response:** **EVACUATION** or **LOCKDOWN** – If there is a hazardous material spill or biohazard in the Eagle Street facility, staff may issue an evacuation order to personnel over the phone system or an alternative means. If personnel see any signs of a hazardous material spill, personnel shall notify emergency response personnel, security, ERT, and/or activate the fire alarm system. An evacuation or lockdown may also be initiated for a biohazard. A biohazard could require quarantine. If there is a hazardous material spill or biohazard outside of the Eagle Street facility, staff may order personnel to stay in the building.

**Procedures:** Use the following procedures when there is a hazardous material spill or biohazard:

1. Call 911 to notify emergency personnel; notify emergency response personnel and/or ERT; and/or Staff through the phone intercom system.
2. Issue an **EVACUATION** order with specific instructions regarding the location of the hazardous material or biohazard.
3. Check for adverse medical symptoms (i.e. loss of breath, fainting, etc.) and request immediate medical attention.
4. Isolate and identify people who have been exposed or contaminated.
5. Do **NOT** attempt to clean up the hazardous material or biohazard. Instead, try to contain the material, if possible, by shutting doors and securing the area.
6. Take attendance of staff.
7. Immediately report any unaccounted staff to the ERT and emergency response personnel.
8. Remain in designated area until instructed otherwise.

## **BOMB THREAT / SUSPICIOUS ITEM**

**Response:** **EVACUATION** – If there is a bomb threat against or suspicious item found in the Eagle Street facility, staff will make every effort to issue an evacuation order. If an evacuation cannot be ordered or if the bomb or suspicious item is outside of the Eagle Street Facility, orders may require all building personnel to relocate to a secure room. Orders will likely be issued over the phone system or through verbal commands. If personnel see any suspicious items, personnel shall notify security and the ERT immediately. If personnel receive a threat, personnel should follow the procedures below.

**Procedures:** Use the following procedures when there is a bomb threat against or suspicious item found in the Eagle Street Facility:

### Recipient of a Threat

1. Remain calm and try to engage the caller or person making the threat to get information about the location of the item and characteristics of the person making the threat. Write down as much information as possible, including the exact language of the threat, any technical language used, accent, gender, mental state/attitude, rate of breathing, age, etc. Try to ask questions about the location of the item, what it looks like, when it will detonate, and why.
2. If a threat is made by other means than by phone, keep all original documents/information for law enforcement officials.
3. IMMEDIATELY Call 911 to report the threat to emergency responders.
4. Notify emergency response personnel and/or ERT.

### Suspicious Item

1. If you see a suspicious item in the Eagle Street facility or on the Eagle Street property, IMMEDIATELY report the item to security and the ERT. If you feel the item poses an immediate threat to your safety and the safety of others, IMMEDIATELY call 911 to report it to emergency responders.
2. **Do not touch or move any suspicious object/device.**

### Eagle Street Facility Personnel

1. Staff shall issue evacuation or internal assembly orders to personnel through the phone system.
2. Personnel should avoid running and other jarring movements. Personnel should cease all radio communications and turn off all cell phones until the situation has been resolved. Jarring movements, radios, and cell phones could cause a bomb to detonate.
3. Take attendance of staff.
4. IMMEDIATELY report any unaccounted staff to the ERT and emergency response personnel.
5. **Do not touch or move any suspicious object/device.**

### Bomb Threat Form

**Questions to Ask:**

- 1. Where is the bomb? \_\_\_\_\_
- 2. When is bomb going to explode? \_\_\_\_\_
- 3. What does it look like? \_\_\_\_\_
- 4. Why? \_\_\_\_\_

**Be aware of:**

- 1. Caller's Phone Number: \_\_\_\_\_
- 2. Caller's accent: \_\_\_\_\_
- 3. Background noise: \_\_\_\_\_
- 4. Attitude of Caller: \_\_\_\_\_
- 5. Any Technical Language: \_\_\_\_\_

**EXACT WORDING OF THREAT:**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Gender of Caller: \_\_\_\_\_

Race: \_\_\_\_\_

Age: \_\_\_\_\_

Length of call: \_\_\_\_\_

Number at which call is received: \_\_\_\_\_

Time of Call: \_\_\_\_\_

Date of Call: \_\_\_\_\_

### Bomb Threat Follow-Up Information

**Caller's Voice:**

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

If voice is familiar, whom did it sound like? \_\_\_\_\_

**Background sounds:**

- |       |                  |       |                   |
|-------|------------------|-------|-------------------|
| _____ | Street Noises    | _____ | Factory Machinery |
| _____ | Kitchen Noises   | _____ | Animal Noises     |
| _____ | Voices           | _____ | Clear             |
| _____ | PA System        | _____ | Static            |
| _____ | Music            | _____ | Local             |
| _____ | House Noises     | _____ | Long Distance     |
| _____ | Motor            | _____ | Booth             |
| _____ | Office Machinery | _____ | Other             |

**Threat Language:**

- |       |                        |       |                                  |
|-------|------------------------|-------|----------------------------------|
| _____ | Well Spoken (educated) | _____ | Incoherent                       |
| _____ | Foul                   | _____ | Taped                            |
| _____ | Irrational             | _____ | Message read by the threat maker |

## **CIVIL DISTURBANCE**

**Information:** Civil disturbance covers a number of different situations in which there are demonstrators at the Eagle Street facility. In the vast majority of situations, demonstrations do not pose a threat to the safety of personnel or to the Eagle Street facility property. Citizens have a right to protest peacefully, as long as they do not impede on anyone's ability to enter or exit the building or parking lot. However, a violent disturbance at or near the Eagle Street facility could pose a threat to the safety of personnel or could threaten damage to City property.

**Response:** **LOCK OUT** – If there is a civil disturbance outside of the Eagle Street facility, the most likely course of action will be a lock out. The specific type of lock out response will vary based upon the severity of the disturbance.

**Procedures:** Use the following procedures when a lock out order is issued:

1. If you see any suspicious activity, notify security, activate a panic button, and/or call 911. Panic buttons are located in Animal Services office and front admin office.
2. Once a lock out order is issued, personnel should lock exterior entrance doors (if threat is outside).
  - If the threat is outside the building you may notify Marianne Schilling (303) 754-3319 or Jonah Schneider (303) 754-3358 to remotely lock the exterior doors.
3. Personnel should proceed into secure areas of the building, taking customers/ members of the public with them.
4. Personnel should ensure that all doors are locked. If the threat is outside, the doors should remain locked, but may be left open (be prepared to react if threat moves inside). If the threat is inside, lock and close all doors to ensure there are barriers between personnel and the threat.
5. If the threat is inside the Eagle Street facility, it is recommended that personnel seek refuge in a secure room. A secure room is one where the door is locked and there are no interior windows. For a map of the secure rooms, see Appendix D. Move away from doors and windows in the secure room. Remain as quiet as possible and eliminate sources of light.
6. Notify emergency response personnel or 911 of your location, the other personnel at your location, and personnel who are unaccounted. Do not hang up on the 911 operator unless specifically instructed to do so.
7. Follow all instructions of emergency responders and 911 operators.
8. Remain in a secure area or a secure room until emergency personnel have instructed you that it is safe. If you are unsure of the status of the emergency, call 911 and ask if the threat has been cleared.
9. The City will make every effort to debrief all building personnel in a timely manner after emergency incidents.

## **APPENDIX A: EAGLE FACILITY PUBLIC CONFERENCE ROOMS**

### **Eagle Facility Public Conference Rooms Procedures**

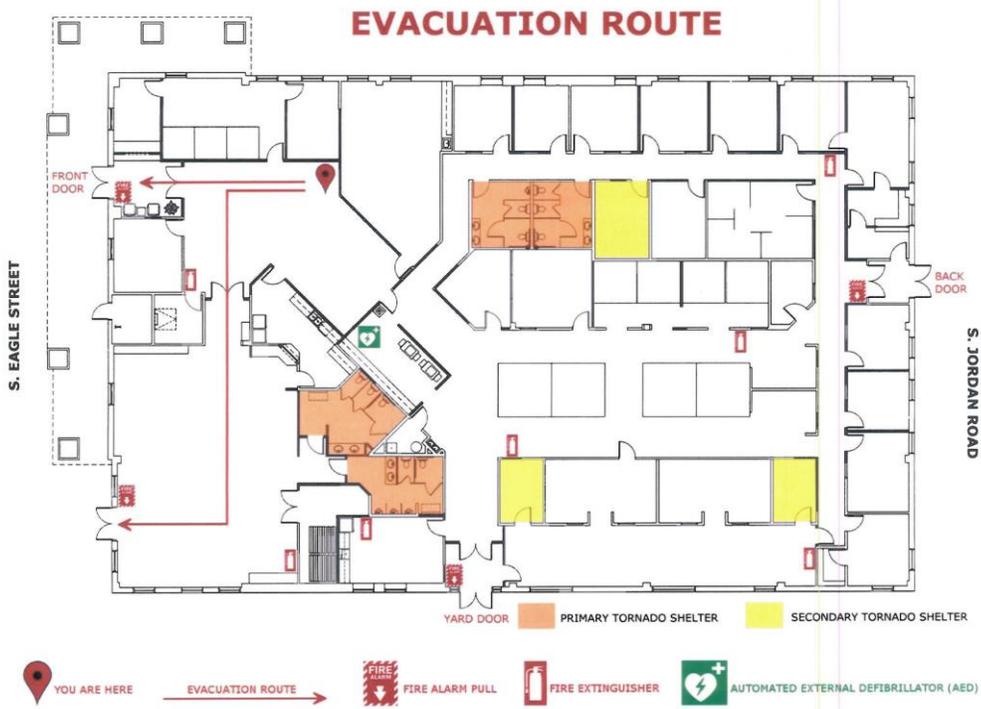
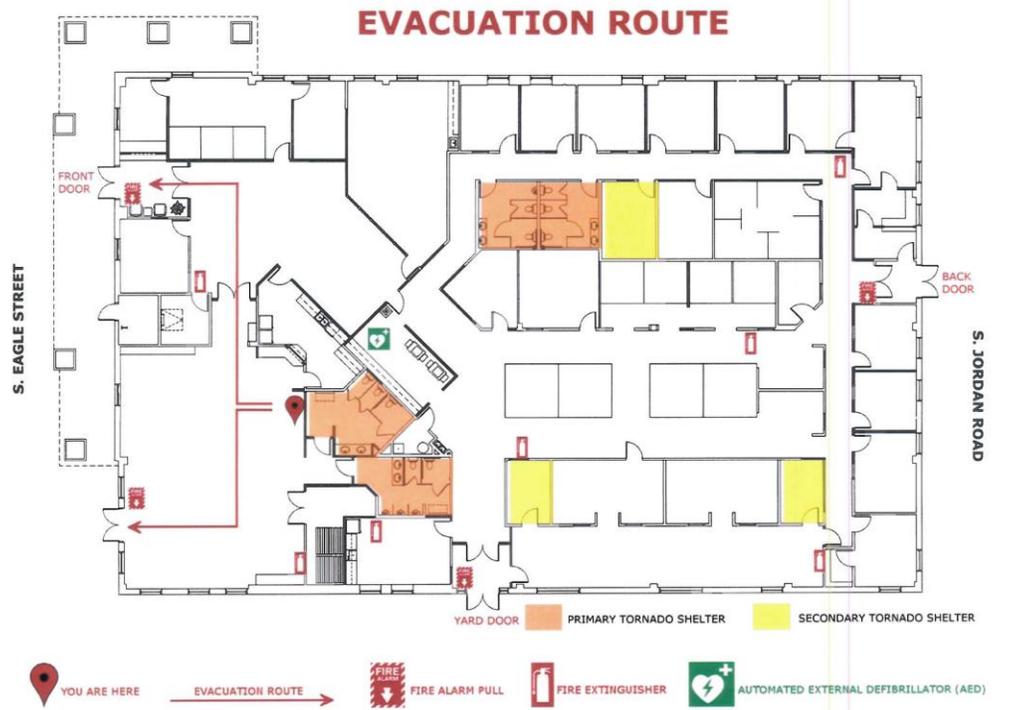
When feasible, City Staff will notify citizens using the conference room(s) of potential danger and recommend the appropriate response. The Centennial Eagle Street Facility is not an emergency shelter; however, during times when the facility is open to the public, the City will not prevent members of the public from joining staff in our response to an emergency situation, unless doing so creates an unreasonable risk.

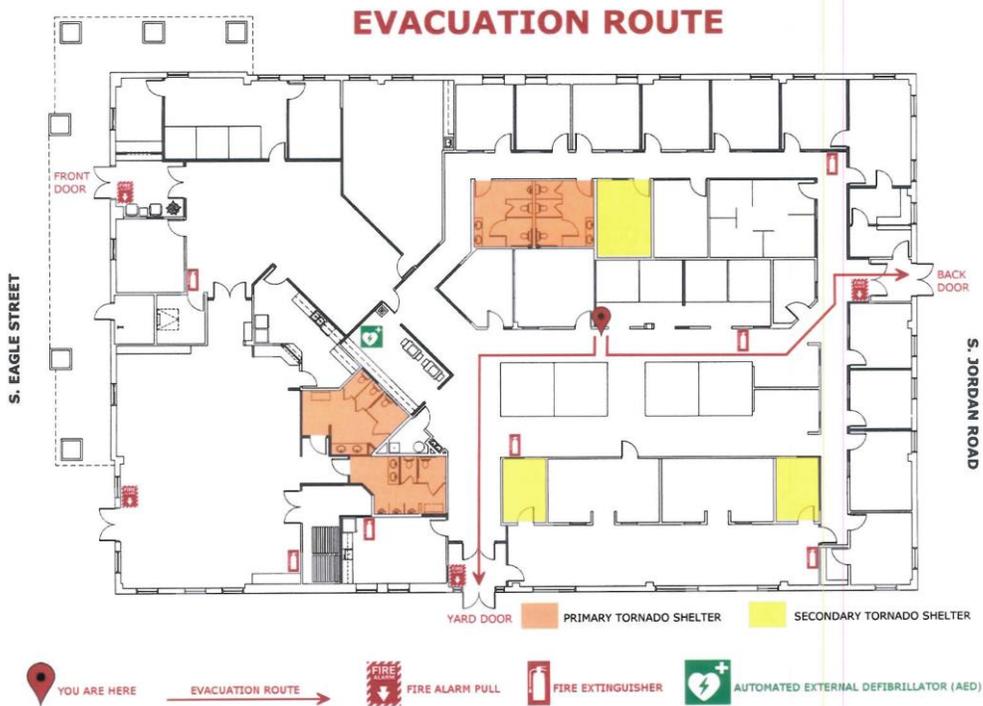
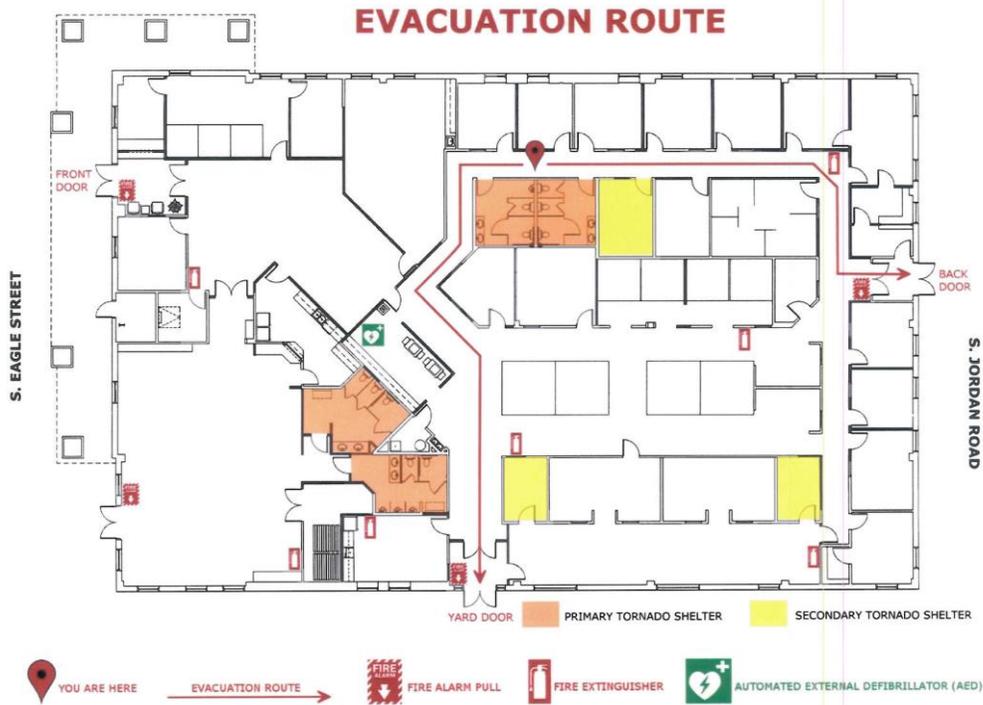
### **Special Events**

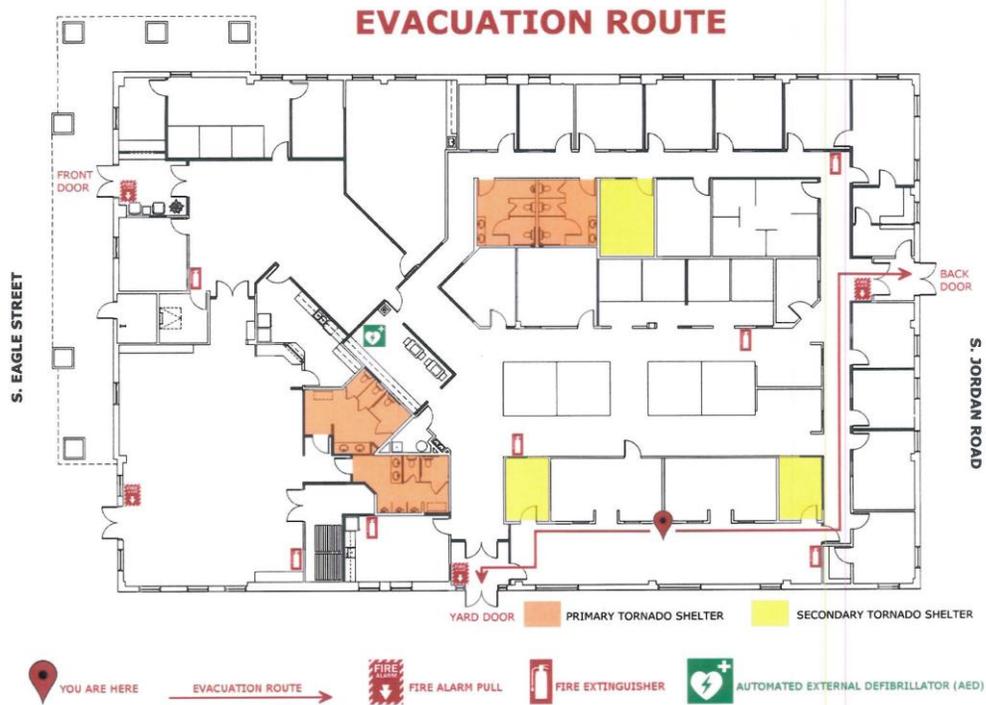
Special event emergency procedures will vary for each event. When feasible, City Staff will notify event organizers of potentially hazardous situations and may recommend a course of action.

# APPENDIX B: EVACUATION ROUTES

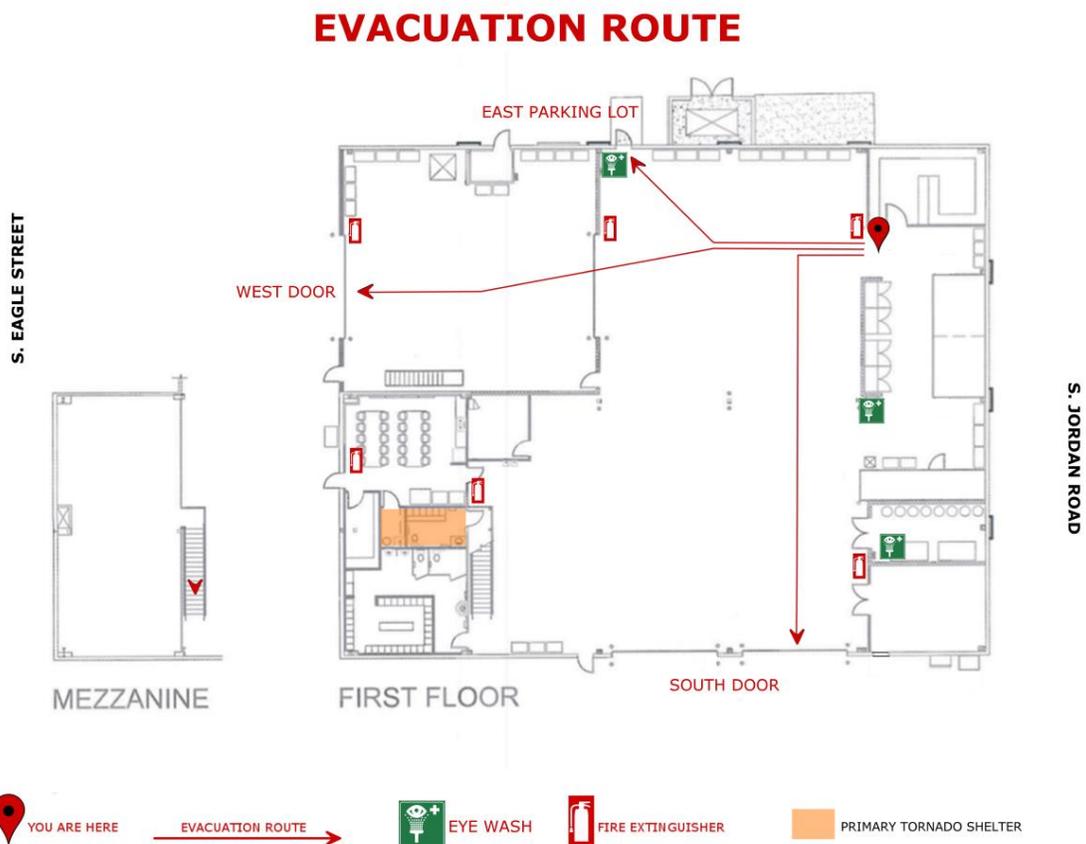
## OFFICE BUILDING



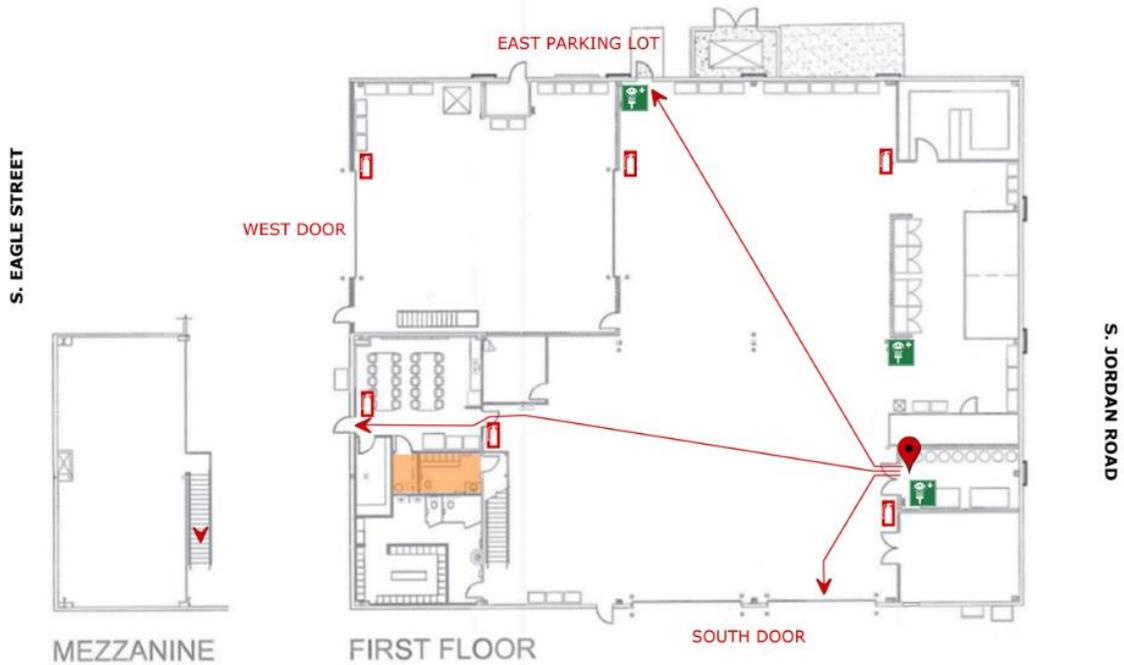




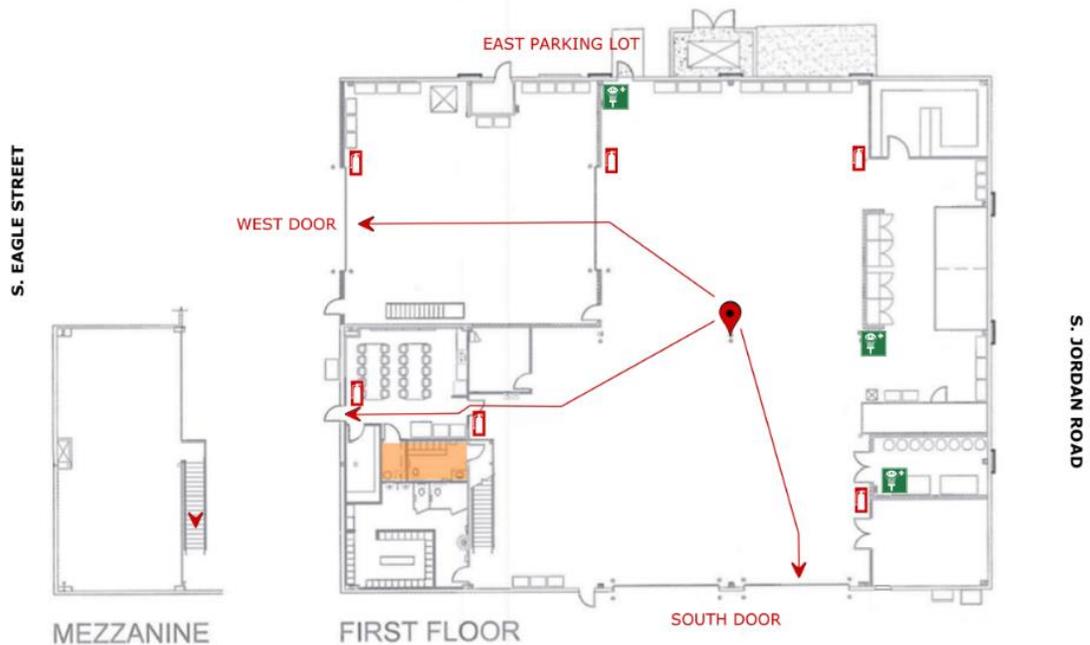
## MAINTENANCE SHOP BUILDING



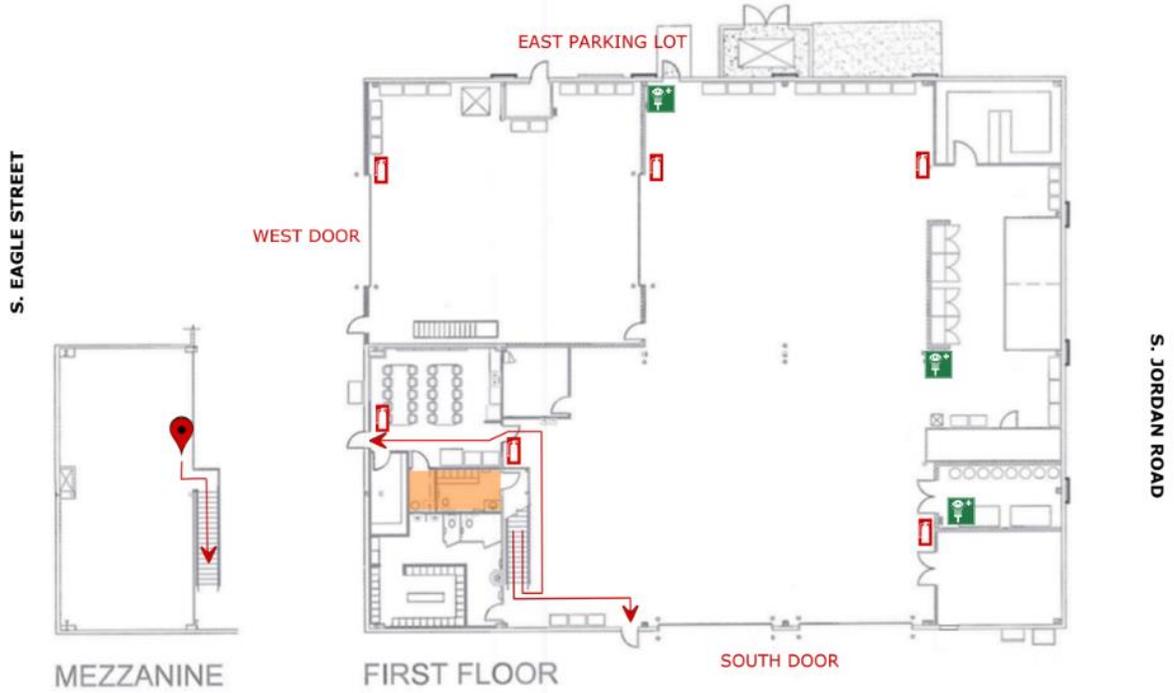
### EVACUATION ROUTE



### EVACUATION ROUTE

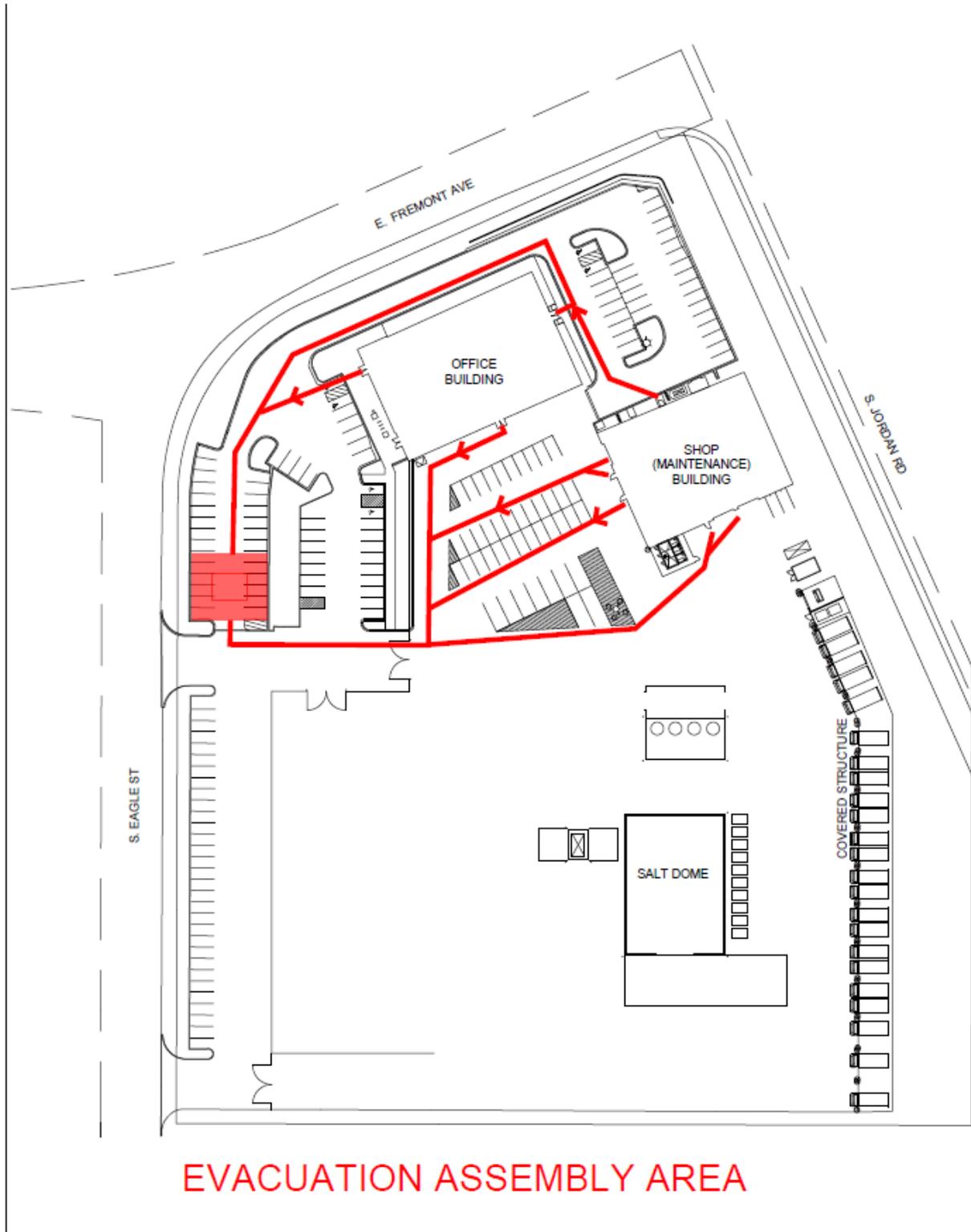


# EVACUATION ROUTE

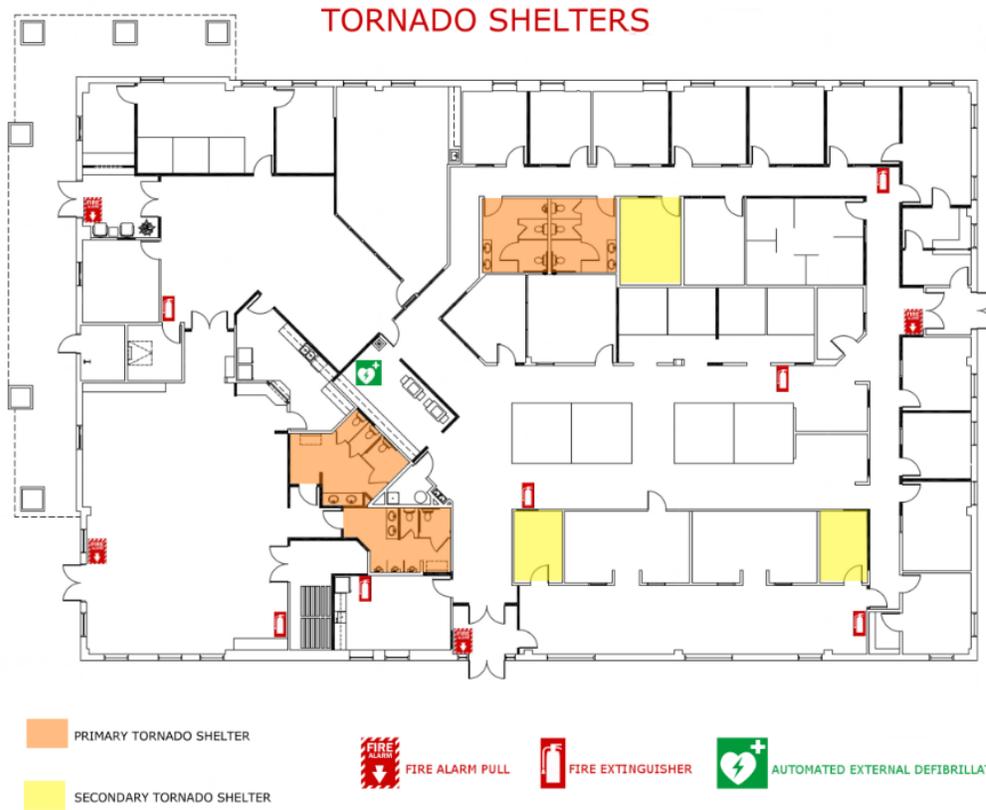


# APPENDIX C: PRIMARY EVACUATION ASSEMBLY AREAS

## PRIMARY EXTERIOR ASSEMBLY AREA



# PRIMARY INTERIOR ASSEMBLY AREAS/ TORNADO SHELTERS OFFICE BUILDING



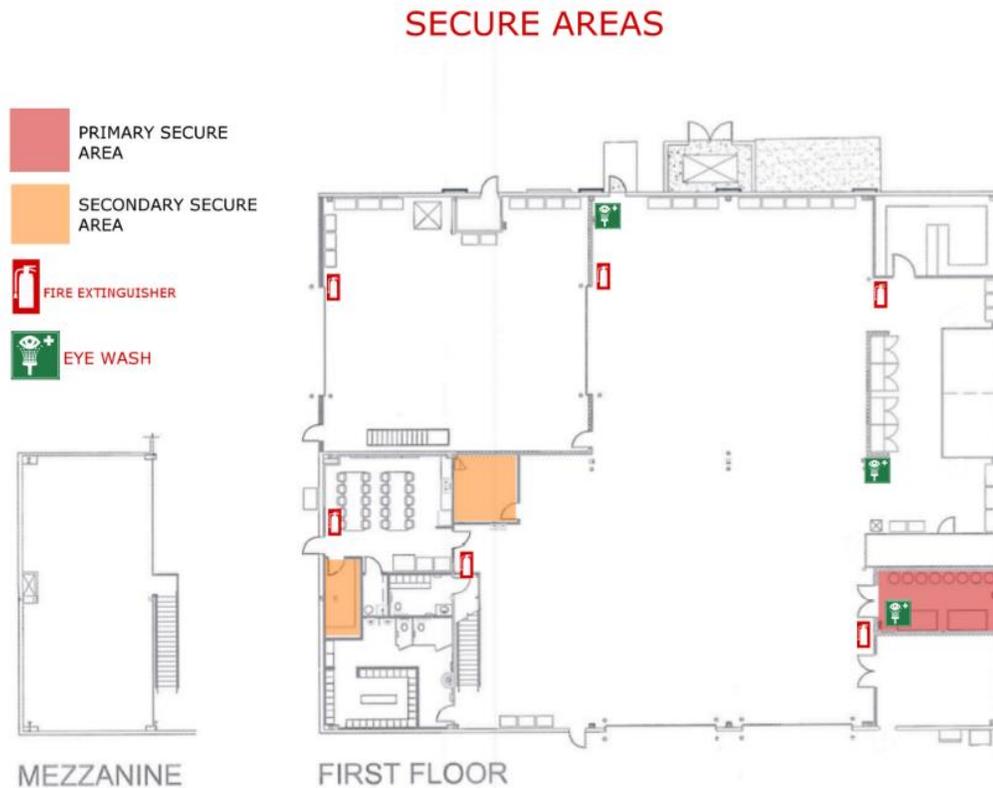
# MAINTENANCE SHOP BUILDING TORNADO SHELTERS



## **APPENDIX D: PRIMARY AND SECONDARY SECURE AREAS** **OFFICE BUILDING**

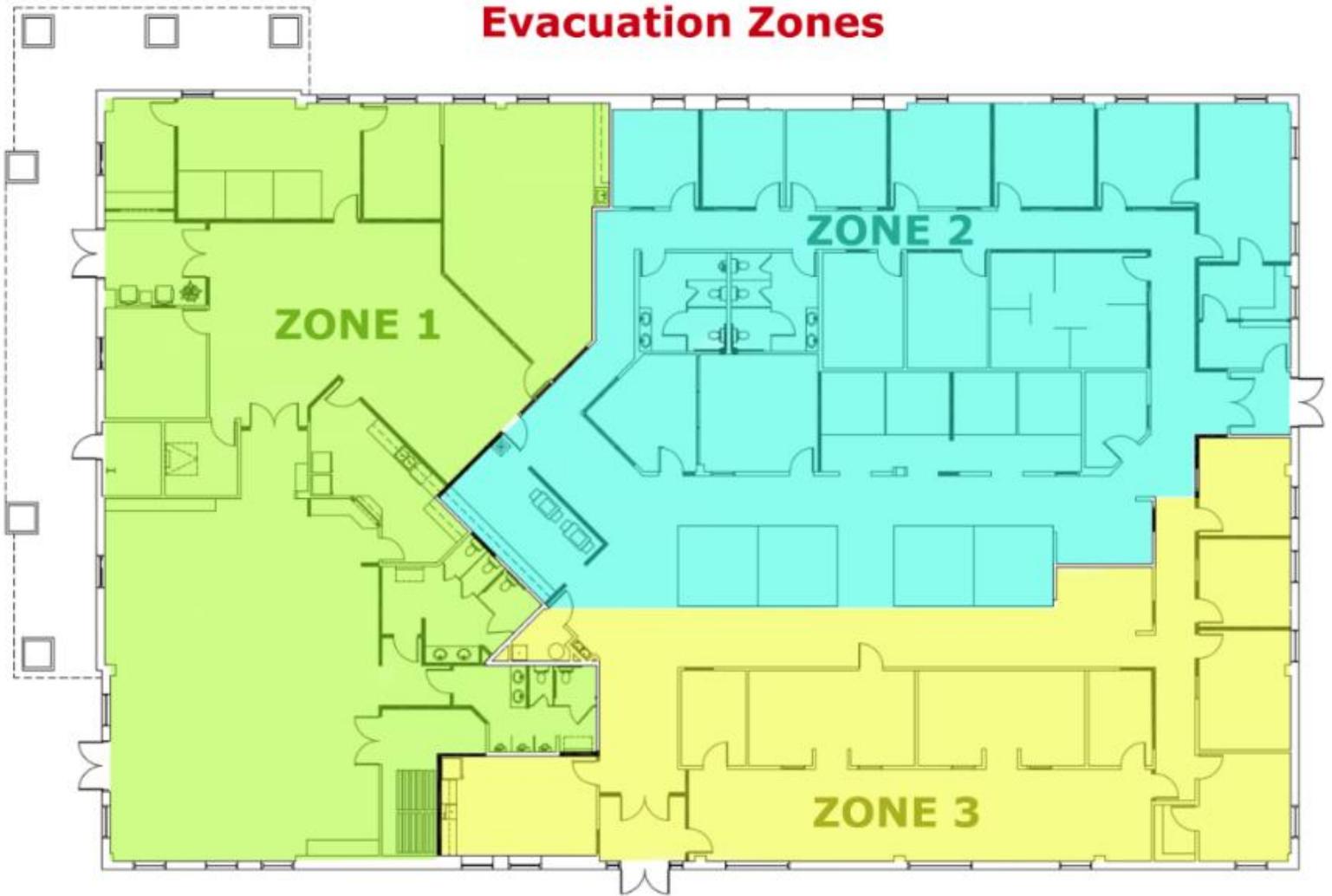


## **MAINTENANCE SHOP BUILDING**



### APPENDIX E: EMERGENCY RESPONSE TEAM EVACUATION ZONES

#### Evacuation Zones



**ZONE 4 is the Maintenance Shop building**

## **APPENDIX F: PRECAUTIONS FOR INDIVIDUALS WITH SPECIAL NEEDS**

### *Employees with Hearing Disabilities*

- \_\_\_\_\_ The employee is required to read the building’s safety and emergency procedures.
- \_\_\_\_\_ The employee demonstrates that they understand the procedures.
- \_\_\_\_\_ The employee is provided with fire/earthquake-exit maps/directions.
- \_\_\_\_\_ A buddy system is used where appropriate (an employee with a disability may need the assistance of another employee when an emergency arises).\*
- \_\_\_\_\_ The services of a special service provider are requested, when necessary, to teach employees the emergency procedures.

### *Employees with Visual Disabilities*

- \_\_\_\_\_ The building’s safety and emergency procedures are read by or read to and discussed with the employee.
- \_\_\_\_\_ The employee demonstrates that they understand the procedures.
- \_\_\_\_\_ A buddy system is used, when appropriate.\*
- \_\_\_\_\_ The services of a special service provider are requested, when necessary, to teach employees emergency procedures.

### *Employees with Learning, Emotional, or Cognitive Disabilities*

- \_\_\_\_\_ The building’s safety and emergency procedures are taught to these employees in language/terms they understand.
- \_\_\_\_\_ The employee demonstrates they understand what they should do in an emergency.
- \_\_\_\_\_ A buddy system is used, when appropriate.\*
- \_\_\_\_\_ The services of a special service provider are requested, when necessary, to teach employees emergency procedures.

### *Employees with Physical Disabilities:*

- \_\_\_\_\_ Employees understand the different safety and emergency procedures when their workspace is located on the ground floor and/or other levels, etc.
- \_\_\_\_\_ A rescue area is established, for evacuation drills, when the workspace is located on levels other than the ground floor.
- \_\_\_\_\_ Needed special equipment (wheel chairs, crutches, etc.) is always accessible.
- \_\_\_\_\_ Buddy system is used, when appropriate.\*
- \_\_\_\_\_ No architectural barriers hinder the employees from exiting a building (exit time should not be unreasonably longer than the exit time for normal employees).

**\*NOTE:** A backup plan to the buddy system should be identified, in the event an assigned “buddy” is absent.