



UNITED CHURCH OF CHRIST
CHURCH HOUSE
EMERGENCY PROCEDURES MANUAL

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INTRODUCTION

Each year millions of dollars are lost through natural and man-made disasters. Natural disasters (floods, tornadoes and winter storms) as well as man-made disasters (bomb threats, arson, workplace violence and terrorism) cause extensive damage to facilities and records, resulting in costly work reduction and disruption - even jeopardizing the lives of employees in businesses and organizations.

Because an emergency may occur at any time and often without warning, experience has shown that lives and property can be saved if people are prepared and know what action to take when one occurs. A clear and concise emergency preparedness program has been developed to ensure that the national setting of the United Church of Christ will be ready to deal with specific emergencies with minimum interruption to operations.

This manual is intended to be a quick reference to help you get immediate help in an emergency, prevent injuries, save lives and protect property. Please keep this manual in a convenient place for quick reference.

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FLOOR MARSHALS SAFETY TEAM

The Floor Marshals/Safety Team members are employees who have volunteered and have been trained to perform specific responsibilities before, during and after an emergency. Please follow their instructions at all times and help them foster calm and order.

Floor	Floor Marshals	Ext.	CPR/AED First Aid
3rd	Diane Dicken	3810	+
	Gloria Otis	3875	
	Damaris Velez	3876	
	Shaena Ragin	3822	
2nd	Craig Hoffman	2168	
	Cheryl Barthelman	2105	
	Keri Sugerik	2167	
Mezz	Stephanie Johnson	2117	+
Bldg	Rick Johnson	2128	
Services	John Grimes	2126	+
Security	Julia Early	PM 2247	+
Security	Stan Jones	AM 2247	+
Floater	Alisa Lewis	2136	
Floater	Alan Wolf	2107	

Floor	Floor Marshals	Ext.	CPR/AED First Aid
9th	Ferne Clements	3725	
	Helga Mingione	3712	
	Annie Congress	3720	+
8th	Darlene Collins	2179	+
	Bob Lormor	2178	
	Barb Powell	2175	
7th	Carl Kotheimer	3244	
	Marcy Dory	3209	
	Phyllis Richards	3215	+
	LeShawn Davis	3221	
6th	Babette Calloway	3207	
5th	Rosalind Davis	3825	
	Tony Marcial	3821	
4th	Rod Mundy	3854	
	Lynn Herbst	3782	

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EMERGENCY PHONE NUMBERS

When a situation arises in which human life or property is in jeopardy such as in a medical, fire or police emergency, employees should call the lobby desk at 2247 to report the nature of the emergency.

1. Your name and nature of emergency
2. The location of the emergency

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EVACUATION PLAN

Few emergencies will require a complete evacuation of the building.

As an employee, you are responsible for familiarizing yourself with evacuation and safety plans for knowing your primary and secondary exit routes. You are also responsible for knowing the collection point outside of the building to which you report in the event of an evacuation.

Posted at the entrance to each floor is a drawing that locates evacuation routes, fire extinguishers and fire alarm pull stations. Please become familiar with this drawing.

If the City of Cleveland Emergency Evacuation Plan is implemented, staff will be notified, and remember that the location of your car will determine your route out of the city. Our building is located in Quadrant D. The lobby guard will distribute copies of the evacuation map to you as you evacuate the building.

In rare instances, you may be required to stay inside the building due to dangers outside. You might also be directed to evacuate to the roof for evacuation by helicopter, or to go to a specific floor. Floor Marshals will be advising you as to what to do and where to go. Please remain calm and listen to their directions.

Once an evacuation order is given, Floor Marshals/Safety Team members are responsible for:

1. Controlling panic.
2. Checking restrooms, conference rooms and other remote areas of their floors to make sure all employees are aware of the evacuation order and where they are to assemble.
3. In some cases, directing employees to place essential records and work-in-process in file cabinets to protect against their potential destruction. This will occur only if there is no immediate threat of bodily harm.
4. Coordinating the evacuation of physically challenged or injured individuals.
5. Closing the doors to the affected area after everybody has been evacuated.
6. Reminding employees of the primary/secondary exit routes and not to use the elevators.
7. Accounting for all employees at the assembly point and reporting missing or injured employees to emergency personnel.
8. Making sure employees do not re-enter the building/floor until instructed to do so by the proper emergency officials.

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FLOOD

A broken water main is the most likely cause of a flood. Water could enter the building through the front doors and flow into the building from Prospect Avenue. The water would then enter the basement. There it could cut off our electricity. All of the lights would go off and the emergency lights would then come on. Power-outage procedures would then take effect. (See Power Failure procedure)

If a flood results in evacuation, do not enter the lobby on the first floor. Instead, you will see a green door at the bottom of the stairwell that leads out into the courtyard between the Church House and hotel. Proceed through that door, turn left, and walk up the courtyard and through the door that enters the hotel. Proceed through the lobby and out to Huron Road, which is higher than Prospect Avenue and less likely to be flooded.

Please familiarize yourself with this evacuation route.

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TORNADO

Tornados do not require evacuation. If a tornado warning is issued and it is advisable to take cover, a public address announcement will notify you.

When you are directed to seek shelter, do the following:

- Get out of any office area that has glass windows on the outside walls.
- Move away from the small windows that are next to office doors.
- Find an interior area devoid of any glass and sit down on the floor.
- Stay away from elevators (due to possible electrical failures).
- Stay clear of the center conference rooms' glass doors
- Stay clear of any glass bookcases.

Floor Marshals will be available to assist you. They will also be kept informed of the status of the storm.

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POWER FAILURE

Power Outages can occur for many reasons and at any time, and can be momentary or long-lasting. In the event of a power outage, the following steps should be taken:

1. Remain calm and stay where you are. Do not move about the building or leave your assigned area unless instructed to do so. Such movement can result in injury.
2. If trapped in an elevator, push the emergency button in the elevator to report that you are trapped in the elevator.
3. Emergency lighting will come on throughout the building and the elevators. Do not use candles or lighters for additional lighting as they create the danger of fire and smoke.
4. To eliminate damage from a power surge once the power is restored, turn off all electronic equipment.
5. Wait for further instructions from the safety team as to directions to evacuate the building or not. If the phone system and its public address are not working, then Floor Marshals will notify you in person. The Floor Marshals have battery operated radios for communication within the building. If the order to evacuate is given, only use the stairwells and emergency exits.

During a major power outage, entry to the building will be limited to emergency personnel only.

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HEARTATTACKS, BREATHING PROBLEMS, FAINTING

If a colleague or visitor faints, has difficulty breathing, or reports irregular heartbeats or other symptoms that may indicate sudden cardiac arrest, take the following steps immediately. Time is of the essence. Do not move the person or travel to the lobby yourself for help. Use a land-line phone.

1. Call the lobby desk at 2247. Tell the guard where the victim is on your floor. Be sure to tell the guard which floor, East or West, and the location of the victim. *The purpose of this step is to get the AED moving with minimum delay to reach the person having trouble.*
2. Dial *72, to make a public announcement on the building-wide phone system. Announce that a victim needs CPR and describe the floor and location. Hang up. *(This summons any floor marshals in the building.)*
3. Dial “9” for outside line, then “911”. An emergency operator will ask you a number of questions regarding the condition of the victim and your exact location. Stay on the line to answer all questions. The security guard will bring the Automated External Defibrillator (AED) upstairs to the victim’s location. It is important that AED-CPR certified staff members are notified immediately when a sudden cardiac arrest occurs. CPR is first administered and then if necessary an electrical shock is delivered using the AED. Keep a clear distance from the victim and the trained individuals who are administering treatment.

When Emergency Medical Services (EMS) personnel arrive, they will continue procedures started by our trained staff members.

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FIRE

When you hear an alarm, you must assume it is a real emergency unless told otherwise. If the alarm is a false alarm, floor marshals will tell you to ignore it. However, your first instinct must be to assume it is real and to begin evacuating the building. Turn your lights off and close office doors when possible. Never return to your floor when an alarm is sounding. You must leave the building from the floor you find yourself on when the alarm sounds.

Do not use the elevators. Proceed down the stairwells on the right side. Leave the left side open for emergency personnel. Please remain quiet so instructions can be heard by others. Proceed to the lobby and exit the building through the main doors. Upon leaving the building, turn left and proceed Westward on the sidewalk until you reach the outdoor parking lot. This lot is the assembly point. Floor Marshals will direct and assist you throughout the evacuation process. Floor Marshals will also arrange for non-ambulatory personnel to be picked up by building or emergency personnel. It is the responsibility of the Floor Marshals to account for individuals on their own floors. If you know of the whereabouts of a missing employee make sure you notify the Floor Marshal immediately.

What happens after the emergency depends on the extent of damage. In most cases the extent of the emergency will be limited and the employees will return to work in a timely manner. In more extensive emergencies, the building may be damaged beyond the point of re-entry and the Crisis Management Team will take over. Employees will be notified as to what steps are to be taken. Please consult your Crisis Management Plan for specific directions if this event occurs.

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VIOLENCE, INTRUDERS, HOSTAGE SITUATIONS

If an armed intruder enters any floor of the Church House the following coded announcement will be made on the telephone speaker system: **“Good morning (or good afternoon). This is a reminder that today’s Scripture lesson is Exodus, Chapters 2 through 9.** That’s Exodus, Chapters 2 through 9.” This indicates the need to evacuate (Exodus), and the chapter indicates which floors should be evacuated (2 through 9), or if you do not hear your floor number mentioned, it is because of complications regarding the location of the armed threat, remain on your floor.

Floor Marshals will assist as in other evacuations, unless the hostage taking in their immediate area prevents this. If you become a hostage, **REMAIN CALM.** The hostage taker will reflect your emotions. Your initial actions will set the stage for the remainder of the situation. Do not panic. Don’t be a hero. Accept your situation and be prepared to wait. Follow the instructions of your captor. The longer you are together, the less likely the captor will be to hurt you. Don’t speak unless spoken to and only if necessary. Try to be friendly if possible, but not phony. Don’t look down on your captor. Don’t make suggestions to the captor. Don’t try to escape unless you are absolutely certain you can make an escape. If anyone needs special medication, inform your captor. Be aware of everything you see and hear. Try to remember the number of captors, their descriptions and conversations, the weapons they have, etc. Also try to remember the number and identities of other hostages. You may be released and your information will help the police. If you are permitted to speak on the phone, be prepared to answer yes or no to questions asked by the police. Express a cooperative attitude with the captors. Don’t turn your back on the captor. Eye contact can be good. People are less likely to harm someone they are looking at. Please be patient. Even if no rescue efforts seem to be happening, you should assume that the police are engaged in a hostage survival program that is designed to rescue you unharmed as soon as possible. If you believe a rescue attempt is taking place, or you hear noise or shooting, take refuge on the floor and stay down. Keep your hands on your head. Do not make any fast movements. If confronted by rescuers, be prepared to initially be treated as a hostage taker. The police will not know at first who is dangerous and who isn’t. Follow police instructions explicitly. In this situation they will be looking for identification signs. Wearing your ID badge would assist the police immensely.

ADDENDUM

In the event that someone has a gun and is either threatening to use it or has already discharged it in the building then the following steps should be taken:

- Persons should immediately go into offices, close the office door, lock the office door and huddle or seek shelter behind the door making sure to stay away from the window of the office.
- Any staff member who works in the center cubicles must go to a perimeter office as well and seek shelter behind a locked door. This might necessitate more than one person seeking a hiding place behind the door. Staff members should spread out into offices so they are not overcrowded.
- Turn office lights off. Be quiet.
- No one should seek shelter in a restroom or a conference room.
- No one should seek shelter on any floor's elevator lobby.
- No one should evacuate down the stairs unless directed.
- No one should evacuate down the elevators unless directed.
- No one should evacuate down the fire escape unless directed.
- No one should attempt to approach the armed intruder.
- No one should attempt to negotiate or speak to the armed intruder.
- All staff members should listen for any pertinent announcements over the phone system that might address this situation.
- A floor marshal should take the floor's portable radio with them as they seek shelter since this will be one of the methods of communication.
- Fire and police will direct the buildings proceedings as to how and when staff are moved from one area to the next.
- Silence your cell phone. Turn off any items that could make noise.
- Wait for evacuation instructions.
- In the event this scenario does happen employees should make sure they have their ID badges on them so they can be identified later when police arrive and are searching floors.
- If you are in a conference room seek shelter in an office that has a door that locks.

If you see the shooter, be prepared to report vital information to authorities such as a physical description, number of weapons, number of potential victims and the physical location of the shooter.

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BOMB THREAT

Bomb threats can come in one of two forms. They can come in the form of a telephone call, the most common method used, or through the mail (letter or package). Regardless of the method, bomb threats should always be taken seriously. If a suspicious package or object is found do not touch it and do not use a cell phone. In the event a bomb threat call is received or a suspicious letter or package is located, follow the instructions below:

Bomb Threat Call

1. Remain Calm
2. Keep the caller on the line and get as much information as possible by asking the following questions:
 - When is the bomb set to go off?
 - Where is the bomb located?
 - What kind of a bomb is it?
 - What does the bomb look like?
 - Why are you doing this?
 - Who are you?
3. Listen carefully for clues such as:
 - Sex
 - Age
 - Race, Accent
 - Background noises (music, conversations, traffic, machinery)
4. After the caller hangs up, notify your department supervisor and call the lobby desk at 2247.
5. Do not discuss the details of the call with other employees.
6. Record the time of the call
7. Refer to the Bomb Threat Procedures attached to this manual for other possible procedures.
8. The building will be evacuated and the Floor Marshals will assist with the evacuation.

Letter/Package Bombs

1. Do not touch, examine or move the suspicious letter
2. Do not use a cell phone.
3. Do not turn any lights or electrical equipment on or off.
4. Evacuate the immediate area and do not allow others to enter.
5. Call the lobby desk at 2247 using a UCC telephone.

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