EMERGENCY MONITOR PROCEDURES HANDBOOK

FLINT, GRAND RAPIDS AND SAGINAW STATE OFFICE BUILDINGS

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DTMB
Technology, Management & Budget

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Introduction

Emergencies, accidents, injuries, crime, and disasters may occur at anytime, anywhere, and to anyone. Being prepared can reduce fear, anxiety, and losses that accompany these incidents, and potentially eliminate the negative effects altogether.

The Department of Technology, Management and Budget established the Emergency Monitor Program to help plan and prepare tenants for emergencies in DTMB-managed facilities. The program is built on shared responsibilities and active participation from all occupants. Use the information provided as an emergency action plan to guide you when immediate action is necessary. Planning what to do in advance is an important part of being prepared.

A workplace emergency is an unforeseen situation that threatens building occupants, disrupts or shuts down operations, or causes physical or environmental damage. Emergencies may be natural or manmade, and include the following:

Flooding	Tornado
Fire	Winter Storms
Chemical Spills	Radiological Accidents
Explosions	Workplace Violence
Infectious Disease	Medical
Toxic Gas Releases	Suspicious Parcels
Utility Failure	Gas Leaks

The Emergency Monitor Program is designed to provide an organized response and ensure occupant safety during emergencies. Please read the guide thoroughly before an emergency occurs and keep a copy available for your immediate reference. Once you are familiar with the procedures, you will be better prepared to protect yourself and your co-workers.

Each emergency situation is unique; for that reason, no emergency guide can ever be comprehensive. In any emergency, remain calm; be aware of the situation around you; and report emergencies to **Security** as soon as possible.

DTMB Central Control

The DTMB Central Control Unit is a 24/7/365 operation that is responsible for the monitoring of over thirty-nine DTMB-managed buildings throughout the State. Central Control uses multiple computer systems to monitor the buildings. Duties include monitoring fire, security and other life safety alarms in the buildings and contacting the proper authorities and building contacts in the event of an alarm.

The control center summons emergency responders for various life safety incidents, including ambulance calls, bomb or biohazard threats, tornado warnings, and building closures. They monitor over two hundred security cameras from their location and use the cameras during emergencies and major events.

Central Control operators monitor and receive calls from over one hundred emergency call stations, including elevator emergency telephones in Lansing and Saginaw.

DTMB Customer Service Center

The Customer Service Center (CSC) serves as DTMB's central communication link to tenants by providing timely and consistent handling of customer needs. Tenants in leased and DTMB-managed facilities are encouraged to notify the CSC of any non-emergent issue or questions they may have regarding the facility. In DTMB-managed facilities, tenants are notified of building alerts and maintenance updates by email communications distributed by the Customer Service Center.

Customer Service Center representatives are available Monday through Friday, 7 AM until 5 PM at (517) 373-6227, or by email at DTMB-CustomerService@michigan.gov.

Assembly Area

When evacuating outside of the facility, assemble in a location that is at least one hundred feet from the building. Do not block driveways or other access areas that may be used by emergency response personnel and watch for traffic when crossing any roads to the assembly area. Division offices located on the same floor should remain together to allow for head counts.

Monitor Roles and Responsibilities

The facility supervisor has the organizational responsibility and authority to act in an emergency situation. In the facility supervisor's absence, additional DTMB facility personnel will respond on their behalf. To assist facility supervisors in emergency situations, employees located throughout DTMB-managed buildings are designated as emergency monitors. Each floor will have assigned "head monitors" and "section monitors", along with assigned alternates who will respond in their absence. Monitors are to ensure that all occupants located within their designated area are aware of emergency policies and procedures. The primary role of the monitor is to advise and assist as needed.

Facility Supervisor responsibilities include:

- ⇒ Maintains the monitor program
- ⇒ Reports to the building command post or delegates responsibility
- ⇒ Directs overall emergency evacuation
- ⇒ Works with emergency personnel to determine the need for evacuation in an emergency (full or partial)
- ⇒ Ensures all aisles and doorways leading to evacuation routes or exits are clear and negotiable at all times
- ⇒ Request outside assistance
- ⇒ Maintains a list of individuals in the building needing special assistance
- ⇒ Communicates the all clear announcement to tenants
- ⇒ Conduct lessons learned meetings with Monitor Program participants

Head Monitor responsibilities include:

- ⇒ Ensures all new employees within their designated area are aware of emergency procedures
- ⇒ Maintains and provides an up-to-date listing of employees needing assistance on the floor to the facility supervisor
- ⇒ Conducts a sweep of their assigned area during an incident to verify all occupants are aware of the alarm and are proceeding to the correct shelter
- ⇒ Awaits status information from section monitors
- ⇒ Provides the names and last known location of occupants refusing to leave the building during an evacuation to the facility supervisor or delegate
- ⇒ Reports the number of individuals requiring assistance in evacuating the building to the facility supervisor or delegate

It is the emergency monitor's responsibility to inform all occupants within their designated section of primary and secondary escape routes located on the floor. Encourage employees to familiarize themselves with the evacuation routes from other areas of the facility where they go frequently, such as restrooms and break rooms. Once in the shelter area, the monitors keep people moving away from the entrance allowing others to enter the shelter.

Every office should maintain a list of emergency contact telephone numbers for all of their employees. Employee accountability during an emergency is critical and could save someone's life be it the employee, or emergency personnel. Assign a person in your office to verify that all employees have made it to the assembly area. When evacuating outdoors, have employees report in at the designated rally point that is at least 100 feet away from the building.

Section Monitor responsibilities include:

- ⇒ Cover emergency procedures with all new employees in their section
- ⇒ Maintain and provide an up-to-date listing of employees needing assistance to the head monitor
- ⇒ Conduct a sweep of their section during an emergency to verify all occupants are aware of the alarm and are proceeding to the correct shelter
- ⇒ Report section status to the head monitor; include any occupants refusing to leave
- ⇒ Verify the number of individuals needing assistance in evacuating the building and report information to the head monitor

Identifying Program Volunteers

To readily identify monitors during an emergency incident, head monitors are equipped with fluorescent yellow vests, section monitors with orange vests and security and DTMB facilities personnel have yellow vests. Emergency monitors are required to wear their vests during any drill, exercise, or actual emergency. Keep the vest available and in plain sight at your workstation and available to your alternate.

Employee Responsibilities

When there is an emergency, evacuating the building safely may pose a challenge. To help occupants in DTMB-managed facilities, we suggest covering the following with everyone in your respective areas:

- ⇒ Know at least two different alternative exits from their work area
- ⇒ Recognition of the sound/signaling method of alarms
- ⇒ Who to contact in an emergency
- ⇒ Location of pull stations in the building
- ⇒ Who to report a damaged or malfunctioning alarm, pull station or strobe
- ⇒ What to do in an emergency
- ⇒ Designated meeting place when evacuating
- ⇒ Who to report to immediately following an evacuation
- ⇒ Severe weather shelter area
- ⇒ Importance of evacuating during an alarm and awaiting the “all clear”

Fire / Smoke Alarm System

The building is equipped with both audio and visual fire alarms. When activated, a brief intermittent audio alarm (whoop) will sound, followed by a prerecorded evacuation

announcement that will repeat until deactivated. The announcement will be broadcast through speakers located throughout the building. Strobe lights, that are located on the speakers, will also activate on all floors to alert occupants of the alarm. Smoke alarms are part of this system.

Fire alarm pull stations are located in all buildings. To activate the alarm, lift the cover and pull down on the handle. Fire alarm pull stations are connected to a building protection system that sends a signal to the fire department. Once the alarm is activated, promptly call the facility supervisor and report the incident.

When reporting an incident, include the following:
⇒ Nature of the incident
⇒ Location of the incident
⇒ Description of person(s) or property involved
⇒ Your name

When the building's alarm is activated, all occupants are to immediately evacuate the structure by way of the closest evacuation stairwell. Always use the stairs to exit, never an elevator. Encourage employees leaving private offices to close the doors leading into the office. Remind staff to maintain at least one hundred feet from the building during an evacuation.

After the fire department arrives on site, they are in complete command of the situation. The fire department's incident commander will determine if and when the building is safe for re-entry and issue the all clear to the facility supervisor. No one is to reenter the building until the fire department issues the "all clear" for the building. DTMB and emergency personnel will notify tenants when it is safe to reenter the building.

Fire Extinguishers

Each building is equipped with portable fire extinguishers located throughout each floor. The portable fire extinguishers have a limited supply of extinguishing agent and are intended for use on small fires only.

For your safety, it is beneficial to know how a fire extinguisher is used. Remembering the acronym **PASS** will assist in the proper use of a fire extinguisher.

1. **P**ull the pin between the handles.
2. **A**im the nozzle at the base of the fire.
3. **S**queeze the handles together.
4. **S**weep the extinguisher from side to side at the base of the fire.

Although fire extinguishers are available, please leave the firefighting to trained professionals. Your number one priority is to notify building occupants of the emergency and evacuate.

Elevators

Do not use elevators during an evacuation. The potential for electrical or mechanical failure, along with the increased risk of smoke inhalation make elevators unsafe during an evacuation. All persons in an elevator when an alarm sounds will need to exit at the first opportunity and evacuate the building by the nearest evacuation stairway.

In the event of an elevator failure, use the emergency button in the elevator to summon help. Elevators in the building are equipped with an emergency telephone line that connects directly to an emergency call center. The emergency button is located on the elevator panel.

Evacuation Stairwell

All stairways leading to the outdoors or to a shelter area are marked. Stairwells are "buildings within a building" and represent a safe area for individuals needing assistance during an emergency. The safe area allows time for the fire department to assess the situation.

The fire department will evaluate the scene and determine whether or not it is safe to evacuate persons with disabilities from the upper floors by use of elevators, or to remain in the stairwells. If evacuation by the stairs does become necessary, emergency personnel who have received training will assist individuals with disabilities out of the building.

Severe Weather Shelter Areas

A shelter area is constructed of reinforced concrete, brick, or block, with no windows and a heavy concrete floor or roof overhead. Other shelters areas are small interior rooms and hallways without windows. In some buildings, stairwells are designated shelter areas.

If it is not possible to get to a shelter area, go to the lowest level of the building and look for interior space away from any glass or windows.

Evacuation Floor Plan

Posted on each floor in the lobby area, are building floor plans. The plans identify fire alarm pull stations, fire extinguishers, shelter routes, outside rally points, a "you are here" indicator, exit routes for that floor, and a legend. It is important that everyone familiarize themselves with the evacuation floor plan for the building and their particular area.

When conducting an evacuation in a high rise building, the building may be evacuated in stages. If an alarm is activated on a particular floor, alarms will activate on the floors directly above and below that floor. Emergency personnel will determine if it is necessary to evacuate the remainder of the building.

Legend:

Floor Exit Route: ▶ **Assembly Area**

Shelter Route: ▶ **Fire Alarm Pull Station:** A

Building Exit: EXIT **Fire Panel:** FP

Shelter: **Fire Extinguisher:**

Persons with Disabilities

Persons with disabilities should familiarize themselves with emergency procedures established for their building. They should plan how to respond in an emergency and discuss the plans with the monitor assigned to their work area.

Disabled persons are dependent upon the monitors and procedures in place for their safety in an emergency. For this reason, a "buddy", and alternates, must be assigned to assist these individuals before the occurrence of an emergency. The “buddy” must be capable and willing to help, able to make contact quickly during an incident, and aware of any absences. If a “buddy” leaves employment, or is no longer able to provide assistance, a new one will need to be assigned.

Monitors must continually keep themselves apprised of the condition of employees within their area(s) of responsibility and update lists and facility supervisors as necessary.

Disabilities May Include*:*

Physical (Wheelchair, cane)	Visually Impaired
Hearing Impairment	Medical (Respiratory)
Temporary (Cast, crutches)	Advanced Pregnancy

During an emergency incident, persons with disabilities and their buddies are to wait inside evacuation stairwells for emergency personnel. We ask that they wait until all occupants have cleared the stairwell before proceeding into it. If an individual with a disability is on a floor other than their regular floor when an alarm is activated, they are to proceed to the closest evacuation stairwell or exit and notify a monitor of their needs along the way.

Name: _____

Disability: _____

Floor/Pillar: _____

Special Information: _____

Buddy #1: _____

Buddy #2: _____

Ambulance

In the event that emergency medical treatment or an ambulance is required, all tenants are to use the following procedure:

- ⇒ **Call Security**
- ⇒ Provide the nature of the emergency along with the number of people who require medical attention
- ⇒ Include the floor and pillar number
- ⇒ Provide your name and a telephone number where you can be reached

DTMB facility personnel will take control of the freight elevator during the emergency for emergency personnel to use. Emergency monitors are encouraged to clear all moveable obstacles in aisle ways to ensure a direct path for emergency personnel and assist in keeping curious bystanders out of the way.

Every office should have an emergency contact list for their personnel. Include emergency contact names and telephone numbers. Assign someone in the office the responsibility of maintaining the list and place it in a central location.

Medical Emergencies

Medical emergencies may include any life-threatening situation, including:

Broken Bones	Chest Pain
Compound Fractures	Excessive Bleeding
Eye Injuries	Seizure
Serious Allergic Reaction	Unconsciousness
Head Injury	Inhalation of a Toxic Substance
Breathing Difficulties	

If you or someone in your office experiences a medical emergency, **call security** immediately. Do not leave the injured person unless to summon help.

Unless you have received training, do not try to render any first aid or use CPR before trained assistance arrives. Do not move the person unless there is an immediate life-threatening emergency.

Automated External Defibrillators (AEDs) are located in a number of DTMB-managed facilities. An AED is a portable electronic device that automatically diagnoses the heart rhythm and determines if a shock is needed.

All AEDs approved for use in the United States use an electronic voice to prompt users through each step; many now include visual prompts as well. Newer models now include visual prompts as well for users that may be hearing impaired. To verify if your building is equipped with an AED, please check with your facility supervisor.

Emergency Evacuation Alarm Signals

The following evacuation alarms are used to notify building personnel of fire evacuation and tornado warnings in DTMB-managed facilities.

Condition	Alarm	Action to take
Building Evacuation	Slow whoop sound and strobe lights activated on alarms, followed by an automatic pre-selected voice evacuation message: Attention, an emergency has been reported in the building. Please proceed to the nearest evacuation exit. Do not use elevators.	All building occupants must leave the building by the nearest evacuation exit. Assemble outside at the designated area at least 100 feet from the building. Do not reenter the building until the "all clear" signal is given.
Tornado Warning	Civil defense sirens sound **outside** of the building. **Indoors** a message will be broadcast in the building	All building occupants are to proceed to the approved shelter area and remain until the "all clear" signal is given. Do not use the elevators and use only approved shelter routes.

Once a building has been evacuated, it will be secured and no one will be allowed to enter without proper authorization. The facility will remain closed until the decision to reopen is issued by emergency personnel.

Tornado

A tornado is a violent windstorm characterized by a twisting, funnel-shaped cloud. Tornado season is generally March through August; however, they can occur at any time of the year.

Definitions
Tornado **WATCH** indicates that weather conditions are favorable for the development of severe weather that could generate tornados. Remain alert and review actions to take should the situation change to a warning, or if a funnel is sighted. Continue with normal activities, but be alert to the weather outside.

Tornado **WARNING** means a funnel cloud has been sighted, or is indicated by radar. Take immediate action to seek shelter. Proceed to the nearest shelter area. Stay away from windows and other glass.

Remember: A **Warning** can be issued without a **Watch**. If the sirens sound, even without prior notification of a **Watch**, all occupants are to immediately proceed to their designated shelter area.

Tornado Warning Procedures

DTMB has installed an advanced weather monitoring software program in Central Control. The storm tracking system enables DTMB to receive accurate, real-time weather information and storm tracking capabilities. Central Control Operators receive National Weather Service alerts, watches, warnings, and winter weather advisories throughout Michigan. The information is then automatically communicated to DTMB facility supervisors and appropriate staff throughout the State.

When the National Weather Service issues a tornado warning, emergency sirens will be activated outside of the building by the city, county, or township. An announcement will be broadcast throughout the building notifying occupants of the warning. All building occupants are to proceed to the nearest designated severe weather shelter area.

In the event of a tornado warning, the monitor's role is to make sure all individuals in their respective areas are aware of the activated sirens and are proceeding to the designated shelter area in an orderly manner. As in a fire evacuation, monitors will need to check all occupied areas to verify evacuation. Persons with disabilities are to proceed to the closest elevator along with their "buddy" and continue to the shelter area.

Once evacuation is complete for the floor, all monitors are to proceed to the shelter area. Stay in the designated shelter areas until the all clear sounds. For everyone's safety, building occupants must stay in the shelter area until the all-clear sounds, even after their assigned quitting time. For those who shelter in lower level parking ramp areas, we do not encourage seeking shelter in vehicles.

Winter Storms

Severe winter storms are likely to bring ice, strong winds, sleet, freezing rain, or a combination of events. The storms can cause downed trees, falling limbs, structural damage, and power outages. A winter storm watch means there is a potential for heavy snow or significant ice accumulation.

In the event that a building closure is recommended, DTMB will follow Administrative Guide Procedure 0240.01. DTMB will notify designated department representatives for all departments located within the affected facility.

Utility Failure

In the event that power can not be restored, designated department representatives will be contacted and asked to communicate the information to staff. If you are instructed to evacuate the building, proceed cautiously to the nearest exit. Monitors are to report their area status to the facility supervisor before leaving.

Suspicious Packages or Letters

If you receive, or discover a suspicious package or foreign device, **do not touch it, tamper with it, or move it**. Move yourself and others away from the package. Call the facility manager's office to report the incident.

If a package or letter is opened and it claims to have contaminated you, or there is some sort of foreign substance in it, place everything back into its original packaging. All persons exposed should remain in the room and call **the facility supervisor**.

Do not allow anyone to enter or exit the room until given permission to do so by authorized personnel. Do not use cell phones or radio equipment within one hundred feet of the object.

Characteristics of a Suspicious Package:

- ⇒ Lumps, bulges, or protrusions on package
- ⇒ A lopsided or heavy-sided package or excessive masking tape
- ⇒ Handwritten addresses or labels from companies (check to see if the company exists and if they sent a package or letter)
- ⇒ Packages wrapped in string
- ⇒ Excess postage on small packages or letters
- ⇒ Handwritten notes, such as, "To Be Opened in the Privacy of," "Confidential," "Your Lucky Day Is Here," "Prize Enclosed"
- ⇒ Restrictive markings such as "confidential" or "personal"
- ⇒ Improper spelling of common names, places, or titles
- ⇒ Generic or incorrect titles, titles with no name attached
- ⇒ Leaks, stains, protruding wires, string, tape, etc.
- ⇒ Hand delivered or "dropped off for a friend" packages or letters
- ⇒ No return address or nonsensical return address
- ⇒ Foreign mail, air mail, and special-delivery packages
- ⇒ Any letter or package arriving before or after a phone call from an unknown person asking if the item was received

SUSPICIOUS MAIL OR PACKAGES

Protect yourself, your business, and your mailroom

If you receive a suspicious letter or package:

- Stop. Don't handle.
- Isolate it immediately.
- Don't open, smell, or taste.
- Activate your emergency plan. Notify a supervisor.

Bomb Threat

Should an object be discovered that is perceived to be an explosive device, or information is received that an explosive device is somewhere in the building, tenants are to notify the facility supervisor. The facility supervisor will notify the Michigan State Police and request assistance.

The content of bomb threats, and the make-up of each suspected explosive device, can vary widely. Do not handle any suspicious object or package. The Michigan State Police will make the decision to remain in the building and search, or to evacuate immediately.

In the case of a state employee receiving a telephone threat, try to remain calm and obtain as much information as possible from the caller. Enlist a supervisor or co-worker to listen to the conversation with you and try to keep the individual talking as long as possible. As soon as the telephone call ends, call the facility supervisor to report the call.

Try to obtain the following:

a) The location of the device
b) The scheduled time, if any, the device is set to detonate
c) The appearance or type of container used for the device
d) The reason for placing the device in or around the building
e) The type of explosive used in the device and any additional information that may be available

The person receiving the call should note the following:

a) Is it a male or female voice
b) What time was the call received
c) Mood of the caller (excited, nervous, calm, etc.)
d) Listen for any background noises that may be present
e) Approximate age of the caller

If the authorities determine that there is potential danger, they will activate the alarm system to begin evacuating the facility.

The following page contains a checklist to refer to when taking a bomb threat call.

Bomb Threat Call Checklist

Name of Person Taking Call: _____
Date: _____
Time of Call: _____

Write exact wording of the threat as close as possible:

_____
_____
_____

What building is the bomb in? _____
When is the bomb going to explode? _____
Where is it right now? _____
What kind of bomb is it? _____
What will cause it to explode? _____
Did you place the bomb? _____
Why? _____
What is your address? _____
What is your name? _____

CALLER EVALUATION

Threat language:
_____ Well-spoken/Educated
_____ Incoherent
_____ Foul
_____ Taped
_____ Message Read By Threat Maker
_____ Irrational

Describe the Caller's Speech, Voice, and Any Background Noises:

_____ Male or Female
_____ Approximate Age
_____ Calm
_____ Angry
_____ Excited
_____ Slow
_____ Rapid
_____ Soft
_____ Loud
_____ Laughter
_____ Crying
_____ Normal
_____ Distinct
_____ Race

_____ Slurred
_____ Nasal
_____ Stutter
_____ Lisp
_____ Deep
_____ Clearing Throat
_____ Deep Breathing
_____ Cracking Voice
_____ Disguised
_____ Accent
_____ Familiar
_____ Street Noises
_____ Dish Noises
_____ Voices

_____ PA System
_____ Music
_____ House Noises
_____ Motor Sounds
_____ Office Machinery
_____ Factory Machinery
_____ Animal Noises
_____ Clear
_____ Static
_____ Local
_____ Long Distance
_____ Pay Phone
_____ Cell Phone
_____ Caller ID Number

Building Lockdown

Over the last few years, terrorist attacks and hostile intruder situations have emerged as serious threats. In State-owned buildings, all outside perimeter doors remain locked, unless manned by a security guard. The installation of key card access readers allow employees located within the building entrance into the facility.

If an incident requires the locking of all perimeter doors, DTMB has the ability to lock all entrances into the facility and only individuals with building access may enter. This includes stairwells accessed through parking ramps, along with all vehicle and pedestrian ramp entrance doors.

DTMB Office of Infrastructure Protection is continuing work on the development of security technology in lobbies of DTMB-managed facilities. To improve security measures and efficiency in eleven facilities located in the City of Lansing, DTMB has installed electronic access control devices and visitor kiosks that are designed to allow 200 people to exit within one minute. The security measure is intended to control and monitor access into State facilities.

Sheltering In-Place

Some events make going outdoors dangerous. Leaving the area may take too long or put you in harm's way. In these cases, it may be safer for everyone to stay indoors rather than to go outside.

"Sheltering in-place" means to take immediate shelter where you are, at home, work, or in between. It is a way for you to make the area as safe as possible and to protect everyone until help arrives. You should not try to shelter in a vehicle unless you have no other choice. Vehicles are not airtight enough to give you adequate protection from chemicals or gases.

If you are sheltering due to an accidental release of hazardous material containing toxins or gases, the air quality in the building may be threatened. Sheltering in-place keeps you in one area allowing optimal protection from exposure. DTMB's Customer Service Center may communicate the need to shelter in-place to tenants by email. Monitors are to sweep their area to insure occupants are aware of the situation. Employees are to remain sheltered until emergency personnel issue an all clear or ask that you evacuate.

Hazardous Materials

Chemicals are found everywhere and have many uses, but they can be hazardous if used or released improperly. Hazards can occur during production, storage, transporting, use, or disposal of chemicals. In the case of hazardous spills or leaks,

remove yourself from the area and keep others away. Do not walk into or touch any of the spilled substance. Try not to inhale gases, fumes, or smoke. If possible, cover your mouth with a cloth while leaving the area. Stay away from the contaminated area until the hazardous material has been identified. Try to stay upstream, uphill, and upwind of the area. Remember that some toxic chemicals are odorless.

- ⇒ When you smell gas, do not light a match
- ⇒ If you are smoking, extinguish your cigarette immediately
- ⇒ Do not touch an electrical switch or try to find the source yourself

Call the facility supervisor to report an incident. Provide as much information (location, injuries, type of chemicals, etc.) as possible. Leave the location and advise others to stay away from the immediate area.

As every situation is different, emergency personnel may have special instructions to follow. DTMB will work with law enforcement personnel and local fire departments to ensure we communicate the information as soon as possible to tenants.

Threatening and Violent Behavior

Workplace violence often begins with inappropriate behavior or signs that when detected and reported, may help prevent its occurrence. Threats may be statements of intention or expressions of strong emotion. They may be direct, indirect, verbal, or nonverbal. Shaking a fist or pounding the desk, throwing things, and showing a weapon are all examples of nonverbal threats. Verbal threats may be indirect expressions of frustration or anger directed toward a person or office, or they may be direct statements of the intention to harm.

Some risk factors that contribute to workplace violence include:

- ⇒ Termination of employment
- ⇒ Disciplinary actions
- ⇒ Ongoing conflicts between employees
- ⇒ Domestic or family violence
- ⇒ Financial problems

To help prevent workplace violence, be aware of what is going on around you. Awareness is a proven method for increased personal safety. It is important to take any behaviors or words that imply a threat seriously. If the threat is immediate, leave the situation, and call the facility supervisor.

If the threat is not immediate, consult management for help in assessing the level of danger, determining an action plan, and choosing appropriate safety measures. Remind all staff that a safe workplace is everyone's responsibility.

When dealing with an angry or hostile customer or coworker:
⇒ Stay calm
⇒ Listen attentively
⇒ Maintain eye contact
⇒ Be courteous and patient

Armed Entry

Contact security you observe a person with a firearm. Provide the officer with any information you have on the situation, such as description of the shooter, last place you saw them, direction of travel, location of injured/hiding people, or anything else pertinent. After disconnecting with the operator, connect the facility supervisor and report the incident.

If someone is actively shooting, quickly assess the situation, and consider one of the following options:

a. Escape: Can you get out of the building, and away from the shooter? If taking this option, remember that there may be more than one shooter. Once you get to an exterior door, assess the scene outside before going through the door. Once you do exit, keep moving until you are well away from the building, and try to get behind some type of cover (something that will offer protection from bullets).

b. Hide in-place; are you somewhere where you are able to hide from the shooter and can wait until law enforcement personnel rescue you? This may involve locking yourself in an office, closet, or conference room. Try to find a room that does not have glass in the door. If the door does have glass, stay out of sight of someone looking in.

DO NOT ATTEMPT TO CONFRONT THE SHOOTER(S)!
When you encounter law enforcement personnel, follow their instructions exactly. You must remember that in these situations, the responding officers do not know who the shooter(s) are, and they do not know who you are. They have to take certain precautions for everyone's safety. If the shooter is still active, be prepared to have the officers leave you where you are, to shelter in-place. The officers' first concern is to make contact with the shooter(s) and prevent the person from causing anymore harm.

Earthquake

It is not possible to prevent earthquakes or change the likelihood of an earthquake occurring. However, we can greatly increase our chances of safety and survival by being aware and prepared.

The actual movement of the ground in an earthquake is seldom the direct cause of injury or death. Most casualties result from falling objects and debris or collapsing structures. During an earthquake:

If indoors, remain there. Seek refuge under a sturdy table or in a doorway. Stay away from glass, windows, shelves, and heavy equipment. Do not be alarmed if the fire alarm or sprinklers are activated. Do not use elevators.

If you are outside: Move away from buildings and utility poles.

After the initial shock, evaluate the situation to see if emergency assistance is needed. Remain calm and try to reassure others. Do not light matches, cigarettes or turn on electrical switches. Be prepared for aftershocks, while weaker than the main shock, they can cause additional damage and trauma.

Recovering From An Emergency Incident

Safety is a primary issue when recovering from an emergency incident. Not everyone responds the same during an emergency and some may need reassurance and additional information to understand the incident.

After an incident, DTMB personnel will meet and discuss the lessons learned. You may be contacted to provide or clarify information and discuss what you observed during the event. The information gathered is not but the blame on any one person, but rather find out what didn't happen correctly and how we may remedy it in the future. Facility Supervisors may request at this time to hold an after action meeting with monitors to discuss the results from the lessons learned.

DTMB Facilities Emergency Information Card

In DTMB-managed facilities, emergency contact information cards are provided to tenants. Please post or place one next to every telephone in the building. To obtain copies, please contact your facility supervisor.

DTMB Facilities – Emergency Contact Information

PLEASE LEARN THE EMERGENCY PROCEDURES AND THE NAME OF YOUR MONITOR.

For additional information on the emergency monitor program, contact your Facility supervisor.

Type	How to Report	What Will Happen	Procedure
FIRE	Pull the alarm Call **Security** and report location	Alarm will sound ***inside*** of building and fire department will respond.	Evacuate 100 feet from the building. **Do Not Use Elevators**
AMBULANCE	Call **Security**	Facility supervisor and appropriate agency will respond.	Ensure unobstructed access to area.
CRIME	Call **Security**	Law enforcement personnel will respond. Evacuation may be necessary—if so, follow fire evacuation procedures.	Obtain as much information as possible. Be observant and remain calm.
BOMB			
BIOHAZARD			
TORNADO	National Weather Service will issue warning	Civil Defense Sirens will sound ***outside*** of building and severe weather message will sound ***inside*** of building	Evacuate to shelter area. ***Do Not Use Elevators***

Facility	Contact Number
DTMB CUSTOMER SERVICE CENTER 7 A.M. – 5 P.M.	(517) **373-6227**
ESCANABA	(906) **786-3900**
FLINT	(810) **760-2051**
GRAND RAPIDS	(616) **356-0162**
JACKSON	(517) **780-7466**
SAGINAW	(989) **758-1440**
TRAVERSE CITY	(231) **922-5235**
FOR ALL OTHER **NON EMERGENCY** CALLS AFTER 5 P.M., WEEKENDS AND HOLIDAYS	(517) **373-0196**

Frequently Asked Questions

How do we know when it is safe to enter the building?

DTMB personnel and security will communicate the information to everyone in assembly areas.

During a building evacuation, can we enter another building that is not being evacuated?

Yes, although it is **your** responsibility to know when the all clear is issued allowing employees entrance back into the evacuated building.

I have received certification in Cardiopulmonary Resuscitation (CPR), should I administer it to a victim?

It is your choice to administer CPR.

Is there a designated location to go to during a building evacuation?

DTMB recommends finding a safe location that is at least one hundred feet away from the building and out of the path of emergency vehicles.

I no longer want to be a monitor, how do I find a replacement?

Agencies are responsible for assigning monitors. Please work with your supervisor for a replacement.

Our office is moving to a different building do we need to let anyone know?

You will need to notify the facility supervisor regarding floor and monitor status.

How do we know when it is safe to enter the building?

DTMB personnel will communicate the information to everyone in assembly areas and for those in interior shelter areas, the all clear will be broadcast throughout the building.