

EMERGENCY

ACTION PLAN



New York State Office of Temporary and Disability Assistance

LOCATION:

OTDA Facility Control Director

**OTDA Alternate Facility Control
Director**



Emergency Telephone Numbers

Police	
Fire	
Fire Department –	
Fire Safety/EAP Director	
Work Emergency	
Fire Command Station	
Building Manager Office	
Lobby Security	
Fire Safety/Emergency Action Plan Director	
Normal Location	
Fire Command Station	
Bureau of Management Services (BMS)	(518) 474-9489
Bureau of Human Resources (BHR)	(518) 473-6938
OTDA Public Information Officer	(518) 474-9516
OTDA Emergency Information	1-866-683-2911 (1-866-OTDA911)

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Emergency Action Plan



What to Do During an Evacuation of Your Building

I. Facility Profile –

Approximate Number of OTDA employees	
Approximate Number of vendors	
Total population	
Floors Occupied by OTDA	
Emergency Phone Number	Business Hours:
	After Hours
Facility Control Director	

II. BUILDING EVACUATION

An emergency evacuation of your building is often the best possible protection against fires, explosions and bomb threats.

If an Evacuation is Necessary, evacuations will always be via the emergency stairwells unless directed otherwise by emergency response officials. All building occupants should be able to locate the stairwell entrances on their floors. The Fire Code requires that all occupants of the building proceed directly to the emergency stairwells whenever the alarm is activated.

Doors to emergency stairwells must be kept closed when not in use. Do not wedge or tie these fire doors open. For the general safety of all building occupants, always close fire and emergency exit doors behind you. When evacuating in emergency stairwells, keep to the right.

The stairwells are **not** smoke proof. Smoke will enter stairwells during a fire.

A. Tenant Safety Organization (TSO)

During an evacuation, orange vests will be worn by TSO members to identify them as an evacuation official.

Your Tenant Safety Organization (TSO) assists in the orderly evacuation of employees and visitors during regularly scheduled fire drills and actual evacuations. In the event of an emergency, these volunteers are a vital lifesaving link between those who occupy the building, the building management, and professional fire safety personnel.

Your TSO is comprised of the Facility Control Director (FCD), alternate FCD and one or more Fire Wardens (called Floor Marshals Upstate), Deputy Fire Wardens (called Floor Wardens Upstate) and Floor Searchers.

It is important to remember that the sole purpose of the TSO is to ensure the safe and orderly evacuation of all employees and visitors in the event of an emergency or drill.

B. Evacuation

- Follow the directions of the Public Address announcer or a member of the TSO. TSO members can be identified by their orange safety vests.
- Terminate all phone calls, *and if there is time*, close your desk and file cabinet drawers, take your coat and valuables, and close all doors making sure they are not locked. Leave the lights on.
- Do not panic. Walk, don't run and keep conversations to a minimum. Be alert for further instructions and do not start rumors
- Take all visitors with you, or direct them to the appropriate emergency stairwell.
- The evacuation routes are posted by the exit and stairways, as well as in the elevator lobbies
- Use the nearest, safe emergency stairwell or the stairwell to which you are directed by a TSO Member. Do not use the elevators unless instructed to do so by police or fire officials.
- Keep moving away from the building so others will be able to evacuate safely and proceed to the assembly area.
- Once the building is evacuated, employees should not re-enter the building for any reason. Re-entry is permitted only upon notification by emergency personnel.

Evacuating the Area of a Fire

If there is **fire on your floor**, follow these steps:

- Don't attempt to open any door without first testing it with the back of your hand. If the door feels warm do not open it. If the door feels cool, open it slightly and check for smoke.
- If there is smoke in the area, stay low to the floor during the evacuation.

If there is a fire or a substantial amount of **smoke in the hallway between you and an exit** and you cannot exit:

- Stay in the room and remain calm.
- Dial 911 and inform them that you cannot safely evacuate, and provide them with information on your exact location.
- Seal the cracks around the door to keep smoke out.
- Remember that you have been supplied with an Emergency Evacuation Kit, containing a particle mask, glow stick, water and an emergency whistle. These items may prove useful if you cannot exit.



C. Floor Plan Map

D. Obligations of Building Occupants

All building occupants shall:

- Comply with the directions of the Facility Control Director (FCD) and TSO Staff upon an announcement that the Emergency Action Plan has been implemented, including any shelter in place, in-building relocation, partial evacuation or evacuation directed by FCD.
- Familiarize themselves with the requirements of the Emergency Action Plan, and cooperate with and participate in EAP training sessions, including EAP drills.
- Building Occupants Who Require Assistance: If you require assistance in evacuating due to a permanent or temporary disability or infirmity, you must inform the FCD to make him/her aware of the need for assistance beforehand in order for the FCD to act accordingly in the event of an emergency. If you're condition is temporary, please notify the FCD when you no longer require assistance to evacuate.

E. Employees Requiring Assistance

In addition to those employees with visible physical limitations, employees requiring assistance include anyone who is unable to climb or descend stairs or who may be otherwise limited. This includes, but is not limited to, employees with heart problems, back and/or respiratory conditions and women in the later stages of pregnancy.

During regular business hours

Employees requiring assistance should inform their Floor Marshal that they have a physical condition that prevents them from using the stairs; they will then await evacuation by police/fire officials.

Off-hours: Evenings and Weekends

Employees requiring assistance should make sure that their off-hours supervisor is aware of their need for assistance should there be an evacuation.

Employees requiring assistance should familiarize themselves with the facility's off-hours evacuation procedures. If able, they should try to pre-arrange for co-workers to assist them in an emergency.

F. Visitors

During an evacuation, accounting for visitors is critical. You should direct visitors to the appropriate emergency exit and/or escort them to your Designated Assembly Area.

If your visitor requires special assistance, notify a TSO member that there is a person in need of evacuation. It is your responsibility to remain with your visitor until he or she is safely evacuated. You should then report to your Designated Assembly Area.

G. Designated Assembly Areas

The Designated Assembly Area is a pre-determined safe location where evacuees gather to await further instruction.

During an evacuation, you will leave your workstation and proceed to the Designated Assembly Area. It is important that you proceed to your Designated Assembly Area as

directed by police and/or fire officials, by members of the Tenant Safety Organization, or by instruction over the P.A. System and remain there until it is determined that the building is safe.

At your Assembly Area, your FCD will determine from supervisors and coworkers if any employee in the building at the time of the evacuation is missing. It is very important, therefore, that you proceed to your Assembly Area and not elsewhere.

In the event of total evacuation of the building, employees should use the stairwells to the ground level. Then proceed to the assembly area, or as directed by Fire/Police Officials.

Go to the Designated Assembly Area for your building:

FOR A TOTAL EVACUATION, GO TO THE DESIGNATED ASSEMBLY AREA:

II. ACCOUNTING FOR EMPLOYEES

At the Designated Assembly Area, the TSO members will attempt to determine from supervisors and co-workers if any employee in the building at the time of the alarm is missing.

A TSO member will report the names of any missing individuals that are known to not have evacuated the floor, to the Facility Control Director. The Facility Control Director will inform the proper Fire/Police officials.

Media Inquiries- 518-474-9516

Direct all media inquiries to the Public Information Officer for the Office Temporary and Disability Assistance. If any incident or threat generates media coverage, one particular individual should be assigned to speak for the organization in order to maintain an accurate source of information, and to avoid contradictory, misleading, or irresponsible statements.

III. REPORTING FIRES & OTHER EMERGENCIES

During a fire emergency in your workplace, your job is NOT to fight the fire. Your primary responsibilities include reporting the fire and then evacuating the area.

A. Reporting a Fire

If you see smoke or fire:

- Activate the nearest manual pull station and call 911
- Pull stations/ emergency phones are located near the stairwell doors.
- Evacuate the area immediately.
- Do not assume someone else has already called.
- Identify the exact location of the fire by building, floor, room, and section number. Try to give the dispatcher a clear statement of what is burning.

B. Reporting Other Emergencies

Your Role: General Responses

Depending upon the particular circumstances, your response will be to take some action, notify others, call your supervisor, notify building security or call for police/fire/ambulance assistance.

Most situations require that you notify your supervisor as soon as possible. Supervisors often have additional duties during emergency situations. For every emergency, you should:

- Call 911 and Building Management (time & situation permitting).
- Notify management.
- Complete a Security/Incident Report Form and confirm receipt with the Bureau of Management Services at (518) 474-9489

IV. Tenant Safety Organization (TSO) Titles, Responsibilities and Duties

A. OTDA's Facility Control Director/ Alternate FCD

Acts as the agency's on-site representative and represents agency management in the event of emergencies.

Responsibilities:

- Oversee, implement and review the Emergency Action Plan for employees of the agency.
- Be the liaison with the Building Manager and other NYS Facility Control Directors in the building to coordinate and maintain the plan.
- Report deficiencies with the communication station to the Building Manager and advise BMS.
- Recruit a suitable Alternate FCD, Wardens, and Searchers.
- Preparing floor layouts and determining search areas.
- Assure that the list of the TSO member names and phone numbers are kept current, and that new people are recruited and trained to fill vacant slots in the organization.
- Update the Emergency Action Plan as needed.
- Ensure that Emergency Action Plan updates are followed by appropriate notices and/or training.
- Ensure all employees are evacuated from the agency during an emergency situation unless instructed otherwise by authorized first responders.
- Receive notice of the emergency situation.
- Report to the assembly area to receive reports from the Searchers.

- Ensure that the Searchers have reported the status of all individual floors, and then report the status to the Command Post.
- Determine if the situation requires immediate evacuation of the floor, and if so, implement the evacuation plan.
- Inform the Director of the Bureau of Management Services (BMS), 518-474-9489, of the problem and any action taken.
- Direct all media inquiries to the Public Information Officer.
- Conduct periodic safety reviews of the location.
- Note hazardous and unsafe conditions.
- Ensure that corrective action is taken.
- Follow-up to ensure action is taken in a timely manner.
- Ensure that floor evacuation route maps are in place, showing the preferred and secondary routes to exit the floor.
- Coordinate evacuation of the floor in accordance with pre-arranged procedures.
- Keep the TSO member list current for the floor.
- Ensure that an updated list of TSO members is posted.
- Instruct TSO members of their duties and responsibilities.
- Promptly replace organization members who have left, and instruct the new members of their responsibilities.
- Ensure that during drills emergency notification systems (i.e., alarms, P.A. System) are in working order. Verify proper operation of the P.A. System during tests, and report deficiencies to the Building Manager and to BMS.
- Inspect all exit stairway doors daily to ensure that they are closed and are not obstructed, inoperable or locked.
- Report any potential fire or accident hazards to the Building Manager and to BMS.
- Maintain a file of TSO members with instructions, training material and ensure that they have the appropriate equipment and attire.
- Maintain a current list of persons requiring assistance .
- Maintain a current staff roster of all employees.

Duties:

In implementing effective evacuation procedures - immediately activate the pre-arranged evacuation plan, as follows:

- Make sure that the fire alarm is transmitted.
- Alert the TSO and other personnel of any fire or smoke.
- Station a Searcher at each Emergency Exit to direct persons down the stairs and away from the affected area.
- Alert Floor Searchers to check all rest rooms, conference rooms, lounges, private offices, etc.

- Assist in evacuating employees and visitors and directing persons requiring assistance to the furthest exit from the fire or the appropriate elevator for evacuation.
- Once out of the building report the status of the floor to the Command Station (all evacuated, individuals requiring assistance and location, etc.).

Note: If the Emergency Exit is unsafe, an alternate exit must be selected. If time permits, notify the Building Management and/or the proper Fire/Police authorities.

B. Floor Marshal / Alt. Floor Marshal & Floor Wardens:

Floor Marshals Duties:

The Floor Marshal is the liaison between the Facility Control Director, and the Floor Warden, and Floor Searchers; recruits Floor Wardens, and Floor Searchers, trains Floor Wardens, and Floor Searchers, in evacuations from assigned floor(s). In addition, the Floor Marshals are responsible for reporting problems, including employee non-compliance with the plan, to the Facility Control Director for appropriate action. In the event of an evacuation, the Floor Marshals are responsible for reporting the status of all agency staff the Facility Control Director.

Responsibilities:

- Ensure that floor evacuation route maps are in place, showing the preferred and secondary routes to exit the floor.
- Coordinate evacuation of the floor in accordance with pre-arranged procedures
- Keep the TSO member list current for the floor
- Ensure that an updated list of TSO members is posted, and keep the Facility Control Director informed of any changes.
- Instruct TSO members of their duties and responsibilities.
- Promptly replace organization members who have left, and instruct the new members of their responsibilities.
- Ensure that during drills emergency notification systems (i.e., alarms, P.A. System) are in working order. Verify proper operation and volume level of the P.A. System during tests, and report deficiencies to the Facility Control Director.
- Inspect all exit stairway doors daily to ensure that they are closed and are not obstructed, inoperable or locked.
- Report any potential fire or accident hazards to the Facility Control Director.
- Maintain a file of TSO members with instructions, training material and ensure that they have the appropriate equipment and attire.
- Assist the Facility Control Director in disseminating safety information to employees on their floors.
- Maintain a current list of persons requiring assistance .

- Maintain a current staff roster of all employees by floor, for verification of any missing persons.

Duties:

- Make sure that the fire alarm is transmitted.
- Alert the TSO and other personnel of any fire or smoke.
- Station a Floor Warden at each Emergency Exit to direct persons down the stairs and away from the affected area.
- Alert Floor Searchers to check all rest rooms, conference rooms, lounges, private offices, etc.
- Assist Floor Wardens in evacuating employees and visitors and directing persons requiring assistance to the assembly point or furthest exit from the fire or the appropriate elevator for evacuation.
- Once out of the building, Floor Marshals should report to the Facility Control Director, the status of the floor (all evacuated, individuals requiring assistance and location, etc.).
- Floor Marshals should wear their safety vests for easy identification in crowded areas.
- In implementing effective evacuation procedures the Floor Marshal or Alternate should immediately activate the pre-arranged evacuation plan, as follows:

Fire Warden:

Duties:

- Alert persons on their floor to leave their work locations immediately.
- Check the Emergency Exit to determine if it is clear of hazards and safe to enter. Select an alternate route if necessary and advise the Floor Marshal.
- Direct and assist persons-in-need-of-assistance to the elevator lobby. Wait with them until they are safely evacuated. Request the assistance of co-workers or searchers if designated aides are not available.
- During evacuation direct employees at each Emergency Exit to the designated assembly area.
- After reporting to the Floor Marshal that the floor is clear, except for the persons-in-need-of-assistance remain with the persons-in-need-of-assistance while monitoring an OTDA two-way radio.
- After the persons-in-need-of-assistance is evacuated, proceed to the designated assembly area.
- Floor Wardens should wear their safety vests for easy identification in crowded areas.

C. Floor Searcher

Check each assigned area to ensure that everyone has evacuated the floor, and then report to the Fire Warden.

Duties:

- Alert persons on their floor to leave their work locations immediately.
- Check the Emergency Exit to determine if it is clear of hazards and safe to enter. Select an alternate route if necessary and advise the Fire Warden.
- Direct and assist persons-in-need-of-assistance to the elevator lobby.
- During evacuation direct employees to the designated assembly area.
- Perform a sweep of your assigned area.
- Physically enter all areas and rooms.
- Carefully check closed doors and close all open doors, if possible.
- Knock loudly on locked doors and ask if anyone is there, and listen to reasonably ensure that the room is not occupied.
- After the persons-in-need-of-assistance are evacuated, proceed to the designated assembly area.
- When the floor is clear, report to the Floor Marshal and proceed to the assembly area.
- Assist with returning the group back into the building as directed by the FCD.
- Floor Searchers should wear their safety vests for easy identification in crowded areas.

V. TYPES OF EVACUATION AND RESPONSE

Be prepared to assess the situation, use common sense and whatever you have on hand to take care of yourself. Depending on your circumstances and the nature of the disaster, the first important decision is deciding whether to stay or go. You should understand and plan for both possibilities. In the event of an emergency, you will receive instructions from the FCD or local authorities.

- **Sheltering-In-Place:** The precaution of directing building occupants to remain inside the building, at their work locations, in response to an emergency. This is a precaution aimed to keep you safe while remaining indoors. (This is not the same thing as going to a shelter in case of a storm.) Shelter-in-place means selecting a small, interior room, with no or few windows and taking refuge there. It does not mean sealing off your entire building. If you are instructed to shelter-in-place, follow the Emergency Action Plan.
- **In-Building Relocation:** The controlled movement of building occupants from an endangered area of a building to an in building relocation area within the same building in response to an emergency. An in-building relocation area is a designated area within a building to which building occupants may be relocated in accordance with the building's Emergency Action Plan.

- **Partial Evacuation:** The emptying of a building of some but not all building occupants in response to an emergency. If you are instructed to partially evacuate, follow the Emergency Action Plan. It is common practice to do partial evacuations in multiple floor facilities. Partial evacuation is accomplished by sounding alarms on the floor initiating the alarm and the floors immediately above and below the alarm floor. These three floors will evacuate immediately. An evacuation does not always require leaving the building.
- **Full Evacuation:** The emptying of a building of all building occupants in response to an emergency. If you are instructed to evacuate, follow the Emergency Action Plan.

VI. TRAINING

A. Tenant Safety Organization (TSO) Member Training

TSO Members must have a clear understanding of the responsibilities and duties of their positions. They must also have a clear understanding of the responsibilities and the duties of the other positions of the TSO (i.e., a Floor Searcher may need to act as a Floor Warden in time of an emergency, etc.). TSO members should meet annually (and anytime there is a change to the Plan) for review and updated EAP training.

B. Employee Training

- All staff must be familiar with the Emergency Action Plan (EAP).
- The Floor Marshal will train TSO volunteers whenever their responsibilities under the Emergency Action Plan change, and whenever the Plan is changed.
- **The Employee's supervisor will introduce the employee to his/her Floor Marshal and coordinate a time for the EAP review**
- The Floor Marshal will then review with each employee, upon initial assignment, those parts of the Plan (i.e., designated assembly area, responsibilities and/or duties, etc.), that employees must know to protect themselves in the event of an emergency.
- The EAP will be available for review by all employees
- The Building Manager will conduct the evacuation drills for the building.

FIRE PREVENTION

VII. FIRE PREVENTION PLAN

The instructions contained in the Emergency Action Plan do not anticipate every possible situation. If there are unique conditions in your building, contact your Facility Control Director.

General Information

It is important to remember that the cooperation of all staff is essential to maintain a safe, well protected work environment. You can aid in the prevention of fires and accidents, and minimize their effect by practicing proper safety and evacuation procedures.

The information contained in this plan is not intended to alarm you or to imply that your office building is not safe. Each building complies with the local Fire Safety Code. Nevertheless, fires, accidents, and incidents may occur and you should be prepared to act accordingly.

A. Office Fire Hazards

1. Fire Sprinkler Obstructions

Fire sprinklers are meant to detect and suppress fires and increase the time available to exit a building. Fire sprinkler systems are the most widely used form of aggressive fire protection and are required in most of the public buildings constructed since the 1970's because of their efficiency in saving lives and property from fires.

Fire sprinkler systems are designed to provide full protection by overlapping the sprinkler heads' radii of coverage. This overlapping coverage can be rendered ineffective, however, if materials are stacked so high that they block the sprinkler's effective range. For this reason, both the Occupational Safety and Health Administration (OSHA) and the National Fire Protection Association (NFPA) require that shelves, furniture, and stacked materials not exceed the height of 18 inches *below* sprinkler heads.

Hazards to Avoid With Sprinklers

- Stacking materials closer than 18 inches below the sprinkler
- Blocking the full coverage of the sprinkler
- Surrounding the sprinkler with furniture or stacked materials that block its effective range; creating small openings around sprinklers is not an acceptable solution if the materials are still closer than 18 inches below a sprinkler head.

2. Damaged Power Cords

While a seemingly trivial problem, frayed and damaged power cords or cords that have had their ground prong removed pose a significant risk to employees. Damaged and ungrounded cords pose a threat of electric shock, present a fire hazard, and are a violation of safety codes.

Power cords can become frayed or damaged from heavy use and age and should be inspected regularly. Frequently, mishandling (such as pulling a plug from a socket by jerking the cord rather than removing the plug carefully by hand) causes the most significant damage to a cord over time, tearing the external protective sheathing or detaching it from the plug head and exposing energized wires.

Less obvious than damaged and frayed cords is the threat posed by missing ground prongs, the rounded third prong on electrical plugs. These ground prongs often break off from mishandling or are removed intentionally to fit a plug into two-prong outlets. Ungrounded plugs – especially on kitchen appliances like refrigerators and dishwashers – can pose a significant electrocution risk.

Hazards to Avoid with Power Cords

- Power cords with frayed or damaged external sheathing, sheathing torn away from the plug head, or ground prongs removed
- Pulling a plug from a socket by jerking the cord rather than removing the plug carefully by hand

3. Misused Extension Cords

Improper use of easily overloaded, unapproved extension cords can present a serious fire safety hazard in the workplace. According to the National Fire Protection Association, electrical distribution equipment, such as extension cords, was the second leading cause of fire deaths in the U.S. between 1994 and 1998. The most common cause of fires from extension cords is due to improper use and/or overloading, especially when cords have multiple outlets. Most extension cords are only rated for a maximum of ten amps or 1200 watts. Overloading can occur when multiple devices are plugged into one cord or when cords are “daisy chained” (plugging multiple extension cords together).

Inappropriate Use of Extension Cords

- Using as permanent wiring
- Using unapproved extension cords
- Overloading power capabilities of the cord during temporary use
- Daisy chaining (plugging one extension cord into another and another, etc.)
- Using one surge protector/power strip to power another

4. Unsafe Space Heaters

Portable space heaters can pose a major workplace fire safety hazard. Fires can be caused by space heaters without adequate safety features, space heaters placed near combustibles, or space heaters that are improperly plugged in. Most locations have specific rules against having a space heater. Please consult your FCD.

A space heater used in the workplace should be approved for commercial use by a recognized safety testing laboratory, placed away from combustible materials, and have a tip-over switch to ensure it will turn off automatically if knocked over. Space heaters should also never be used with extension cords, as most extension cords are not rated for the higher power demands of space heaters and may become overloaded and catch fire.

Things to Keep Away From Space Heaters in the Workplace

- Damaged power cords or excessive wiring
- Stacks of paper, wood, or other combustibles
- Clothing

Precautions for Safe Use of Space Heaters in the Workplace

- Should be approved by an OSHA recognized laboratory (such as Underwriters Laboratory, Factory Mutual, or the Canadian Standards Association)
- Should be in areas free of combustibles
- Should be equipped with a tip-over switch
- Should NOT be used with extension cords
- Should NOT be used with missing or broken parts (such as knobs, grills, or stands)

B. Other Possible Office Hazards

Additional information may be found on the OTDA Disaster Preparedness Resource Center intranet page [here](#).

1. Explosions

If there is an explosion:

- Call 911
- Report as much about the explosion as you can.
- Evaluate the need to evacuate.

You Should:

- Be aware of possible recurring or additional explosions.
- If an evacuation is ordered or the fire alarm is activated, proceed to your designated assembly area and follow instructions.
- Help the injured, if possible. Do not move injured persons unless they are in further immediate danger.
- Open doors carefully.
- Watch for falling objects (i.e. glass/windows)

Do Not:

- Use elevators.
- Smoke or use matches or lighters.
- Use telephones (other than to notify proper authorities.)

2. Telephone Bomb Threats

All bomb threats must be reported immediately to the police, your supervisor and the Facility Control Director. If the bomb threat is received by telephone, try to get as much information from the caller as possible. Use the [Bomb Threat Checklist \(Attachment 5\)](#)

Take the Call Seriously:

- Listen carefully to the caller.
- Be polite and show interest.
- Do not interrupt the caller.

- Try to keep the caller talking to make it possible to gather more information.
- Write down the exact words used by the caller.

When the Caller Hangs Up:

- Notify your supervisor
- Call the police.
- Submit a Security/Incident Report Form (Attachment # 2)

Note: This information is important to assist the Police in determining if the threat is real. The telephone bomb threat is a common form of harassment, particularly against public institutions. In such incidents, the police should be notified immediately and you should follow their instructions and advice.

3. Mail Bombs And Suspicious Packages

Bombs and other incendiary devices have been employed against individuals and institutions for the purposes of revenge, extortion, terrorism, and for the expression of racial or religious hatred. The physical appearance of these devices is limited only by the imagination of the senders; they have been letters, books and parcels of various sizes and shapes. They have, however, exhibited unique characteristics in the majority of known instances.

The first rule for mail security is to be thoroughly knowledgeable about the types of mail normally received and to be suspicious of unusual mail or deliveries, which may exhibit the following characteristics. (*See Attachment 9 – Suspicious Mail Guidelines*)

Characteristics:

- Letter has powdery substance on the outside.
- Letters with oily stains or discoloration.
- Envelopes that are lopsided, rigid, bulky, discolored or have a strange odor.
- There is no return address or the return address is not legitimate.
- Unknown or unfamiliar sender.
- The address contains misspelled common words.
- Handwriting appears distorted or foreign.
- The address on the envelope is outdated, improper, using an improper title or to a person no longer with the organization.
- Letters from outside marked with “personal” or “confidential”.
- Unprofessionally wrapped parcel is endorsed “Fragile-Handle with Care” or “Rush – Do Not Delay.”
- Any letter or package that has suspicious/threatening messages on it.
- Postmark does not match return address.
- No postage or non-canceled postage.
- Excessive packaging material like tape or string.
- Wrapping exhibits previous use such as traces of glue, mailing labels, return addresses or tape.
- Unexpected envelope from a foreign country.
- Mailing contains protruding wires or strings.
- Package makes unusual noise.

If you suspect a package or mail is not normal:

- Stay calm.
- Handle with care.
- Do not open the letter or package (or open any further).
- Do not shake, bump, or empty its contents.
- Do not smell, touch or taste.
- Do not show it to others.
- Leave the letter or package where it is or gently place it on the nearest flat surface.
- If possible, gently cover the letter (use a trash can, article of clothing, etc.)
- Immediately contact your supervisor and the Facility Control Director.
- Call 911.
- Note its location and evacuate the immediate area.
- Warn other employees to avoid the area and instruct others nearby to relocate to an area away from the site.

Note: It is normal procedure for the police to send patrol officers to take a report upon initial receipt of a bomb threat and, if requested, do a search of the building and its perimeter. The bomb squad is not normally sent unless a suspicious object is found.

The Facility Control Director may decide to evacuate their area of responsibility, based on the best information available, and in consultation with the property manager and the police and/or fire officials.

As always, observance of suspicious individuals and activities should immediately be reported to the new York State Intelligence Center – counter Terrorism Center, Terrorism tips Line at 1-866-SAFE-NYS (1-866-723-3697).

4. Threats Of Violence

- Call 911 for an imminent threat.
- Report all security problems to your supervisor.
- All threats of violence, large or small, must be reported to the Bureau of Management Services (BMS) immediately: (518) 474-9489. No crime, no threat, no unsafe action is too small to report.

Note to Supervisors: Obtain witness statements, capture the facts, and provide all witness statements and/or any other information that serves to describe and clarify the incident and circumstances that may have contributed to the threatening behavior.

5. Medical Emergencies

In case of a medical emergency:

- Call 911

- Inform the FCD. Give your name, the location of the victim, the nature of the emergency and the call back number.
- Do not move an injured person unless he or she is in danger of further injury.
- Avoid unnecessary conversation.
- After the victim has been assisted, notify your supervisor.
- Immediately report this to the Bureau of Human Resources (BHR) 518-473-6938, for notification of an adult member of the immediate family.
- Submit a Security/Incident Report Form (Attachment # 2)

6. Elevator Malfunction

If you are in an elevator and it malfunctions:

- Remain Calm.
- Push the emergency bell button and/or call button to contact security.
- Follow the instructions given by Rescuers.
- While being temporarily enclosed in a malfunctioning elevator may be upsetting, the elevator is designed with safety systems that ensure your physical safety. Therefore, remain calm and wait for assistance.
- Report the incident to the Facility Control Director, who will report to the Building Manager.
- Submit a Security/Incident Report Form (Attachment # 2)

7. Power Failure

If the power goes out:

- Report the incident to the Facility Control Director, who will report to the Building Manager.
- Submit a Security/Incident Report Form (Attachment # 2)

8. Flooding/Water Damage

Serious water damage or flooding can occur from burst pipes or clogged drains. If a water leak occurs:

- If there is danger, evacuate the area immediately and notify your supervisor.
- If there are electrical appliances or outlets near the leak, there may be the potential of a hazard from electrical shock.
- Submit a Security/Incident Report Form (Attachment # 2)

9. Vandalism And Burglary

If you are the first person to discover a crime scene:

- Immediately notify the police by calling 911. Do not search the area. Wait outside or in the lobby for the police to arrive.
- Notify Management and/or your Supervisor

- Submit a Security/Incident Report Form (Attachment # 2) to BMS

10. Chemical Releases

Chemical accidents, leaking flammable materials or gas can cause dangerous fumes, fire or explosions. If there is an incident involving the release of chemicals:

- Notify your management
- Report as much about the situation as you can.
- The FCD will evaluate the need to evacuate and/or calling 911
- Submit a Security/Incident Report Form (Attachment # 2) to BMS

11. Weather Emergencies – Natural Disasters

Weather Emergencies – Natural Disasters may include any of the following situations:

- Severe Thunder and Lightning Storms
- Tornadoes, Hurricanes
- Earthquake
- Heavy Rains, Flooding, Tropical Storms - Hurricanes
- Winter Storms or Blizzard

In the event of a weather emergency at your location;

- Monitor the situation occurring in your geographic area.
- Evaluate the advisory provided by the National Weather Service or public officials.
- In the event of a warning that requires immediate action; follow the instructions of the FCD, a TSO member or the local authorities.

Notifications

In the event of a severe weather watch or warning or natural disaster, notification can be received by weather alert radio, which when conditions warrant, is activated by the National Weather Service, and provides up- to-date information concerning emergency weather conditions.

The National Weather Service (NWS) provides weather, hydrologic and forecasts and warnings for the United States including territories, adjacent waters and ocean areas for the purpose of protection of life and property. In the event of the issuance of a severe weather watch or warning or natural disaster, NOAA Weather Radio All Hazards (NWR) broadcasts official weather service warnings, watches, forecasts and other hazard information 24 hours a day, 7 days a week, based upon information provided from the nearest Weather Service Office. The National Weather Service also provides a notification service on watches and warnings. This can be accessed at www.weather.gov, or at <http://alerts.weather.gov/cap/ny.php?x=1> for New York State specific weather alerts. The weather service also provides an e-mail alert notification service available through the internet.

New York State's Office of Emergency Management has also developed an all-hazards notification portal, accessible at www.nyalert.gov to ensure that any region of New York

State could be notified of an impending emergency and provided with vital life safety information. This portal can be used by the general public to access information and notifications via contact method determined by the user.

For OTDA, the NY-Alert portal also provides a private notification site, and allows us to notify employees in emergency situations affecting their work site. This portal will primarily be employed by OTDA for off-hours notifications. In addition to NY-Alert, OTDA uses a toll-free Emergency Information Number at 1-866-OTDA-911 which employees can call into for any important emergency messages, and OTDA utilizes e-mail systems and the internet/intranet site for communicating critical information to employees as well.

Employees should adhere to the guidelines as defined in the Governor's Office of Employee Relations (GOER) Memorandum on the [Impact of Severe Weather Conditions or Other Extraordinary Circumstances on Employee Attendance](#), re-issued in 2011. This memorandum defines the general procedures involved with the authorization to close a facility, notifications, and related charges to accruals. Employees should be advised that emergency evacuations do not require prior authorization by GOER, but they must be reported by the Facility Control Director to OTDA's Bureau of Human Resources as GOER's Liaison and the Bureau of Management Services, to ensure other agency partners and offices are appropriately notified of the situation. Employees must charge accruals in those instances, and await a response from HR on whether or not GOER has granted an "early departure." Employees can find additional information in the Administrative Policies and Procedures Manual ([Chapter 1, Section 3](#)), ([Chapter 1, Section 25](#)), and ([Chapter 3, Section 13](#)).

In those instances, and await a response from HR on whether or not GOER has granted an "early departure." Employees can find additional information in the Administrative Policies and Procedures Manual ([Chapter 1, Section 3](#)), ([Chapter 1, Section 25](#)), and ([Chapter 3, Section 13](#)).

VIII. FIRE IN THE WORKPLACE

Cooperation in identifying, reporting, and/or eliminating hazards is critical to successful fire and accident prevention.

A fire in the workplace can be caused by many different factors. Some of these may include:

- Arson
- Smoking materials
- Electrical appliances/wiring
- Poor housekeeping

A. Preventing a Fire

Your cooperation in identifying, reporting, and/or eliminating hazards is critical to successful fire and accident prevention.

Good Housekeeping is important because it:

- Disposes of possible fuel for fires.

- Prevents blocking evacuation routes.
- Prevents interference with fire control equipment.
- Avoids obstructing fire fighters.

Keeping your work area clean and well-kept is the first step in fire prevention.

In addition to participating in evacuation drills, you can improve the safety of your building by following these housekeeping rules:

- Discard unnecessary files, excess paper, and combustible material.
- Keep all work areas, corridors, and aisles clear of files, boxes, telephone and electrical wires, and other articles that could cause accidents or that could interfere with an orderly evacuation.
- Extension cords should never be used as a substitute for permanent electrical outlets.
- In buildings with automatic sprinklers, ensure that stacked materials in storage areas are at least 18 inches below the sprinkler heads. In places without automatic sprinkler systems, be sure that stored materials are at least 24 inches below the ceiling.
- Storage of combustible materials should be maintained in a neat and orderly manner.
- Do not place storage on or near a heating device.
- Combustible materials should not be stored in boiler, mechanical or electrical control rooms.
- Combustible materials should not be stored in exits or exit enclosures.
- Storage under stairways should only be allowed if that area has automatic sprinklers.

Areas with High Concentration of Combustible Materials

Work locations with large amounts of combustible material require special safety precautions. If your work area has a high concentration of combustible materials, these guidelines should be followed:

- Limit storage of paper supplies to the minimum amount required for efficient office operations.
- Keep storage areas/rooms neat and clean.

B. Formal Inspections

The Floor Marshal shall ensure that a plan for periodic formal inspections and housekeeping of their floor is developed, to include:

- At the start of the day a check of each exit shall be made to determine that self-closing doors are in the closed position but are not locked.
- No obstructions shall be permitted in corridors or aisle spaces.
- Check that exit signs and lights are lit and in good condition.
- Poor housekeeping is a fire breeder. Avoid accumulation of combustible debris.

C. Evacuation Drills

- Fire drills are an important part of the fire protection system.
- Drills help determine if all employees can swiftly evacuate and whether satisfactory procedures exist to help those requiring assistance in the event of an emergency.
- All employees are mandated to participate in an evacuation, whether it is a drill or an actual emergency.

D. TSO Safety Equipment

Floor Marshals will be assigned equipment to be used in the event of an emergency evacuation of the facility. The maintenance and safekeeping of this equipment will be their responsibility. The radios and equipment must be ready for use at all times. This equipment includes:

- Identification Vest - Vests will be worn by TSO members, during an evacuation, to identify them as an evacuation official.
- Walkie-talkie - This will allow Floor Marshals to communicate with the Facility Control Director (FCD) and other TSO members during an evacuation. The Floor Marshals will contact the FCD to report problems, to facilitate evacuation of persons requiring assistance and to inform the FCD that floor has been evacuated.

Walkie-talkie radios - A standard procedure must be established to guarantee that they are tested every month.

E. Fire Extinguishers

In accordance with state and local building code requirements, portable fire extinguishers may be available in all buildings.

Employees are not expected to fight fires using these extinguishers, nor should they delay reporting a fire by attempting to use extinguishers.

F. Elevators

Never use an elevator to evacuate a building unless instructed to do so by officials. Police/fire officials may evacuate people requiring special assistance by elevator.

Elevator controls will be manually operated and will not respond to calls from tenant areas.

If you are in an elevator that has been placed on fireman service, the car will descend directly to the main floor or lobby. When the elevator reaches the main level, follow the instructions of the officials or members of the TSO.

The elevators will be used to evacuate persons requiring assistance to the lobby.

G. Plan Maintenance

OTDA will review the emergency action plan with each employee at the following times:

- When the plan is developed
- When the employee's responsibilities or designated actions under the plan change (Employees who are assigned additional or increased responsibilities must review the plan at each change to see how the change affects their actions. For example,

an employee who is promoted to shift supervisor needs to study the plan to determine additional responsibilities for the supervisor.)

- Whenever the plan changes the plan changes to reflect new processes or equipment.



Attachment 1: Tenant Safety Organization (TSO)

Attachment 2: Incident Report Form

OTDA - 4503EL (Rev 12/10)



**New York State
Office of Temporary & Disability Assistance
Incident Report Form**

Please provide the following information to the OTDA Bureau of Management Services immediately following a safety/security incident. Be as detailed as possible. If you have a work related injury or illness, you should call the NYS Accident Reporting System (ARS) at 1-888-800-0029, toll-free, 24 hours a day. Calling the ARS is the first step in determining your workers' compensation benefits. Your accident report will be taken quickly and confidentially. OTDA is mandated by worker's compensation law to report work related injuries and/or illnesses to the State Insurance Fund regardless of whether the employee decides to call the ARS. If this incident is related to discrimination, civil rights violations or sexual harassment, you should contact the OTDA Bureau of Equal Opportunity and Diversity (EOD). In New York City, call 212-961-8216. In Albany, call 518-473-8555.

Date of Incident:		Time of Incident:		AM	PM
Location:	City:	Building:	Floor:	Section:	
Person(s) Involved:	Name	Title		Telephone	
				() -	
				() -	
Witnesses:				() -	
				() -	
				() -	
TYPE OF INCIDENT: Code(s) , ,					

Personal

- 01 - Injury
- 02 - Assault
- 03 - Threats/Intimidation
- 04 - Unruly Behavior
- 05 - Illness

Building

- 06 - Theft
- 07 - Unlawful Entry
- 08 - Vandalism
- 09 - Threat
- 10 - Pests

Other

- 11 - Fire
- 12 - Water
- 13 - HVAC
- 14 - Chemical/Biological
- 15 - Power Failure

Describe what happened, including any injuries. Include what happened immediately prior to the incident and how the incident ended.

Was this reported to another authority (i.e. Police/Security, Fire Dept. or Building Mgmt.)?

If Yes, indicate who was contacted, a report number and when available, attach it to this report.

Explain corrective actions taken to mitigate future incidents with a timetable for correction where appropriate. List any interim protective measures taken.

This Report Submitted By:		Date Submitted:	
Work Location:		Phone Number:	

Please e-mail this form to otda.sm.incident.report@otda.state.ny.us (copying your supervisor is recommended) or fax it to (518) 473-6770 to the attention OTDA-BMS, Mezzanine Level, 40 North Pearl Street, Albany, New York 12243



Attachment 3: Local Map with Medical Facilities

Attachment 4: Building Evacuation Report/Checklist

OTDA-4820 (10/02)

New York State Office of Temporary & Disability Assistance Division of Program Support & Quality Improvement Bureau of Management Services

BUILDING EVACUATION REPORT/CHECKLIST

To be completed by the Facility Control Director after each evacuation and submitted to the Bureau of Management Services, 40 North Pearl Street, Mezzanine, Albany, New York 12243

Building Name and Address: 		
Date of Evacuation: MONTH/DAY/ YEAR / /	Day of the Week:	Reason For Evacuation: <input type="checkbox"/> Drill <input type="checkbox"/> Fire <input type="checkbox"/> Bomb Threat <input type="checkbox"/> Hazmat <input type="checkbox"/> Other (Explain): _____
Type of Evacuation (if applicable): <input type="checkbox"/> Full <input type="checkbox"/> Partial Assembly Floor(s) (if applicable): _____		
Time Started: : AM : PM	Time Completed: : AM : PM	Time Tenants Returned: : AM : PM
Floors Involved:	Agencies Involved (if applicable):	
Total # of Occupants Evacuated: _____	Outside Agencies Involved:	
Public Address System (if applicable): Could directives be heard? <input type="checkbox"/> Yes <input type="checkbox"/> No Were they clear enough? <input type="checkbox"/> Yes <input type="checkbox"/> No Were they loud enough? <input type="checkbox"/> Yes <input type="checkbox"/> No Deficiencies Noted (Location and Section/Room Number): Comments:		
Fire Alarm System: Did the alarm system operate correctly? <input type="checkbox"/> Yes <input type="checkbox"/> No Deficiencies Noted (Location and Section/Room Number):		
Tone Generator (if applicable):		
Tenant Safety Organization Performance/Observations: Were TSO Members easily identifiable? <input type="checkbox"/> Yes <input type="checkbox"/> No Were emergency flashlights used? <input type="checkbox"/> Yes <input type="checkbox"/> No Did the traffic flow smoothly? <input type="checkbox"/> Yes <input type="checkbox"/> No Did the traffic flow quickly? <input type="checkbox"/> Yes <input type="checkbox"/> No Were all handicapped staff successfully evacuated? <input type="checkbox"/> Yes <input type="checkbox"/> No Comments:		



Attachment 5: Bomb Threat Checklist



**PLACE THIS CARD
UNDER YOUR
TELEPHONE**

QUESTIONS TO ASK:

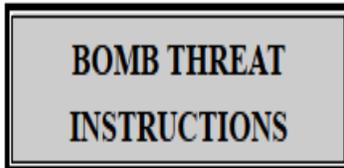
1. When is bomb going to explode?
2. Where is it right now?
3. What does it look like?
4. What kind of bomb is it?
5. What will cause it to explode?
6. Did you place the bomb?
7. Why?
8. What is your address?
9. What is your name?

EXACT WORDING OF THE THREAT:

Sex of caller: _____ Race: _____

Age: _____ Length of call: _____

Additional Information on Reverse



Number at which call was received: _____

Time: _____ Date: _____

CALLER'S VOICE:

- | | |
|---|------------------------------------|
| <input type="checkbox"/> Loud | <input type="checkbox"/> Soft |
| <input type="checkbox"/> High | <input type="checkbox"/> Deep |
| <input type="checkbox"/> Intoxicated | <input type="checkbox"/> Disguised |
| <input type="checkbox"/> Calm | <input type="checkbox"/> Angry |
| <input type="checkbox"/> Fast | <input type="checkbox"/> Slow |
| <input type="checkbox"/> Stutter | <input type="checkbox"/> Nasal |
| <input type="checkbox"/> Distinct | <input type="checkbox"/> Slurred |
| <input type="checkbox"/> Accent (type) _____ | |
| <input type="checkbox"/> Other Characteristics: _____ | |

If voice is familiar, who did it sound like? _____

BACKGROUND SOUNDS:

- | | |
|---|--|
| <input type="checkbox"/> Voices | <input type="checkbox"/> Airplanes |
| <input type="checkbox"/> Quiet | <input type="checkbox"/> Trains |
| <input type="checkbox"/> Animals | <input type="checkbox"/> Music |
| <input type="checkbox"/> Street Traffic | <input type="checkbox"/> Factory Machinery |
| <input type="checkbox"/> Office Machinery | |
| <input type="checkbox"/> Other _____ | |

THREAT LANGUAGE:

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

REMARKS:

Report call immediately to: _____

Phone Number: _____

Date: _____

Name: _____

Position: _____

Phone Number _____

**New York State Police
Bomb Threat Instruction Card**

As a community service, the New York State Police invites you to download, duplicate and distribute this information for educational and safety purposes and non-profit use.

Please do not alter the cards in any way.

The Bomb Threat Instruction Card should be printed double-sided, four across on 11 x 14-inch, card stock with .25-inch border.

Attachment 6: Active Shooter Quick Reference Guide

PROFILE OF AN ACTIVE SHOOTER

An Active Shooter is an individual actively engaged in killing or attempting to kill people in a confined and populated area; in most cases, active shooters use firearms(s) and there is no pattern or method to their selection of victims.

Active shooter situations are unpredictable and evolve quickly. Typically, the immediate deployment of law enforcement is required to stop the shooting and mitigate harm to victims.

Because active shooter situations are often over within 10 to 15 minutes, before law enforcement arrives on the scene, individuals must be prepared both mentally and physically to deal with an active shooter situation.

HOW TO RESPOND WHEN AN ACTIVE SHOOTER IS IN YOUR VICINITY

Quickly determine the most reasonable way to protect your own life. Remember that customers and clients are likely to follow the lead of employees and managers during an active shooter situation.

1. Evacuate-

If there is an accessible escape path, attempt to evacuate the premises. Be sure to:

- Have an escape route and plan in mind
- Evacuate regardless of whether others agree to follow
- Leave your belongings behind
- Help others escape, if possible
- Prevent individuals from entering an area where the active shooter may be
- Keep your hands visible
- Follow the instructions of any police officers
- Do not attempt to move wounded people
- Call 911 when you are safe

2. Hide out-

If evacuation is not possible, find a place to hide where the active shooter is less likely to find you.

Your hiding place should:

- Be out of the active shooter's view
- Provide protection if shots are fired in your direction (i.e., an office with a closed and locked door)
- Not trap you or restrict your options for movement

To prevent an active shooter from entering your hiding place:

- Lock the door
- Blockade the door with heavy furniture

If the active shooter is nearby:

- Lock the door
- Silence your cell phone and/or pager
- Turn off any source of noise (i.e., radios, televisions)
- Hide behind large items (i.e., cabinets, desks)
- Remain quiet If evacuation and hiding out are not possible:
- Remain calm
- Dial 911, if possible, to alert police to the active shooter's location
- If you cannot speak, leave the line open and allow the dispatcher to listen

3. Take action against the active shooter-

As a last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter by:

- Acting as aggressively as possible against him/her
- Throwing items and improvising weapons
- Yelling
- Committing to your actions

HOW TO RESPOND WHEN LAW ENFORCEMENT ARRIVES

Law enforcement's purpose is to stop the active shooter as soon as possible. Officers will proceed directly to the area in which the last shots were heard.

- Officers usually arrive in teams of four (4)
- Officers may wear regular patrol uniforms or external bulletproof vests, Kevlar helmets, and other tactical equipment
- Officers may be armed with rifles, shotguns, handguns
- Officers may use pepper spray or tear gas to control the situation
- Officers may shout commands, and may push individuals to the ground for their safety

How to react when law enforcement arrives:

- Remain calm, and follow officers' instructions
- Put down any items in your hands (i.e., bags, jackets)
- Immediately raise hands and spread fingers
- Keep hands visible at all times
- Avoid making quick movements toward officers such as holding on to them for safety
- Avoid pointing, screaming and/or yelling
- Do not stop to ask officers for help or direction when evacuating, just proceed in the direction from which officers are entering the premises

Information to provide to law enforcement or 911 operators

- Location of the active shooter
- Number of shooters, if more than one
- Physical description of shooter/s
- Number and type of weapons held by the shooter/s
- Number of potential victims at the location

The first officers to arrive to the scene will not stop to help injured persons. Expect rescue teams comprised of additional officers and emergency medical personnel to follow the initial officers. These rescue teams will treat and remove any injured persons. They may also call upon able-bodied individuals to assist in removing the wounded from the premises.

Once you have reached a safe location or an assembly point, you will likely be held in that area by law enforcement until the situation is under control, and all witnesses have been identified and questioned. Do not leave until law enforcement authorities have instructed you to do so.

Attachment 7: Shelter in Place Guidelines

SHELTER IN PLACE DURING FACILITY EMERGENCIES

- During some emergencies situations, in the interest of employee health and safety, it may be necessary to Shelter in Place or remain in a location where there is less risk of becoming injured as opposed to evacuating the facility.
- Whenever possible, identify a Shelter in Place location nearby your work area / where you and your fellow occupants should remain during an emergency.
- The **Shelter in Place** location should have the following criteria:
 - It should be an enclosed area which cannot be viewed from outside areas,
 - It should contain solid doors which can be locked from the inside,
 - It should provide access to a access telephone and
 - It should be large enough to accommodate the people in your work area.
 - It should, if possible not trap you or restrict your ability for movement if your Shelter in Place location is breached.
- If you are directed to **Shelter in Place**, gather your fellow building occupants in your work area and proceed to the Sheltering in Place location. Whenever possible call the Police / call 911 from an office phone and cell phone if possible (this may prompt response from both State Police and Local Law Enforcement). Notification information for Emergency Situations is posted to the [OTDA Disaster Preparedness Intranet Site](#), in addition to being contained in your facility specific [Emergency Action Plan](#). The Bureau of Management Services should also be contacted as soon as possible. The OTDA [incident reporting](#) protocol should be followed.
- Remain in the **Shelter in Place** location until you receive instructions from your Facility Control Director/ Tenant Safety Organization, Police or Law Enforcement Personnel indicating it is safe to leave.
- Please note: **Shelter in Place** is performed during certain types of emergencies when leaving a building may be place you in danger. Types of incidents that may warrant Shelter in Place includes possible incidents involving Active Shooter/ Armed Intruder, Chemical or other Hazardous release in immediate/ close vicinity of your office.

In all other instances, buildings should be **Evacuated** unless notified by your Facility Control Director/ Tenant Safety Organization, Police or Law Enforcement Personnel to remain in place. [Evacuation Instructions](#) can also be located on OTDA's Disaster Preparedness Resource Center at:
http://otda.state.nyenet/psqi/bms/Disaster_Preparedness/default.asp

Attachment 8: Earthquake Response Guidelines

An earthquake is a hazard where advance warning or notice is not possible. For the safety of employees, tenants, and visitors in OGS owned/managed facilities, we recommend the following earthquake response actions.

DURING AN EARTHQUAKE

If Indoors, STAY THERE!

- **“Drop, Cover, and Hold On.”** Get under a sturdy desk or table and hold on to it, move into a hallway, or get against an inside wall.
- Move away from the building exterior, especially glass, outside doors, and walls.
- **DO NOT** run downstairs or rush outside while the building is shaking or while there is danger of falling and hurting yourself or being hit by falling glass or debris.
- Stay clear of windows, bookcases, filing cabinets, and any other objects that may fall or shatter.
- **DO NOT** take refuge in emergency stairwells.
- **DO NOT** exit the building.
- **DO NOT** use the elevators. If you are in an elevator, exit as soon as possible in a safe manner.

If Outdoors, GET INTO THE OPEN!

- Move away from buildings, street lights, and utility wires.

AFTER AN EARTHQUAKE

- Check for injured and assist, if possible.
- **DO NOT** move a seriously injured person, unless they are in immediate danger.
- Report to building management or emergency response officials any **NOTICEABLE** water leaks, electrical shorts or structural damage.
- **DO NOT** cause panic by spreading rumors regarding the building condition, extent of damages, and injuries.
- Replace telephone receivers if dislodged; if the telephone system works, use telephones for EMERGENCY CALLS ONLY.
- Open doors carefully and watch for falling objects.
- Listen for emergency reports and instructions.
- Cooperate with building management and public safety officials.
- Be prepared for aftershocks which could be almost as intense as the initial tremor.

These guidelines should be reviewed periodically to ensure familiarity with the recommended actions. Retain and post this fact sheet where it can be readily accessed.

Source: <http://www.fema.gov/hazard/earthquake/response.shtm>

To learn more about disaster preparedness and response, please visit the website of the Federal Emergency Management Agency at: <http://www.fema.gov>

- Attachment 9: [Suspicious Mail Guidelines](#)

Mail Bombs/Suspicious Packages

The first rule for mail security is to be thoroughly knowledgeable about the types of mail normally received and to be suspicious of unusual mail or deliveries, which may exhibit the following characteristics.

Characteristics:

- Letter has powdery substance on the outside.
- Letters with oily stains or discoloration.
- Envelopes that are lopsided, rigid, bulky, discolored or have a strange odor.
- There is no return address or the return address is not legitimate.
- Unknown or unfamiliar sender.
- The address contains misspelled common words.
- Handwriting appears distorted or foreign.
- The address on the envelope is outdated, improper, using an improper title or to a person no longer with the organization.
- Letters from outside marked with “personal” or “confidential”.
- Unprofessionally wrapped parcel is endorsed “Fragile-Handle with Care” or “Rush – Do Not Delay.”
- Any letter or package that has suspicious/threatening messages on it.
- Postmark does not match return address.
- No postage or non-canceled postage.
- Excessive packaging material like tape or string.
- Wrapping exhibits previous use such as traces of glue, mailing labels, return addresses or tape.
- Unexpected envelope from a foreign country.
- Mailing contains protruding wires or strings.
- Package makes unusual noise.

If you suspect a package or mail is not normal:

- Stay calm.
- Handle with care.
- Do not open the letter or package (or open any further).
- Do not shake, bump, or empty its contents.
- Do not smell, touch or taste.
- Do not show it to others.
- Leave the letter or package where it is or gently place it on the nearest flat surface.
- If possible, gently cover the letter (use a trash can, article of clothing, etc.)
- Immediately contact your supervisor and the Facility Control Director.
- Call 911.

- Note its location and evacuate the immediate area.
- Warn other employees to avoid the area and instruct others nearby to relocate to an area away from the site.

Note: It is normal procedure for the police to send patrol officers to take a report upon initial receipt of a bomb threat and, if requested, do a search of the building and its perimeter. The bomb squad is not normally sent unless a suspicious object is found.

The Facility Control Director may decide to evacuate their area of responsibility, based on the best information available, and in consultation with the property manager and the police and/or fire officials.

As always, observance of suspicious individuals and activities should immediately be reported to the New York State Intelligence Center – Counter Terrorism Center, Terrorism tips Line at 1-866-SAFE-NYS (1-866-723-3697).