

IMPORTANT NUMBERS



Fill in the following fields with important numbers and contact information for emergencies:

Immediate Supervisor:

Names	Extension	Other Number:

Administrative Director:

Names	Extension	Other Number:

Other Important Contacts:

Names	Extension	Other Number:
		(

CRITICAL INCIDENT MANAGEMENT

Thomas Mynsberge
Office 989.686.1714
Mobile 989.239.5322
cim01.inc@gmail.com
www.criticalincidentman.com

Created: 05/2011
Rev. Date: 01/2016

CRITICAL INCIDENT MANAGEMENT HANDBOOK

*“You don’t rise to the occasion;
you sink to the level of training.”*

CRITICAL INCIDENT MANAGEMENT

Thomas R. Mynsberge
1123 Carrie Lynn Drive
Bay City, MI 48706
Office: 989.686.1714
Mobile: 989.239.5322
cim01.inc@gmail.com
www.criticalincidentman.com

TABLE OF CONTENTS

ITEM	PAGE
THREAT OF VIOLENCE- LOCKDOWN	3
FIRE	4
SEVERE WEATHER/TORNADO	5
SECURE MODE	6
BOMB THREATS	7
WRITTEN THREAT/SUSPICIOUS MAIL	8
SHELTER-IN-PLACE	9
MEDICAL EMERGENCIES	10
POWER OUTAGE	11
EARTHQUAKES	12
BOMB THREAT REPORT	13
BOMB THREAT SEARCH	14
NOTES	15
IMPORTANT NUMBERS	16

This handbook serves as a quick reference guide for building emergencies. Please keep this handbook in an easily accessible location to you during an emergency.

Critical Incident Management

NOTES



Document Actions and Times

BOMB THREAT SEARCH



Have staff familiar with the area check for objects that cannot be accounted for. Supervisors should coordinate and check off assigned areas searched with maps.

Search Outside:

Utilize 5/25 5 meters around the building then expand to 25 meters
Check bushes, cans and obscure areas

Interior Search:

Common areas first

Bathrooms

Gymnasium

Cafeteria

Offices

Library

Secured Staff areas (Last)

Search Procedures:

Search in pairs when possible

Stop at entry- look and listen

Search Clockwise to left and go around room

Begin visual search

Waist to floor

Waist to ceiling

Check ceiling tiles

Switch roles and recheck to insure coverage

Report results to leadership team

Locating Bomb or Suspicious Package

DO NOT TOUCH OR INSPECT

LEAVE AREA-REPORT TO LEADERSHIP TEAM

THREAT OF VIOLENCE LOCKDOWN



When an incident with an armed intruder, face to face escalated behavior, threat, or assault occurs within the building:

ANNOUNCE “LOCKDOWN” over the PA system or yell loudly.

PLACE staff and clients away from the door, and check the hall for any persons not yet secured and place them in your room.

LOCK, BARRICADE your room and **TURN OFF** the lights.

PREPARE for an alternate emergency exit.

Silence Cell phones.

- **PLACE** a placard under the door into the hallway:
GREEN = Secured area and no threat in the room.
RED = Dangerous situation or medical emergency in room (only if you can safely place the card).
- **AWAIT** further instructions.

IF YOUR ROOM IS BEING ATTACKED, EXIT BY ANY MEANS POSSIBLE AND ACCOUNT FOR ALL PERSONS.

FIRE



If you see fire or smoke: (do **NOT** yell “fire”)

- **PULL FIRE ALARM**
 - Alarms are located in hallways near exit doors.
- **CALL 911**
 - Give them address_____.
- **EVACUATE** as soon as you hear the alarm:
 - Make sure hallway is clear.
 - Do **NOT** use elevator.
 - Follow the established evacuation route.
 - Take necessary personal items with you (keys, medications, etc.).
- If smoke becomes heavy, **CRAWL**. Stay close to the floor and take short breaths. Stay calm and proceed toward exit. If available, place a wet cloth over your nose and mouth for comfort.
- Do **NOT** return to the building until an all clear is given.

If the fire is small, not at risk of spreading, and you choose to try to extinguish it, always send a coworker to pull the fire alarm and call 911, keep another coworker with you as an assistant in case you need help, and make sure you have an unobstructed escape route. If the fire does not go out quickly, abandon the effort and evacuate.

BOMB THREAT REPORT



CRITICAL INCIDENT
MANAGEMENT

Bomb Threat Response Report

QUESTIONS TO ASK:

1. When is bomb going to explode? _____
2. Where is it right now? _____
3. What does it look like? _____
4. What kind of bomb is it? _____
5. What will cause it to explode? _____
6. Did you place the bomb? _____
7. Why? _____
8. What is your address? _____
9. What is your name? _____

EXACT WORDING OF THE THREAT:

CALLER'S VOICE

- | | | | | |
|----------------------------------|-----------------------------------|----------------------------------|--|--|
| <input type="checkbox"/> Calm | <input type="checkbox"/> Loud | <input type="checkbox"/> Nasal | <input type="checkbox"/> Clearing throat | If voice is familiar, who did it sound like? |
| <input type="checkbox"/> Angry | <input type="checkbox"/> Laughing | <input type="checkbox"/> Stutter | <input type="checkbox"/> Deep breathing | |
| <input type="checkbox"/> Excited | <input type="checkbox"/> Crying | <input type="checkbox"/> Lisp | <input type="checkbox"/> Cracking voice | |
| <input type="checkbox"/> Slow | <input type="checkbox"/> Normal | <input type="checkbox"/> Raspy | <input type="checkbox"/> Disguised | |
| <input type="checkbox"/> Rapid | <input type="checkbox"/> Distinct | <input type="checkbox"/> Deep | <input type="checkbox"/> Accent | |
| <input type="checkbox"/> Soft | <input type="checkbox"/> Slurred | <input type="checkbox"/> Ragged | <input type="checkbox"/> Familiar | |

BACKGROUND SOUNDS

- | | | | | |
|--|---------------------------------|--|--|--------------------------------|
| <input type="checkbox"/> Street noises | <input type="checkbox"/> Motor | <input type="checkbox"/> Factory Machinery | <input type="checkbox"/> Clear | <input type="checkbox"/> Booth |
| <input type="checkbox"/> Voices | <input type="checkbox"/> Office | | <input type="checkbox"/> Local | <input type="checkbox"/> Other |
| <input type="checkbox"/> House noises | | <input type="checkbox"/> Animal Noises | <input type="checkbox"/> Long Distance | |

THREAT LANGUAGE

- | | | |
|---|-------------------------------------|--|
| <input type="checkbox"/> Well spoken (educated) | <input type="checkbox"/> Irrational | <input type="checkbox"/> Taped |
| <input type="checkbox"/> Foul | <input type="checkbox"/> Incoherent | <input type="checkbox"/> Messaged read by threat maker |

REMARKS: _____

□

Received by _____ Date ____/____/____ Time _____

EARTHQUAKES



If you are inside:

- **DROP** down and get under a solid desk or table. Stay away from windows, bookcases, file cabinets, outer walls and other objects that could fall.
- **COVER** your head with your hands and stay that way until the shaking stops.
- **HOLD** your position - Do **NOT** get up- Do **NOT** run.
- ◆ If trapped, refrain from yelling to avoid inhaling dust, tap to give location.

If you are outside:

- Move to a clear area far away from trees, signs or buildings.
- Remember: **DROP, COVER** and **HOLD**.

SEVERE WEATHER/ TORNADO



Severe Weather is defined as a severe thunderstorm with high winds, hail, floods, tornado, other weather fronts or acts of God.

Tornado Watch = Conditions are favorable for tornado formation.

Tornado Warning = A tornado has been sighted or indicated by weather radar.

When tornado warning is activated

IMMEDIATELY:

- **STOP** what you are doing (secure staff/students).
- Do **NOT** exit the building or use the elevators.
- **GO** to the assigned hallway (closing doors behind you).
- Stay clear of doorways and glass areas.
- **SIT** against the wall with your head down between your knees.
- **STAY** in your shelter area until the all clear message is given.

SECURE MODE



When the potential for external threats arise in the surrounding area, the following actions will commence to secure the building and occupants:

- **“Secure Mode”** will be announced of external threat.
- **LOCK** each door/room and continue activities within the building.
- **INFORM** all persons the building is in Secure Mode.
- **CLOSE** all windows on the 1st floor.
- **AWAIT** further instructions over the PA or phone.
- **MONITOR** halls if there is movement to other areas.

Assigned staff will assure doors are locked/monitored.

All building entry and exit will only occur at Main Door, which will be monitored by the staff.

This action should be calmly enacted to protect both staff and clients from outside threats.

POWER OUTAGE



- Do **NOT** evacuate the building unless instructed to do so.
- Do **NOT** call 911, except for immediate emergencies such as fire or medical.
- **TURN OFF**
 - Computers and other electrical equipment to prevent damage or injury when power is restored
 - Overhead lights. Leave a desk light on to see when service is restored.
- Do **NOT** use candles, matches or other flame.
- **LOCK** doors, if leaving/closing the work area.
- **USE STAIRS** with emergency lighting or wait for other personnel with flashlights.

Designated personnel are to notify field staff of the event.

MEDICAL EMERGENCIES



ASSESS the scene:

- Provide CPR/first aid if you are trained.
- Have a coworker **CALL 911**
- Have a coworker retrieve the **AED** if available.

OR

- Using the PA system say:
“Medical emergency in room ____, I need help.”
- Do **NOT** move the victim unless there is an immediate threat.
- **NOTIFY** the Administration and send someone to meet emergency responders at the entrance and lead to emergency scene.
- Complete an incident report.

BOMB THREATS



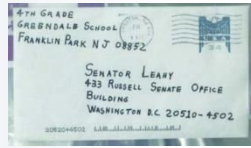
Upon receipt of a phone call threat:

- **DO NOT HANG UP**, set the phone receiver down and mute the phone - Fill out Bomb Threat Report.
- Notify Administration and 911.
- **ANNOUNCE: “Secure Mode, Check your room”** over the PA.
- **LOCK** and secure each room.
- **TAKE** head-count of all persons in your room.
- **CHECK** for suspicious objects in your room and report any:
 - Do **NOT** touch the item/package
 - Do **NOT** use cell phones/radios
 - Do **NOT** touch light switches
- **AWAIT** further instructions over the PA system.

If evacuation is necessary it will be announced over the PA system.

- **EVACUATE** to designated area.
- **CHECK** exits for suspicious items.
- **ACCOUNT** for students and staff through head counts.
- **PLACE** a placard near the door:
 - **GREEN** = no suspicious packages are observed in the room.
 - **RED** = suspicious package/item.
- Do **NOT** allow cell phone use, and keep staff and clients in the protected area.

WRITTEN THREATS/ SUSPICIOUS MAIL



- **IMMEDIATELY** contact any available supervisor if a letter or parcel appears suspicious or meets one or more of the following criteria:
 - Foreign mail
 - Oily stains, discoloration or odor
 - Lopsided or uneven envelope
 - Protruding wires or tinfoil
 - Excessive packaging material such as tape, string, etc.
- **CONTACT** the person to whom the letter or parcel is addressed and see if they are expecting mail from the sender or if mail from the sender could be suspect.

If the mail is opened and/or a THREAT APPEARS, has a SUSPICIOUS POWDER (i.e. white powder) or SMELL immediately:

- **SET** the mail/package down and **Do NOT** allow anyone else to handle the message/package.
- **ISOLATE** by **LOCKING** the area containing the package.
Move as little as possible to avoid potential spore movement.

Other potentially exposed co-workers should **ISOLATE** themselves from others by **LOCKING** the area. *Do not evacuate and do not take objects out of the area.*

- Turn off any fans and close windows.
- If possible, turn off any air-handling to the area.
- **NOTIFY** 911

Designated personnel are to notify field staff of the event.

SHELTER-IN-PLACE



Upon a hazardous material release, immediately activate the following procedures:

(The basic concept is hazardous conditions are outside and we survive with the inside air.)

- **Announce** "Secure Mode". **Activate** Shelter-in-Place.
- **Immediately** close doors and windows.
- Turn off all ventilation that brings in outside air.
- Try to move to center of building.
- Bring any staff or clients outside immediately inside and place in separate area, as they may have contaminated on them.
- Use wet towels or duct tape to seal off any outside air openings.
- If you smell chemicals, breathe through wet cloths or towels.
- Stay above grade as most contaminants are heavier than air and migrate to low lying areas. i.e. basements.
- Maintain secure mode and refrain from opening doors as this will allow contaminants to enter and defeat actions.

Fire Department will determine when area is safe and will announce when all clear.