



**CENTENNIAL CIVIC CENTER  
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 Civic Center. A critical aspect of safety is preparedness to effectively respond to emergency situations. A shared awareness by City staff, Contractors and building personnel at the Civic Center 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 Civic Center Emergency Response Plan**.

This Plan is separate from the Centennial Eagle Street Emergency Response Plan, which includes the emergency response details for the Public Works facility at Eagle Street.

This Plan has been prepared by the City Manager's Office, 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. 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 (4) responses for all emergencies: **EVACUATION**, **SHELTER IN PLACE**, **LOCK DOWN** 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 Civic Center, so that staff can also be prepared to respond in a more specialized manner to certain incidents.

The Plan establishes the Civic Center 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 Civic Center are required to select a primary and back-up evacuation leader to collect the department's in/out board 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 in coordination with the City Manager's Office and the Emergency Response Team.

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 Civic Center 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, to utilize a specific exit route to avoid a hazard,

**Lock Out** – A lock out signifies that the identified threat is outside of the building. A lock out includes the closure of all exterior doors to the Civic Center 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 involves a threat which is inside of the building. 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 Civic Center.

**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 or 9-911 from a City phone to reach emergency dispatch.***

#### **CIVIC CENTER EMERGENCY RESPONSE TEAM – UPDATED 5/19/15**

The Civic Center Emergency Response Team (Emergency Response Team) consists of employees identified in each area of the building responsible for leading emergency response for their area. Assignment to the Response Team, 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 Response Team 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. Messaging may include the use of the City's intercom extensions. The extensions for each floor are:

- 2000: Lower Level
- 2001: First Floor
- 2002: Second Floor
- 2003: Eagle Street

The Emergency Response Team consists of the following positions:

<u>Lower Level:</u>	Kimber Liss - Court Administrator (Primary Evacuation Deputy) Holly Watt - Judicial Assistant (Alternate Evacuation Deputy)
<u>First Floor:</u>	Tom Pitchford - Chief Building Official (Primary Evacuation Deputy) Derek Holcomb – Principal Planner (Alternate Evacuation Deputy)
<u>Second Floor:</u>	Marianne Schilling - Management Analyst (Primary Evacuation Deputy) Eric Eddy – Assistant to the City Manager (Alternate Evacuation Deputy)
<u>Additional members:</u>	Sheri Chadwick, Communications Director Allison Wittern, Public Information and Special Events Manager Marv Systma, Public Works Project Coordinator Ken Jackson, Facilities Manager

The Evacuation Deputies are the individuals who are responsible for grabbing the area IN/OUT boards and accounting for each staff member on the board. This should not be an individual on the Emergency Response Team.

The Evacuation Deputy Team consists of the following positions:

- Lower Level: Deanna Hofmann – Deputy Court Clerk (Municipal Court)
- First Floor: Lori Schwenzer – Administrative Assistant (City Attorney’s Office)  
Karen Brookes – Administrative Assistant (Community Development)
- Second Floor: Jody Alioto – Executive Assistant (City Manager’s Office)  
Kersten Baldwin – Communications Specialist (Communications)  
Wendy Faulkner – Administrative Assistant (Finance)  
Ebony Brewington – (City Clerk’s Office)

## 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 Civic Center: **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 Civic Center 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 external evacuation area is:

- The southeast corner of the parking lot (closest to the intersection of Arapahoe Road and Vaughn Street)

**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 Emergency Response Team 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 collecting the department's in/out board during an evacuation, if they are able to do so without endangering themselves or others. Departments shall give the Emergency Response Team 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 collect the department's in/out board, and take the board with them.
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 and shown in Appendix B. DO NOT use the elevator unless directed by emergency response personnel.
4. If possible, a member of the Emergency Response Team 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 firefighters 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 (southeast corner of the main parking lot, Council Chambers, or other area as identified). 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 Appendix C.

7. All staff must report to their designated evacuation leader with the in/out board in the assembly area to be accounted. Evacuation Leaders shall communicate with emergency response personnel to report anyone who is unaccounted.
8. **Nobody is allowed to reenter 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. The primary shelter areas are:

- The Municipal Court Room
- The vault rooms on the first floor

**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. **When possible, a member of the Emergency Response Team will make the notification.** 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 collecting the department's in/out board during an evacuation or a shelter in place scenario, if they are able to do so without endangering themselves or others. Departments shall give the Emergency Response Team 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 collect the department's in/out board, and take the board with them.
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 Emergency Response Team (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 area (the Municipal Courtroom, or other area as identified). Staff and public must not leave the location unless told to do so. Maps of the primary exterior and primary interior assembly areas is 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 structure of the Civic Center for protection, keeping outside threats outside of the building and keeping threats inside the building separate from Staff, Contractors and the public. When a lockdown order is issued, physical barriers (locked doors, walls, etc.) are utilized to separate Staff, Contractors and the public 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 Civic Center.

**Where:** When a lockdown 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 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 Emergency Response Team 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 Civic Center, 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.

**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. 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.
5. Close blinds and drapes for concealment.
6. Turn off lights. Put cell phones on vibrate, and silence other devices.
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 Civic Center 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 Civic Center;
- A nearby emergency situation;
- A belligerent or armed individual in the parking lot;
- A belligerent or armed individual in the Civic Center.

**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 Civic Center, 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 practicable. Personnel should be prepared to react if the threat enters the Civic Center.

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

1. If you see any suspicious activity, notify security, activate a panic button, and/or call 911. Panic buttons are located at the front security desk, city code desk and council chambers.
2. Once a lockdown order is issued, security or the front desk should lock the front entrance doors (if threat is outside) and lower all customer service window gates.
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 Civic Center, 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 that Civic Center personnel should be prepared to respond to. The following are recommended instructions and procedures to respond to some specific incidents that could occur in the Civic Center. 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 Civic Center, 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.

**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 collect the department's in/out board, and take the board with them.
3. Proceed to the exterior evacuation assembly area (southeast corner of parking lot) 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. Do NOT use the elevator unless under supervision of emergency response personnel.
4. A member of the Emergency Response Team 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 Response Team 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 Emergency Response Team should provide any assistance possible. If assistance is not feasible, the Response Team 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 (southeast corner of the main parking lot). 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 with the in/out board in the assembly area to be accounted. Evacuation Leaders shall communicate with emergency response personnel to report anyone who is unaccounted.
8. **Nobody is allowed to reenter 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 Civic Center due to severe weather. Closures will be issued in accordance with the Civic Center closure procedures.

**Response:** **EVACUATION** – If a severe weather warning is issued for the area of the Civic Center, 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 Civic Center. For tornado warnings, personnel will be ordered to evacuate to the lower level of the building or a secondary shelter area.

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

1. When there is severe weather in the area, specified members of the Response Team 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 lower level, or a secondary shelter area, quickly if a warning is issued.
3. If a tornado warning is issued for the area of the Civic Center, Staff shall issue an order to evacuate to the lower level of the Civic Center.
4. Personnel should begin tornado evacuation procedures. All employees shall immediately proceed to the South Staircase (rear staircase/exit). DO NOT use the North Staircase (main staircase/entrance/exit) unless an emergency prevents the use of the South Staircase, as the first floor door requires a code to exit the stairwell. DO NOT use the elevator as the building may lose power. Proceed to the lower level of the Civic Center. All personnel should report to the Council Chambers, if possible.

5. Take roll of staff and IMMEDIATELY report any unaccounted staff members.
6. Direct all members of the public toward primary shelter locations.
7. Personnel should not leave the building unless directed to do so.
8. Any individuals who cannot report to Municipal Court should seek shelter. The safest places to be are interior halls and rooms on the lowest level possible. Avoid areas near exterior windows. See Appendix E for a map of the primary and potential secondary tornado/severe weather shelters.
9. The Emergency Response Team 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 City has a back-up generator and 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 Civic Center. 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 Civic Center 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 City Manager's office and the two offices immediately south of the City Manager's office are connected to the generator to prevent an outage of core City services. 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 rooms for the building, including the City Attorney's IT closet, are connected to the generator to allow continued access to technology. The generator will not power the entire building. Most offices and workstations will be without power.

The City's VOIP phone system provides 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 City 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 Support Services.
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 or designee will determine the proper course of action for all outages.

4. Your manager will provide instructions from the City Manager or designee.

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

A belligerent, dangerous, suspicious, and/or armed person is in the Civic Center. The individual could be someone with a legitimate purpose at the building (e.g., court hearing, building permit, etc.) or an unauthorized person.

**Response:**            **LOCKDOWN** – When a dangerous/suspicious/armed individual is in the Civic Center, 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 Civic Center 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 Civic Center:

1. If an individual in the Civic Center 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 Response Team.
  - 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 and the front desk.
2. If an individual poses a threat to the safety of personnel, the Response Team will initiate a lockdown.
  - a. The Response Team 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 lower customer service window gates and 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 and/or dangerous person in the Civic Center. The most secure rooms are ones where the door is 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 Civic Center, 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 you are instructed to 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** and/or **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 all or a portion of 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 Civic Center:

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** – If there is a hazardous material spill or biohazard in the Civic Center, 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, Emergency Response Team, and/or activate the fire alarm system. An evacuation may also be initiated for a biohazard. A biohazard could require quarantine. If there is a hazardous material spill or biohazard outside of the Civic Center, 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 Emergency Response Team; 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 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 Civic Center, 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 Civic Center, 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 Response Team immediately. If personnel receive a threat, personnel should follow the procedures below.

**Procedures:** Use the following procedures when there is a bomb threat or a suspicious item found in the Civic Center:

### **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 Emergency Response Team.

### **Suspicious Item**

1. If you see a suspicious item in the Civic Center or on the Civic Center property, IMMEDIATELY report the item to security and the Response Team. 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.**

Civic Center Building 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 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:

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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 Civic Center. In the vast majority of situations, demonstrations do not pose a threat to the safety of personnel or to the Civic Center property. However, a violent disturbance at or near the Civic Center could pose a threat to the safety of personnel or could threaten damage to City property.

**Response:** **LOCKDOWN** – If there is a civil disturbance at the Civic Center, the most likely course of action will be a lockdown. The specific type of lockdown response will vary based upon the severity of the disturbance.

**Procedures:** Use the following procedures if there is a civil disturbance at the Civic Center:

## **APPENDIX A: CENTENNIAL CENTER PARK**

### **Center Park Procedures**

When feasible, City Staff will notify park patrons of potential danger and recommend seeking shelter. The Centennial Civic Center is not an emergency shelter; however, during times when the facility is open to the public, the City will not prevent park patrons and members of the public from entering the building, 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.

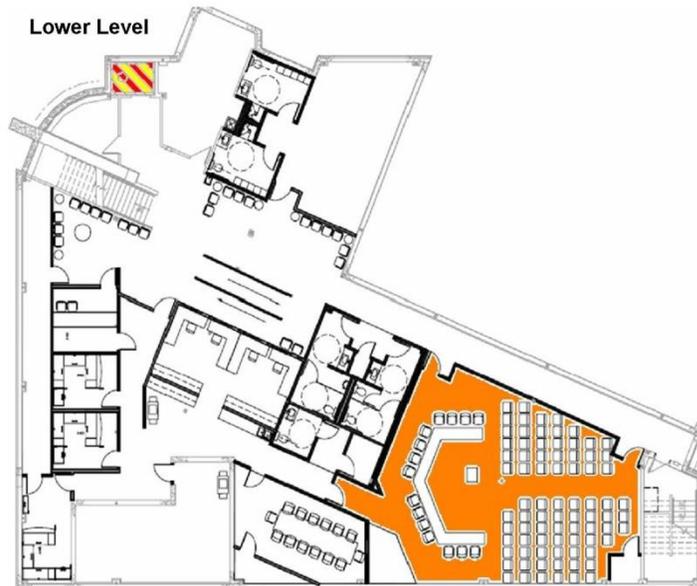


# APPENDIX C: PRIMARY EVACUATION ASSEMBLY AREAS

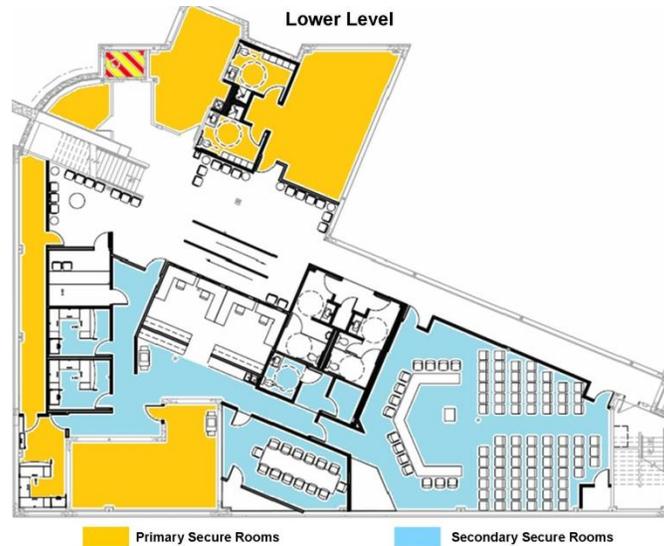
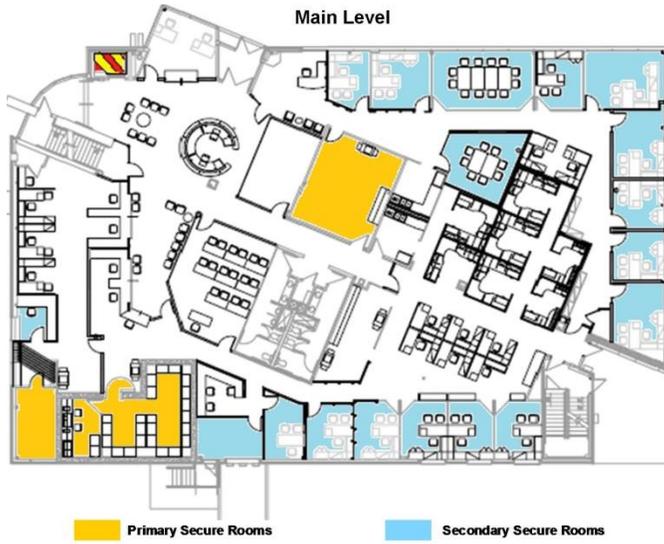
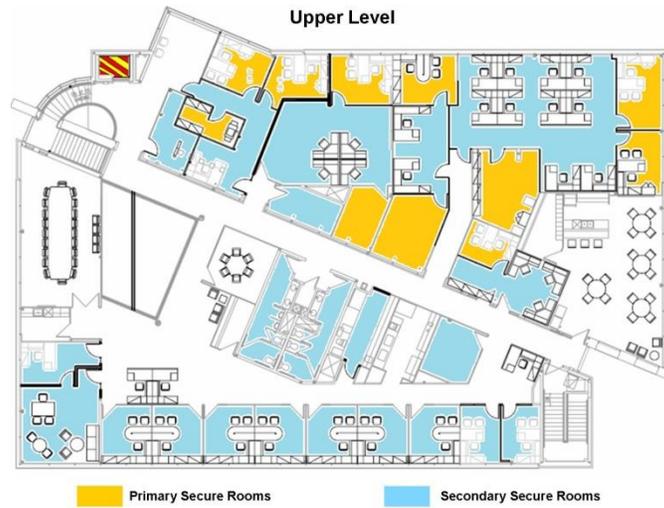
## PRIMARY EXTERIOR ASSEMBLY AREA



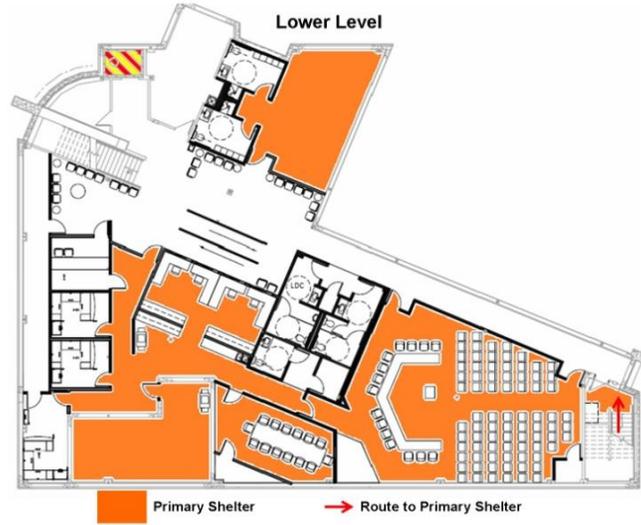
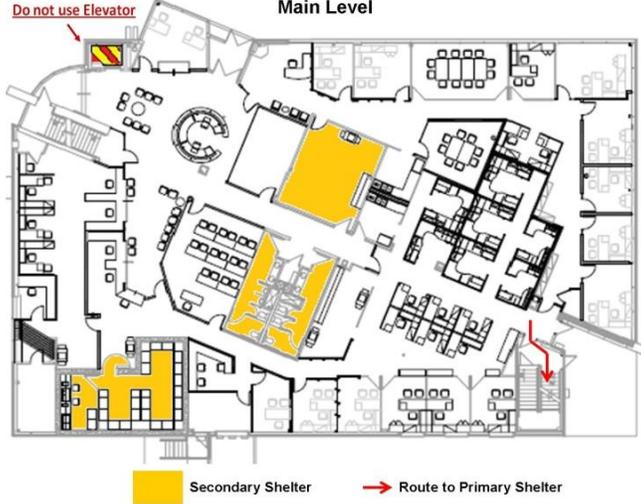
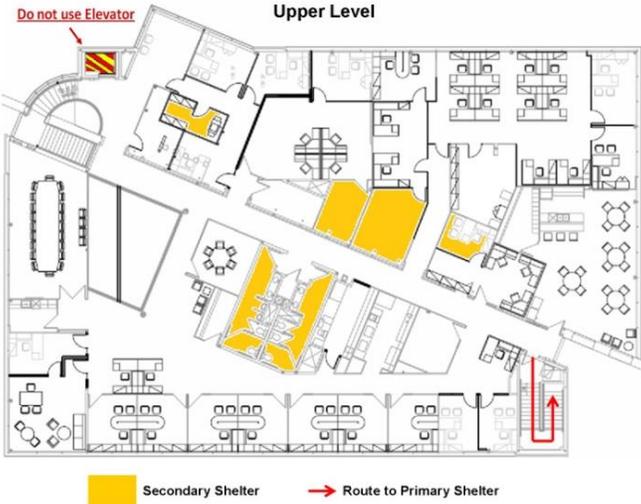
## PRIMARY INTERIOR ASSEMBLY AREA



# APPENDIX D: POTENTIAL SECURE ROOMS



# APPENDIX E: PRIMARY AND SECONDARY TORNADO SHELTERS



## 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.