



WORKFORCE SOLUTIONS of the Coastal Bend

EMERGENCY MANAGEMENT PLAN

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1.1 INTRODUCTION

The Coastal Bend region can experience many diverse weather conditions. Rainstorms, flooding, hail storms, lightning, thunderstorms, occasional ice and snow events, hurricanes, tornadoes and other windstorms can pose a threat to the area. Manmade disaster emergencies such as hazardous material spills and terrorism can also pose a risk. In addition to natural disasters and disruption to services due to severe weather conditions, there is also the threat of to service delivery by potential health-related issues that could strike staff, such as the Pandemic Flu.

The potential of a disaster emergency arising makes it incumbent on WFSCB to implement disaster emergency and business recovery/continuity of business functions, computer resources, networks and facilities in the event of a disaster and/or unexpected interruption of services. In addition, WFSCB staff may be called upon to provide needed support and assistance to others in the event of an emergency at another location. This policy is intended to provide guidance to WFSCB staff, career center site managers and partners on actions to be taken in case of an emergency in compliance with Texas Workforce Commission's (TWC) Emergency Management and Business Recovery/Continuity of Operations Plan and the State of Texas Emergency Management Plan.

12 PLAN DISTRIBUTION

This plan is intended to be distributed to WFSCB staff as well as career centers' contractor staff including contractor leadership, and partners housed in each career center. It is the responsibility for each contractor leadership manager and partner agency to:

- Provide all employees with a copy of this plan;
- Ensure employees understand the actions to be taken;
- Publish and maintain a current emergency call roster of their employees; and
- Provide the WFSCB Leadership with a current and updated copies of these rosters.

13 BUSINESS RECOVERY AND CONTINUITY OF OPERATIONS

A disaster emergency may strike anywhere in the state leaving WFSCB's operations unaffected, or WFSCB may experience the impact of a disaster on its own operations and facilities. Should a disaster emergency occur, WFSCB will comply with TWC's Emergency Management and Business Recovery/Continuity of Operations Plan as described below:

- Tier One – Emergency Management: WFSCB will:
 - a. Cooperate and coordinate the implementation of post-disaster emergency recovery activities, processing requests for disaster emergency assistance, and implementing state-administered disaster emergency assistance programs when authorized.
 - b. Assist in recruiting, screening, and hiring manpower needed for resource support to support disaster response and recovery operations.
 - c. When needed, WFSCB President/CEO will select an individual to assist donations management system agencies in the temporary employment of personnel to work in the donations management program. Such individual shall screen and identify personnel who may be qualified to work in the various facilities and functions of the donations management program.
 - d. Coordinate activities to ensure the continuity of services in the event of a Pandemic Influenza, as declared through local health authorities and the state of Texas Department of Health Services. The Board will make its Pandemic Response Plan available for agency review upon request.

- Tier Two – Business Recovery/Continuity of Operations: WFSCB will assume the immediate responsibility of recovering from any disaster-related business interruption and continue operations as soon as possible. The Board will make the Business Recovery/Continuity of Operations Plan available for agency review upon request.

1.3.1 RESPONSE MANAGEMENT TEAM

When WFSCB is affected by a disaster, a response management team will convene as soon as possible at the WFSCB Staples Career Center, unless deemed inoperable. This team will consist of the WFSCB Leadership, Facility Specialist, and the designated Career Center Contractor Leadership. The purpose of this team is to provide support to staff who are responding to emergency tasks, evaluate the impact of the disaster on local operations, direct the implementation of this emergency plan, and make those decisions necessary to maintain continuity of operations.

1.3.2. COMMUNICATION DIRECTORY

Communicating with staff is a key element of emergency preparedness and response. WFSCB Facility Specialist, the designated Career Center Contractor Leadership, and partner housed within each career center will establish and maintain a communication directory of its employees and provide a copy to the WFSCB Leadership. This communication directory will be used as an emergency call roster and should include both home and cellular telephone numbers of employees, if available. A copy of this call roster will be provided to the WFSCB Leadership and the designated Career Center Contractor Leadership in each center. The nature and location of a disaster will dictate who is notified and what actions will be required.

1.3.3. ALTERNATE MEANS OF COMMUNICATION

Telephone service disruption may occur when disasters such as tornadoes, high winds, and ice storms strike. Career center staff must look to other resources such as radio and television for information regarding the disaster and any travel restrictions imposed by civil authorities that would preclude staff from reporting for work. Every reasonable attempt should be made to establish contact with supervisors, workforce center management, or the management response team at the board office for further information and reporting instructions.

1.4. NOTIFICATION OF WFSCB CAREER CENTER CLOSURE

In the event of a tornado, hurricane, ice event, or other disaster, WFSCB Leadership will make a determination as to whether or not weather conditions are severe enough to close each local career center. This determination will require input from Career Center Leadership in the impacted area.

1.4.1. WFSCB Career Center Closure During Working Hours

WFSCB Leadership will contact the designated Career Center Contractor Leadership once a decision is made to close an office early as severe weather intensifies. This decision will be based on the type of severe weather, forecasts for continuation, and emergency management actions and suggestions being broadcasted by the local media.

1.4.2. WFSCB Career Center Closure During Non-Working Hours

During non-working hours, The WFSCB Leadership will communicate through social media and text messages to relay sufficient information about WFSCB Career Centers that need to open late or close due to emergency situations. There may be times when local radio and television stations will be notified. WFSCB board, career center and partner staff are directed to monitor cell phones, local radio and television stations for a determination as to whether or not to report to work. Any

decision to close will be relayed for announcement by 7:00 a.m., if possible, to avoid placing employees "on the road" in hazardous conditions.

1.4.3. Staff Residing Outside Assigned Work Station

Staff who reside in an area not affected by the weather closure or other adverse conditions but who work in an area that is affected will report to the nearest open career center in their area for work. For example, a WFSCB employee who lives in Sinton who cannot get into their assigned work station at the WFSCB Staples Career Center office due to severe or adverse conditions may report to the Sinton Career Center for work and further instructions on how to proceed.

1.4.4. WFSCB Career Center Closure Notification

Once a career center is closed, the facility will not be open to the public during that time. If employees must be at the career center for whatever reason, a sign will be printed and posted in the front door announcing the closure due to inclement weather or other adverse conditions. Employees may work in their individual areas but should avoid turning on lights in public use areas such as the lobby and resource room to eliminate the perception that the career center is open for business. For safety and security reasons, the public will not be allowed access to the career center once it is declared closed.

1.5. INCIDENT RESPONSES

1.5.1. FIRE

Should a fire occur at any WFSCB Career Center, the following procedures will be implemented:

- (1) If the fire can be extinguished by an employee with a fire extinguisher, the designated career center contractor leadership (in coordination with the Facility Specialist) will assess the degree of damage, and in most cases, notify the fire department so the facility can be checked. Designated Career Center Contractor Leadership is also responsible for notifying the WFSCB Leadership of any fire and subsequent damage to a workforce center.
- (2) If the fire requires immediate emergency services:
 - Emergency services will be notified by making a 911 call.
 - The building will be evacuated with all persons assembling in the pre-assigned employee assembly areas as designated by evacuation diagrams located throughout the career center pursuant to the Career Center Emergency Response guide. Upon reaching the pre-designated assembly areas, all employees are to report to their supervisor for a headcount to ensure evacuation of the building is complete.
 - Customers arriving at the affected center will be directed to one of the other workforce centers to receive services as necessary.
 - The designated career center contractor leadership will be available to emergency services personnel to provide building information.

- The site manager will contact the designated Career Center Contractor Leadership and Facility Specialist or WFSCB Leadership to determine whether or not to close the facility and release staff. This decision will be made based on the degree of damage and safety concerns. The designated Career Center Contractor Leadership, site managers, and/or designees will communicate any closure decisions to their staff.

Each site manager will publish and post fire evacuation routes at visible points throughout the centers.

If the facility must be closed due to fire damage, staff will report to the nearest career center to continue center operations.

1.5.2. POWER OUTAGE

Power outages present a unique problem for WFSCB Career Centers. A power outage, which occurs at the Texas Workforce Commission (TWC) state office, can affect computer operations statewide. Local power outages also affect computer operations and create additional concerns such as facility lighting and lack of heating or air conditioning.

When notice of 24 hours or more is provided to prepare for a local power interruption that affects WFSCB or career center operations, staff will make preparations to continue business using paper documents, if at all possible.

If the power interruption is significant, the WFSCB Leadership must be contacted to make a determination of center closure until power is restored. The safety and health of staff and clients, and the power company's projection for the length of outage will be considered in any decision to close the facility.

If the facility is closed, a sign will be placed on the entrance door notifying the public the facility is closed due to power outage. Telephone numbers of the other career centers will be printed on the sign for clients to contact. Management will release staff for the remainder of the business day or instruct them to report to one of the operational centers.

1.5.3. TERRORISM / CIVIL UNREST

Acts of terrorism and civil unrest historically have not been a problem for residents of the Coastal Bend. However, with political turmoil around the world, employees need to be aware of their responsibilities to protect themselves and their co-workers. Staff are advised to be observant of changes in the working environment. If you notice anything out of the ordinary or notice anyone acting in an unusual manner, notify management immediately. The most important action any employee can take if they witness an act of terrorism/civil unrest is to contact the Police at 911 and report the incident. Then, immediately notify the designated career center leadership contractor and the WFSCB Leadership of the actions taken. If necessary, follow police advice in an emergency evacuation of the building. TWC will notify the WFSCB Leadership if closure of all career centers is warranted statewide due to acts of terrorism. WFSCB's Leadership will immediately disseminate this information to the designated Career Center Contractor Leadership and site managers. Site managers are responsible for staff notification.

1.5.4. THREAT PROTOCOL

The majority of threats that are called in to targets are made with the intent of disrupting normal business. However, every threat must be considered real until investigated to ensure the safety of building occupants. Normally, the call will be very brief, but if you do get a threatening call, attempt to keep the caller on the line and follow these procedures:

- A. Try to get as much information as possible. Use the Threat Checklist (Attachment 1) which is attached to this policy to assist in documenting information about any bomb threat or other imminent threat.
- B. Upon hanging up, immediately call 911 and give specific details. If possible, use a confidential manner of communication to reduce the possibility of panic.
- C. Notify the Site Manager that a bomb or other imminent threat to the center has been received.
- D. If the Site Manager is not available, contact the designated Career Center Contractor Leadership or the WFSCB Leadership.
- E. The Site Manager or designee, in consultation with the individuals above, will make the decision about whether to evacuate the building.
- F. An announcement is made over the public address system in this manner: "May I have your attention please? An emergency has been reported. Please evacuate the building by proceeding to the nearest exit."
- G. Make a quick visual sweep of your area for any unusual items and proceed to the same designated gathering area identified in your Building Evacuation plan.
- H. As soon as possible, notify the WFSCB Leadership, of any threat to the WFSCB or any of its career centers as soon as possible.

1.5.5. PANDEMIC INFLUENZA PROTOCOL

In the event of an outbreak of Pandemic Flu in the Coastal Bend area, it is necessary to create a Continuity of Operations (COO) plan to ensure the continuity of The Coastal Bend's employment and training-related services. It is estimated that as much as 30-50% of the state's workforce could be affected by such an event that could last as long as a year. The Center for Disease Control (CDC) provides guidance regarding protocols for Pandemic Influenza outbreaks. This guidance will be used to develop a local response plan in the event of such an occurrence. This information is available at <https://www.cdc.gov/flu/pandemic-resources/pdf/pan-flu-report-2017v2.pdf>.

1.5.6. BUILDING EVACUATION PROTOCOL

Continuous sounding of the fire alarm and the flashing of the fire alarm strobe lights shall be the signal for immediate evacuation from the building. Staff will follow these procedures for immediate building evacuation:

- A. Evacuate the building immediately according to your evacuation route. Stop what you are doing and walk, do not run, to the exit. Close all doors behind you.
- B. Once evacuated, proceed to your designated gathering area.

- C. Report to your supervisor for a headcount. Visitors must report to the receptionist for a headcount.
- D. Do not re-enter the building until the all clear announcement is given by the emergency coordinator who is the WFSCB Leadership, site manager or designated career center contractor leadership.
- E. All management staff will act as Fire wardens to assist in the evacuation process, and:
 - Ensure work areas are evacuated and doors are closed, not locked.
 - Ensure rest rooms are evacuated.
 - Coordinate assistance for injured or incapacitated personnel.
 - Report to the emergency coordinator on evacuation status and employees requiring assistance.
 - Fire wardens will confirm evacuation status of all employees.

Building evacuation protocol will be viewed on annual basis. Drills will be performed as needed.

1.6. RELOCATION SITES

Relocation sites have been designated to provide an alternate site in instances where a local center is inoperable due to a disaster. Under the guidance of WFSCB's President/CEO or WFSCB's Response Management Team will make the decision for staff disbursement to other centers depending on the circumstances.

1.7. AUTOMATION DISASTER RECOVERY PROCEDURES

The WFSCB Disaster Recovery procedures are to be enacted in the event of a disaster to the Board's automated information systems. Data and software essential to the continued operation of critical agency functions is backed up. The security controls over the backup resources will be as stringent as the protection required of the primary resources.

WFSCB computer users must determine the criticality of data stored on the system and based upon its criticality rating, take appropriate measures to ensure its protection through backup procedures. LAN servers will be backed up on a scheduled basis, but this will not provide for a backup of data contained on users' hard drives. All data that has been saved to portable storage devices will not be protected in the event of a disaster. If the data is critical to everyday operations, adequate backup should be scheduled as a routine part of operations. Backups are automatic for information stored on LAN Servers. Any information contained on users hard drives or on portable storage devices must be transferred nightly to the shared drive in order for back-up operation to function.

WFSCB IT Administrator will ensure programmatic and fiscal hard drives are backed up on a nightly basis and stored in a secure fire-proof safe. Protocols will be followed for rotation of data on a five-day back-up cycle with tapes being archived off-site. In the event of an emergency or disaster requiring evacuation of a facility, if at all possible, the IT Manager will ensure back-ups are transported to the designated evacuation site for staff access. If possible, laptops will be borrowed from the Center for Workplace Learning or from the Board to provide staff continuity of working environment. However, unless the evacuation site is either at WFSCB Staples Career Center or one of its career centers, staff will be unable to access TWC's automation systems, such as TWIST, and TIERS systems. If laptops can be procured for staff use that have available wireless or other Internet access capability, the Work//Texas.com system can still be accessed to assist both employer and job seeker customers with their employment needs

ATTACHMENTS:

Attachment 1, WFSCB Career Center Emergency Response Guide



WORKFORCE SOLUTIONS of the Coastal Bend



Career Center Emergency Response Guide

This guide contains emergency telephone numbers and procedures for each WFSCB Career Center. Please read this information carefully and keep this guide in a convenient location for easy access. **Be Prepared. Be Aware. Be Ready.**

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This document contains vital information about requirements, rights, determinations, and/or responsibilities for accessing workforce system services. Language services, including the interpretation/translation of this document, are available free of charge upon request.

Este documento contiene información importante sobre los requisitos, los derechos, las determinaciones y las responsabilidades del acceso a los servicios del sistema de la fuerza laboral. Hay disponibles servicios de idioma, incluida la interpretación y la traducción de documentos, sin ningún costo y a solicitud.



www.workforcesolutionscb.org



info@workforcesolutionscb.org / 1-888-860-JOBS (5627)

Equal Opportunity Employer/Program

Auxiliary aids and services are available upon request to individuals with disabilities.
Relay Texas: 1.800.735.2989 (TDD) and 1.800.735.2988 or 7-1-1 (Voice).

CAREER CENTERS

| ALICE

| BEEVILLE

| FALFURRIAS

| KINGSVILLE

| SINTON

| STAPLES

| SUNRISE

Staples Career Center



The following Emergency Response Procedures are in alphabetical order in this guide.

Emergency Response:

- ❖ Active Shooter
- ❖ Attempted Suicide Calls/ Threats
- ❖ Bomb/Terrorist Threat
- ❖ Bomb/Terrorist Threat (Checklist)
- ❖ Building Floor Evacuation (See Floor Plans)
- ❖ Fire Procedures
- ❖ Medical Emergency
- ❖ Medical Emergency (when to call)
- ❖ Preventing the Spread of Blood borne Pathogens
- ❖ Suspicious Mail & Packages-Handling

The information in this guide was taken from the TWC Intranet - Austin Area and the Emergency Management Institute - U.S. Dept. of Homeland Security - FEMA. Modified for Staples Career Center.

Emergency Telephone Numbers

- ❖ Police, Fire Department, EMS Medical Emergencies

Dial outside line-9-911

- ❖ Non-Emergency Police phone number: (361) 886-2600
- ❖ Security Guard: Richard Townsend: (361) 461-5236
- ❖ Board Facility Specialist: Ruben Aceves: (361) 533-3555
- ❖ Suicide Attempts: Call 9-911 or Behavioral Health Center of Nueces County, 24/7 psychiatric crisis hotline: 1-888-767-4493 - 1233 Agnes Street, Corpus Christi, Texas

When calling **9-911**-Give your address: 520 N. Staples, Corpus Christi, Workforce Solutions of the Coastal Bend and your name – (361) 882-7491

Active Shooter

In the event of an active shooter situation:

1. Evacuate- When an emergency occurs, **customers and visitors** will look to employees to direct them to safety as they are familiar with the building and workspace. Employees and customers are likely to follow the lead of managers or uniformed officials during an emergency situation.
2. Attempt to evacuate.
 - a. **Have an escape route and plan (see Floor Plans)**
 - b. Leave your belongings. Keep your hands visible.
3. Hide - Find a place to hide Block entry and lock doors
 - a. Remain quiet and **silence your cell phone**
4. Take Action
 - a. As a last resort, try to incapacitate the shooter.
 - b. Act with physical aggression. Throw items and improvise weapons
5. When in a safe place:

Call 9-911 when it is safe to do so!

State “I am calling to report an active shooter.”

Give your address **520 N. Staples, C.C. (361) 882-7491 - Workforce Solutions of the Coastal Bend** and your name.

- Description of Active Shooter
- Number of potential victims
- Location of the active shooter
- Number of shooters, if more than one.
- Number and type of weapons held by the shooter(s).

When law enforcement arrives: Remain calm and follow officer’s instructions.

Safety Tip:

Remember to always: Take note of the nearest exits in any facility you visit.

Active Shooter -Online Course

U.S. Department of Homeland Security- FEMA Emergency Management Institute has an online Course for Active Shooter

Course IS-907: Active Shooter- What you can do

Course Overview

An active shooter is an individual actively engaged in killing or attempting to kill people in a confined and other populated area. In most cases, active shooters use firearms and there is no pattern or method to their selection of victims. Active shooter situations are unpredictable and evolve quickly.

All employees can help prevent and prepare for potential active shooter situations. This course provides guidance to individuals, including managers and employees, so that they can prepare to respond to an active shooter situation.

This course is not written for law enforcement officers, but for non-law enforcement employees. The material may provide law enforcement officers information on recommended actions for non-law enforcement employees to take should they be confronted with an active shooter situation.

Below are the links: <https://emilms.fema.gov/IS907/curriculum/1.html>

<https://training.fema.gov/is/courseoverview.aspx?code=IS-907>

Attempted Suicide Calls (Handling)

Procedures for handling calls where the caller indicates they (or someone they know) is planning to commit suicide and refuses to be transferred to 911.

1. Stay calm, express concern, listen attentively, and use a pleasant and helpful tone (this will help calm the caller).
2. Take the person seriously and be compassionate
3. Keep the person on the phone as long as possible
4. If possible, obtain the following information
 - a. Caller's Name
 - b. Address
 - c. Phone number (check caller ID)
 - d. Any additional information caller will provide
5. Write down all notes from the call and alert your supervisor immediately
6. After alerting your supervisor, contact the following:

Suicide Attempts: Call 9-911
or Behavioral Health Center of Nueces County,
24/7 psychiatric crisis hotline: 1-888-767-4493
1233 Agnes Street, Corpus Christi, Texas.

7. Contact Security Desk

Employee Suicide Threats

1. Stay calm, express concern, listen attentively, and use a pleasant and helpful tone (this will help calm the employee).
2. Take the person seriously and be compassionate
3. Signal a co-worker to notify the Security Desk at (361) 461-5236 or 911
4. Remain with employee until help arrives

Bomb/Terrorist Threat

Consider Every Bomb/Terrorist Threat genuine when you receive it. Every Bomb/Terrorist Threat must be reported.

If you receive a Bomb/Terrorist Threat by phone:

1. Remain calm
2. Try to keep the caller on the phone to gather information
3. Immediately call 9-911. Give your address **520 N. Staples, C.C. (361) 882-7491 – Workforce Solutions of the Coastal Bend** and your name.
4. Notify the Security Guard and Manager that you have called 911
5. Complete the “Bomb/Terrorist Threat Checklist” and have it available for authorities (see next page)
6. Do not turn lights on or off
7. Conduct a cursory inspection of your area to determine if any strange or suspicious objects are present
8. Do not touch suspicious object if found. Move away from immediate area and allow Security to assess
9. Report to police the results of your search

Bomb/Terrorist Threat (Telephone Checklist)

Remain Calm – Do not get excited or excite others

Time Call received: _____ (date & time) Call ended: _____ (date & time)

1. What phone number displayed on your phone? _____

2. Exact Words of Caller:

3. Bomb Threat Questions to be asked:

a. Time bomb is set to explode? _____

b. Where is the bomb located in the building? _____

c. Kind (type) of bomb? _____

d. What will cause the bomb to explode? _____

e. Why is the bomb being used? _____

4. Terrorist Threat Questions to be asked:

a. When is the terrorist planning to attack? _____

b. Which Center is being threatened? _____

c. Kind (Type) of terrorist attack? (if known) _____

5. Voice Description:

___ Male

___ Young

___ Refined

___ Female

___ Old

___ Accent

___ Calm

___ Middle-aged

___ Nervous

___ Rough

___ Speech Impediment (Describe) _____

6. Unusual phrases: _____

7. Recognize voice? If so, who do you think it was? _____

8. Background Noise:

- | | | |
|--------------------------------------|--|---------------------------------------|
| <input type="checkbox"/> Music | <input type="checkbox"/> Bells | <input type="checkbox"/> Voices |
| <input type="checkbox"/> Traffic | <input type="checkbox"/> Aircraft | <input type="checkbox"/> Street Noise |
| <input type="checkbox"/> Horns | <input type="checkbox"/> Machinery | <input type="checkbox"/> House Noise |
| <input type="checkbox"/> Whistles | <input type="checkbox"/> Running Motor | |
| <input type="checkbox"/> Other _____ | | |

Additional Information:

9. Did caller indicate knowledge of the building? _____
- a. If so, how? _____

Fire Procedures

To report a fire in the building:

Call 9-911. Give your address **520 N. Staples, C.C. (361) 882-7491 – Workforce Solutions of the Coastal Bend** and your name. Give details of the fire and the location of the fire.

1. Do not panic
2. Evacuate the building (see floor plans)
3. Do not open hot doors
4. Do not break glass doors for ventilation
5. Do not attempt to fight the fire
6. If caught in heavy smoke, take short breaths, breathe through your nose, then crawl to escape. The air is better near the floor.
7. Remember to stop, drop and roll if on fire.
8. Follow evacuation procedures

Medical Emergency

Notify your supervisor immediately about any on-the-job accident, injury or serious illness.

In a serious accident or health emergency follow these instructions:

1. Do not move injured or ill person
2. Call 9-911
3. Provide the dispatcher with the following information:
 - a. Give your address **520 N. Staples, C.C. (361) 882-7491 – Workforce Solutions of the Coastal Bend** and your name
 - b. Type of injury or illness
 - c. Individuals condition
 - d. Individuals approximate age, if known
4. Stay on the phone with EMS dispatcher and answer as many questions as possible
5. Have staff notify Security at (361) 461-5236
6. Security guard will direct EMS to the injured/ill person
7. Staff should contact Manager/Supervisor and report incident

❖ Medical Emergency – When to call EMS?

❖ PREVENTING THE SPREAD OF BLOODBORNE PATHOGENS

(Continued on next two pages)

When to call EMS?

The victim may not want you to call an ambulance, however call 9-911 if the victim suffers from any of these symptoms:

- Is or becomes unconscious
- Is having trouble breathing
- Has chest pain or pressure
- Is bleeding severely
- Has persistent abdominal pressure or pain
- Is vomiting or passing blood
- Is having seizures, severe head-ache or slurred speech
- Appears to have been poisoned
- Has injuries to the head, neck or back
- Has possible broken bones

Call 9-911. Give your address **520 N. Staples, C.C. (361) 882-7491 – Workforce Solutions of the Coastal Bend** and your name.

❖ PREVENTING THE SPREAD OF BLOODBORNE PATHOGENS

(Continued on next two pages)

PREVENTING THE SPREAD OF BLOODBORNE PATHOGENS

TO PREVENT INFECTION, FOLLOW THESE GUIDELINES:

- Avoid contact with blood and other body fluids
- Use CPR breathing barriers, such as resuscitation masks, when giving ventilations (rescue breaths).
- Wear disposable gloves whenever providing care, particularly if you may come into contact with blood or body fluids. Also wear protective coverings, such as a mask, eyewear and a gown, if blood or other body fluids can splash.
- Cover any cuts, scrapes or sores and remove jewelry, including rings, before wearing disposable gloves.
- Change gloves before providing care to a different victim.
- Remove disposable gloves without contacting the soiled part of the gloves and dispose of them in a proper container.
- Thoroughly wash your hands and the other areas immediately after providing care. Use alcohol-based hand sanitizer where hand-washing facilities are not available if your hands are not visibly soiled. When practical, wash your hands before providing care.

Suspicious Mail or Packages (Handling)

If you receive, observe or open suspicious mail or package:

1. Remain calm
2. If unopened, DO NOT OPEN
3. Do not move, open or shake a suspicious package
4. Do not touch, smell or taste any powder or substance that falls out of package
5. Do not attempt to clean up any powder or substance that falls out of the package
6. Isolate the damaged or suspicious item immediately and cordon off the immediate area
7. Move people away from the suspicious item, but do not allow anyone to leave the area until instructed to do so by DPS or local authorities
8. Do not allow other staff into the area
9. Do not evacuate the building until local authorities arrive and evaluate the threat
10. Be prepared to describe the item, its location and the context of what you observed and provide information
11. Notify the Security Guard at (361) 461-5236

Suspicious Mail or Package Indicators:

- No return address
- Excessive postage
- Strange odors
- Restrictive notes
- Lopsided
- Cut and paste lettering
- Poor handwriting
- Stains on the wrapping
- Foreign postage
- Unexpected delivery
- Rigid or bulky
- Misspelled words
- Incorrect titles
- Strange sounds
- Protruding wires
- Excessive weight

Bomb

- Immediately call 9-911
- Notify Security Desk
- Evacuate Immediately
- Do not touch item
- Do not turn lights on or off
- Do not use two-way radio/cell

Chemical Threat

- Immediately call 9-911
- Notify Security Desk
- Isolate – do not handle
- Wash your hands

Radiological Threat

- Immediately call 9-911
- Notify Security Desk
- Do not open or handle
- Move people from area
- Shield yourself from package

Give your address **520 N. Staples, C.C. (361) 882-7491 – Workforce Solutions of the Coastal Bend** and your name.

Building Floor Evacuation

Staples Career Center Emergency Exit Floor Plan

RTA Bus Terminal



Lipan Street- Customer Parking Area

Sunrise Career Center



The following Emergency Response Procedures are in alphabetical order in this guide.

Emergency Response:

- ❖ Active Shooter
- ❖ Attempted Suicide Calls/ Threats
- ❖ Bomb/Terrorist Threat
- ❖ Bomb/Terrorist Threat (Checklist)
- ❖ Building Floor Evacuation (See Floor Plans)
- ❖ Fire Procedures
- ❖ Medical Emergency
- ❖ Medical Emergency (when to call)
- ❖ Preventing the Spread of Blood borne Pathogens
- ❖ Suspicious Mail & Packages-Handling

The information in this guide was taken from the TWC Intranet - Austin Area and the Emergency Management Institute - U.S. Dept. of Homeland Security - FEMA. Modified for Staples Career Center.

Emergency Telephone Numbers

- ❖ Police, Fire Department, EMS Medical Emergencies

Dial outside line-9-911

- ❖ Non-Emergency Police phone number: (361) 886-2600
- ❖ Mall Security: (361) 906-0855
- ❖ Staples Security Guard: Richard Townsend: (361)-461-5236
- ❖ Board Facility Specialist: Ruben Aceves: (361) 533-3555
- ❖ Suicide Attempts: Call 9-911 or Behavioral Health Center of Nueces County, 24/7 psychiatric crisis hotline: 1-888-767-4493 - 1233 Agnes Street, Corpus Christi, Texas

When calling **9-911**-Give your address: 5858 SPID Suite 1, Corpus Christi, Workforce Solutions of the Coastal Bend and your name – (361) 882-7491

Active Shooter

In the event of an active shooter situation:

1. Evacuate- When an emergency occurs, **customers and visitors** will look to employees to direct them to safety as they are familiar with the building and workspace. Employees and customers are likely to follow the lead of managers or uniformed officials during an emergency situation.
2. Attempt to evacuate.
 - a. **Have an escape route and plan (see Floor Plans)**
 - b. Leave your belongings. Keep your hands visible.
3. Hide - Find a place to hide Block entry and lock doors
 - a. Remain quiet and **silence your cell phone**
4. Take Action
 - a. As a last resort, try to incapacitate the shooter.
 - b. Act with physical aggression. Throw items and improvise weapons
5. When in a safe place:

Call 9-911 when it is safe to do so!

State “I am calling to report an active shooter.”

Give your address **5858 SPID STE. 1, C.C. (361) 882-7491 - Workforce Solutions of the Coastal Bend**

and your name.

- Description of Active Shooter
- Number of potential victims
- Location of the active shooter
- Number of shooters, if more than one.
- Number and type of weapons held by the shooter(s).

When law enforcement arrives: Remain calm and follow officer’s instructions.

Safety Tip:

Remember to always: Take note of the nearest exits in any facility you visit.

Active Shooter -Online Course

U.S. Department of Homeland Security- FEMA Emergency Management Institute has an online Course for Active Shooter

Course IS-907: Active Shooter- What you can do

Course Overview

An active shooter is an individual actively engaged in killing or attempting to kill people in a confined and other populated area. In most cases, active shooters use firearms and there is no pattern or method to their selection of victims. Active shooter situations are unpredictable and evolve quickly.

All employees can help prevent and prepare for potential active shooter situations. This course provides guidance to individuals, including managers and employees, so that they can prepare to respond to an active shooter situation.

This course is not written for law enforcement officers, but for non-law enforcement employees. The material may provide law enforcement officers information on recommended actions for non-law enforcement employees to take should they be confronted with an active shooter situation.

Below are the links: <https://emilms.fema.gov/IS907/curriculum/1.html>

<https://training.fema.gov/is/courseoverview.aspx?code=IS-907>

Attempted Suicide Calls (Handling)

Procedures for handling calls where the caller indicates they (or someone they know) is planning to commit suicide and refuses to be transferred to 911.

1. Stay calm, express concern, listen attentively, and use a pleasant and helpful tone (this will help calm the caller).
2. Take the person seriously and be compassionate
3. Keep the person on the phone as long as possible
4. If possible, obtain the following information
 - a. Caller's Name
 - b. Address
 - c. Phone number (check caller ID)
 - d. Any additional information caller will provide
5. Write down all notes from the call and alert your supervisor immediately
6. After alerting your supervisor, contact the following:

Suicide Attempts: Call 9-911
or Behavioral Health Center of Nueces County,
24/7 psychiatric crisis hotline: 1-888-767-4493
1233 Agnes Street, Corpus Christi, Texas.

7. Contact Security Desk

Employee Suicide Threats

1. Stay calm, express concern, listen attentively, and use a pleasant and helpful tone (this will help calm the employee).
2. Take the person seriously and be compassionate
3. Signal a co-worker to contact 9-911 or notify the Mall Security at (361) 906-0855
4. Remain with employee until help arrive

Bomb/Terrorist Threat

Consider Every Bomb/Terrorist Threat genuine when you receive it. Every Bomb/Terrorist Threat must be reported.

If you receive a Bomb/Terrorist Threat by phone:

1. Remain calm
2. Try to keep the caller on the phone to gather information
3. Immediately call 9-911. Give your address **5858 SPID Suite 1, C.C. (361) 882-7491 – Workforce Solutions of the Coastal Bend** and your name.
4. Notify the Security Guard and Manager that you have called 911
5. Complete the “Bomb/Terrorist Threat Checklist” and have it available for authorities (see next page)
6. Do not turn lights on or off
7. Conduct a cursory inspection of your area to determine if any strange or suspicious objects are present
8. Do not touch suspicious object if found. Move away from immediate area and allow Security to assess
9. Report to police the results of your search

Bomb/Terrorist Threat (Telephone Checklist)

Remain Calm – Do not get excited or excite others

Time Call received: _____ (date & time) Call ended: _____ (date & time)

1. What phone number displayed on your phone? _____

2. Exact Words of Caller:

3. Bomb Threat Questions to be asked:

a. Time bomb is set to explode? _____

b. Where is the bomb located in the building? _____

c. Kind (type) of bomb? _____

d. What will cause the bomb to explode? _____

e. Why is the bomb being used? _____

4. Terrorist Threat Questions to be asked:

a. When is the terrorist planning to attack? _____

b. Which Center is being threatened? _____

c. Kind (Type) of terrorist attack? (if known) _____

5. Voice Description:

___ Male

___ Young

___ Refined

___ Female

___ Old

___ Accent

___ Calm

___ Middle-aged

___ Nervous

___ Rough

___ Speech Impediment (Describe) _____

6. Unusual phrases: _____

7. Recognize voice? If so, who do you think it was? _____

8. Background Noise:

- | | | |
|--------------------------------------|--|---------------------------------------|
| <input type="checkbox"/> Music | <input type="checkbox"/> Bells | <input type="checkbox"/> Voices |
| <input type="checkbox"/> Traffic | <input type="checkbox"/> Aircraft | <input type="checkbox"/> Street Noise |
| <input type="checkbox"/> Horns | <input type="checkbox"/> Machinery | <input type="checkbox"/> House Noise |
| <input type="checkbox"/> Whistles | <input type="checkbox"/> Running Motor | |
| <input type="checkbox"/> Other _____ | | |

Additional Information:

9. Did caller indicate knowledge of the building? _____
- a. If so, how? _____

Fire Procedures

To report a fire in the building:

Call 9-911. Give your address **5858 SPID Suite 1, C.C. (361) 882-7491 – Workforce Solutions of the Coastal Bend** and your name. Give details of the fire and the location of the fire.

1. Do not panic
2. Evacuate the building (see floor plans)
3. Do not open hot doors
4. Do not break glass doors for ventilation
5. Do not attempt to fight the fire
6. If caught in heavy smoke, take short breaths, breathe through your nose, then crawl to escape. The air is better near the floor.
7. Remember to stop, drop and roll if on fire.
8. Follow evacuation procedures

Medical Emergency

Notify your supervisor immediately about any on-the-job accident, injury or serious illness.

In a serious accident or health emergency follow these instructions:

8. Do not move injured or ill person
9. Call 9-911
10. Provide the dispatcher with the following information:
 - a. Give your address **5858 SPID Suite 1, C.C. (361) 882-7491 – Workforce Solutions of the Coastal Bend** and your name
 - b. Type of injury or illness
 - c. Individuals condition
 - d. Individuals approximate age, if known
11. Stay on the phone with EMS dispatcher and answer as many questions as possible
12. Have staff notify Mall Security at (361) 906-0855
13. Security guard will direct EMS to the injured/ill person
14. Staff should contact Manager/Supervisor and report incident

❖ Medical Emergency – When to call EMS?

❖ PREVENTING THE SPREAD OF BLOODBORNE PATHOGENS

(Continued on next two pages)

When to call EMS?

The victim may not want you to call an ambulance, however call 9-911 if the victim suffers from any of these symptoms:

- Is or becomes unconscious
- Is having trouble breathing
- Has chest pain or pressure
- Is bleeding severely
- Has persistent abdominal pressure or pain
- Is vomiting or passing blood
- Is having seizures, severe head-ache or slurred speech
- Appears to have been poisoned
- Has injuries to the head, neck or back
- Has possible broken bones

Call 9-911. Give your address **5858 SPID Suite 1, C.C. (361) 882-7491 – Workforce Solutions of the Coastal Bend** and your name.

❖ PREVENTING THE SPREAD OF BLOODBORNE PATHOGENS
(Continued on next two pages)

PREVENTING THE SPREAD OF BLOODBORNE PATHOGENS

TO PREVENT INFECTION, FOLLOW THESE GUIDELINES:

- Avoid contact with blood and other body fluids
- Use CPR breathing barriers, such as resuscitation masks, when giving ventilations (rescue breaths).
- Wear disposable gloves whenever providing care, particularly if you may come into contact with blood or body fluids. Also wear protective coverings, such as a mask, eyewear and a gown, if blood or other body fluids can splash.
- Cover any cuts, scrapes or sores and remove jewelry, including rings, before wearing disposable gloves.
- Change gloves before providing care to a different victim.
- Remove disposable gloves without contacting the soiled part of the gloves and dispose of them in a proper container.
- Thoroughly wash your hands and the other areas immediately after providing care. Use alcohol-based hand sanitizer where hand-washing facilities are not available if your hands are not visibly soiled. When practical, wash your hands before providing care.

Suspicious Mail or Packages (Handling)

If you receive, observe or open suspicious mail or package:

1. Remain calm
2. If unopened, DO NOT OPEN
3. Do not move, open or shake a suspicious package
4. Do not touch, smell or taste any powder or substance that falls out of package
5. Do not attempt to clean up any powder or substance that falls out of the package
6. Isolate the damaged or suspicious item immediately and cordon off the immediate area
7. Move people away from the suspicious item, but do not allow anyone to leave the area until instructed to do so by DPS or local authorities
8. Do not allow other staff into the area
9. Do not evacuate the building until local authorities arrive and evaluate the threat
10. Be prepared to describe the item, its location and the context of what you observed and provide information
11. Notify the Mall Security at (361) 906-0855

Suspicious Mail or Package Indicators:

- | | | |
|---------------------------|--------------------------|--------------------|
| ▪ No return address | ▪ Poor handwriting | ▪ Misspelled words |
| ▪ Excessive postage | ▪ Stains on the wrapping | ▪ Incorrect titles |
| ▪ Strange odors | ▪ Foreign postage | ▪ Strange sounds |
| ▪ Restrictive notes | ▪ Unexpected delivery | ▪ Protruding wires |
| ▪ Lopsided | ▪ Rigid or bulky | ▪ Excessive weight |
| ▪ Cut and paste lettering | | |

Bomb

- Immediately call 9-911
- Notify Security Desk
- Evacuate Immediately
- Do not touch item
- Do not turn lights on or off
- Do not use two-way radio/cell

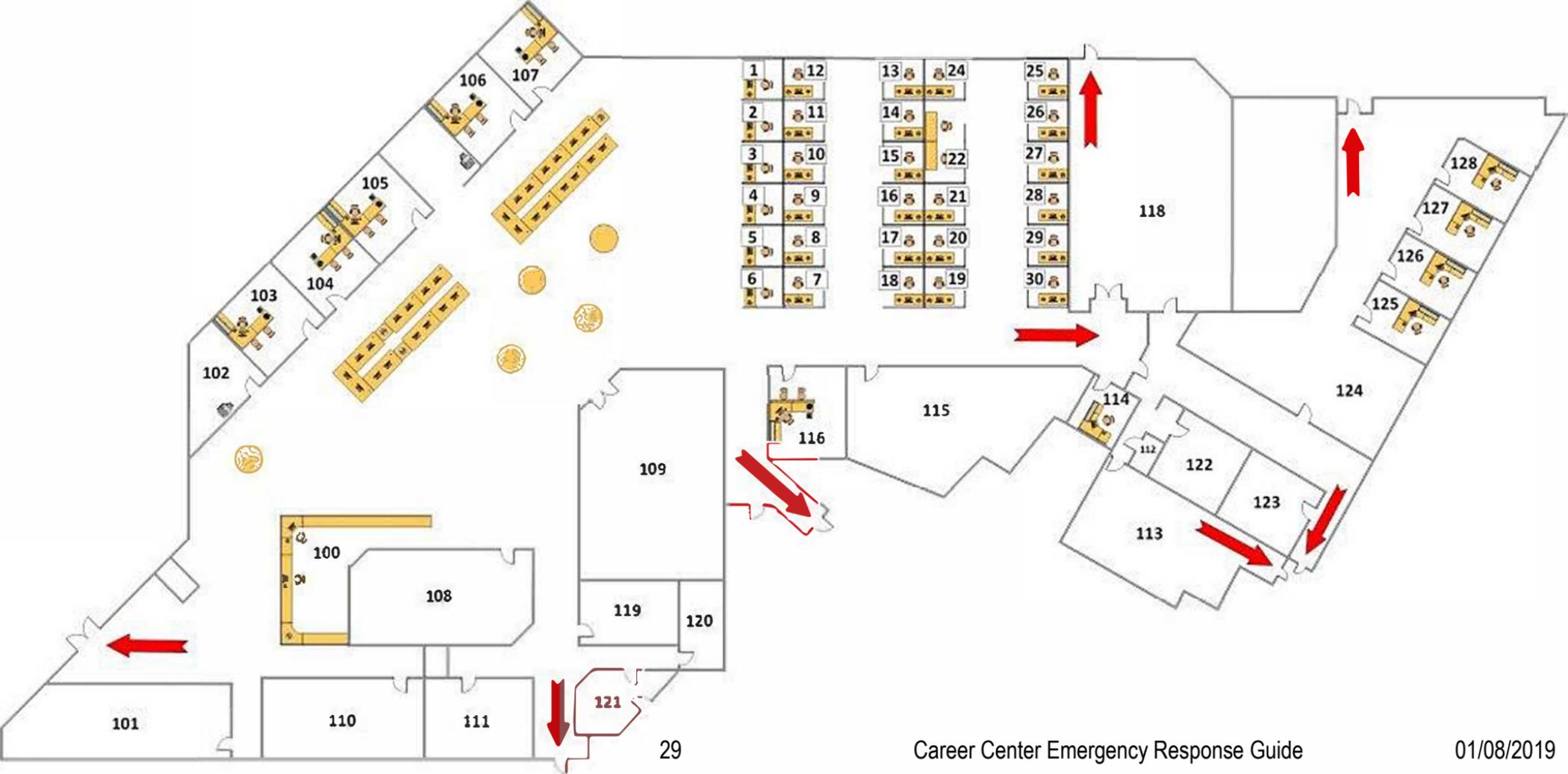
Chemical Threat

- Immediately call 9-911
- Notify Security Desk
- Isolate – do not handle
- Wash your hands

Radiological Threat

- Immediately call 9-911
- Notify Security Desk
- Do not open or handle
- Move people from area
- Shield yourself from package

Give your address **5858 SPID Suite 1, C.C. (361) 882-7491 – Workforce Solutions of the Coastal Bend** and your name.



Sinton Career Center



The following Emergency Response Procedures are in alphabetical order in this guide.

Emergency Response:

- ❖ Active Shooter
- ❖ Attempted Suicide Calls/ Threats
- ❖ Bomb/Terrorist Threat
- ❖ Bomb/Terrorist Threat (Checklist)
- ❖ Building Floor Evacuation (See Floor Plans)
- ❖ Fire Procedures
- ❖ Medical Emergency
- ❖ Medical Emergency (when to call)
- ❖ Preventing the Spread of Blood borne Pathogens
- ❖ Suspicious Mail & Packages-Handling

The information in this guide was taken from the TWC Intranet- Austin Area and the Emergency Management Institute-U.S. Dept. of Homeland Security- FEMA. Modified for Staples Career Center.

Emergency Telephone Numbers

- ❖ Police, Fire Department, EMS Medical Emergencies

Dial outside line-911

- ❖ Non-Emergency Police phone number: (361) 886-2600
- ❖ Sinton Police Department: (361) 364-4400 Fax: (361) 364-2611 – 217 East Market, Sinton, TX 78387
- ❖ Board Facility Specialist: Ruben Aceves: (361) 533-3555
- ❖ Suicide Attempts: Call 911 or Behavioral Health Center of Nueces County, 24/7 psychiatric crisis hotline: 1-888-767-4493 - 1233 Agnes Street, Corpus Christi, Texas

When calling **911**-Give your address: 1113 E. Sinton, Sinton, Workforce Solutions of the Coastal Bend and your name -- 361-364-3284.

Active Shooter

In the event of an active shooter situation:

1. Evacuate- When an emergency occurs, **customers and visitors** will look to employees to direct them to safety as they are familiar with the building and workspace. Employees and customers are likely to follow the lead of managers or uniformed officials during an emergency situation.
2. Attempt to evacuate.
 - a. **Have an escape route and plan (see Floor Plans)**
 - b. Leave your belongings. Keep your hands visible.
3. Hide - Find a place to hide Block entry and lock doors
 - a. Remain quiet and **silence your cell phone**
4. Take Action
 - a. As a last resort, try to incapacitate the shooter.
 - b. Act with physical aggression. Throw items and improvise weapons
5. When in a safe place:

Call 911 when it is safe to do so!
State “I am calling to report an active shooter.”

Give your address **1113 E. Sinton, Sinton, TX (361) 364-3284 - Workforce Solutions of the Coastal Bend** and your name.

- Description of Active Shooter
- Number of potential victims
- Location of the active shooter
- Number of shooters, if more than one.
- Number and type of weapons held by the shooter(s).

When law enforcement arrives: Remain calm and follow officer's instructions.

Safety Tip:

Remember to always: Take note of the nearest exits in any facility you visit.

Active Shooter -Online Course

U.S. Department of Homeland Security- FEMA Emergency Management Institute has an online Course for Active Shooter

Course IS-907: Active Shooter- What you can do

Course Overview

An active shooter is an individual actively engaged in killing or attempting to kill people in a confined and other populated area. In most cases, active shooters use firearms and there is no pattern or method to their selection of victims. Active shooter situations are unpredictable and evolve quickly.

All employees can help prevent and prepare for potential active shooter situations. This course provides guidance to individuals, including managers and employees, so that they can prepare to respond to an active shooter situation.

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Below are the links: <https://emilms.fema.gov/IS907/curriculum/1.html>

<https://training.fema.gov/is/courseoverview.aspx?code=IS-907>

Attempted Suicide Calls (Handling)

Procedures for handling calls where the caller indicates they (or someone they know) is planning to commit suicide and refuses to be transferred to 911.

1. Stay calm, express concern, listen attentively, and use a pleasant and helpful tone (this will help calm the caller).
2. Take the person seriously and be compassionate
3. Keep the person on the phone as long as possible
4. If possible, obtain the following information
 - a. Caller's Name
 - b. Address
 - c. Phone number (check caller ID)
 - d. Any additional information caller will provide
5. Write down all notes from the call and alert your supervisor immediately
6. After alerting your supervisor, contact the following:

Suicide Attempts: Call 911
or Behavioral Health Center of Nueces County,
24/7 psychiatric crisis hotline: 1-888-767-4493
1233 Agnes Street, Corpus Christi, Texas.

7. Contact Security Desk

Employee Suicide Threats

1. Stay calm, express concern, listen attentively, and use a pleasant and helpful tone (this will help calm the employee).
2. Take the person seriously and be compassionate
3. Signal a co-worker to contact 911
4. Remain with employee until help arrives

Bomb/Terrorist Threat

Consider Every Bomb/Terrorist Threat genuine when you receive it. Every Bomb/Terrorist Threat must be reported.

If you receive a Bomb/Terrorist Threat by phone:

1. Remain calm
2. Try to keep the caller on the phone to gather information
3. Immediately call 911. Give your address **1113 E. Sinton, Sinton, TX (361) 364-3284 – Workforce Solutions of the Coastal Bend** and your name.
4. Notify the Security Guard and Manager that you have called 911
5. Complete the “Bomb/Terrorist Threat Checklist” and have it available for authorities (see next page)
6. Do not turn lights on or off
7. Conduct a cursory inspection of your area to determine if any strange or suspicious objects are present
8. Do not touch suspicious object if found. Move away from immediate area and allow Security to assess
9. Report to police the results of your search

Bomb/Terrorist Threat (Telephone Checklist)

Remain Calm – Do not get excited or excite others

Time Call received:_____ (date & time) Call ended:_____ (date & time)

1. What phone number displayed on your phone?_____

2. Exact Words of Caller:

3. Bomb Threat Questions to be asked:

a. Time bomb is set to explode?_____

b. Where is the bomb located in the building?_____

c. Kind (type) of bomb?_____

d. What will cause the bomb to explode?_____

e. Why is the bomb being used?_____

4. Terrorist Threat Questions to be asked:

a. When is the terrorist planning to attack?_____

b. Which Center is being threatened?_____

c. Kind (Type) of terrorist attack? (if known)_____

5. Voice Description:

___ Male

___ Young

___ Refined

___ Female

___ Old

___ Accent

___ Calm

___ Middle-aged

___ Nervous

___ Rough

___ Speech Impediment (Describe)_____

6. Unusual phrases:_____

7. Recognize voice? If so, who do you think it was?_____

8. Background Noise:

- | | | |
|--------------------------------------|--|---------------------------------------|
| <input type="checkbox"/> Music | <input type="checkbox"/> Bells | <input type="checkbox"/> Voices |
| <input type="checkbox"/> Traffic | <input type="checkbox"/> Aircraft | <input type="checkbox"/> Street Noise |
| <input type="checkbox"/> Horns | <input type="checkbox"/> Machinery | <input type="checkbox"/> House Noise |
| <input type="checkbox"/> Whistles | <input type="checkbox"/> Running Motor | |
| <input type="checkbox"/> Other _____ | | |

Additional Information:

9. Did caller indicate knowledge of the building? _____
- a. If so, how? _____

Fire Procedures

To report a fire in the building:

Call 911. Give your address **1113 E. Sinton, Sinton, TX (361) 364-3284 – Workforce Solutions of the Coastal Bend** and your name. Give details of the fire and the location of the fire.

1. Do not panic
2. Evacuate the building (see floor plans)
3. Do not open hot doors
4. Do not break glass doors for ventilation
5. Do not attempt to fight the fire
6. If caught in heavy smoke, take short breaths, breathe through your nose, then crawl to escape. The air is better near the floor.
7. Remember to stop, drop and roll if on fire.
8. Follow evacuation procedures

Medical Emergency

Notify your supervisor immediately about any on-the-job accident, injury or serious illness.

In a serious accident or health emergency follow these instructions:

1. Do not move injured or ill person
2. Call 911
3. Provide the dispatcher with the following information:
 - a. Give your address **1113 E. Sinton, Sinton, TX (361) 364-3284 – Workforce Solutions of the Coastal Bend** and your name
 - b. Type of injury or illness
 - c. Individuals condition
 - d. Individuals approximate age, if known
4. Stay on the phone with EMS dispatcher and answer as many questions as possible
5. Staff should contact Manager/Supervisor and report incident

❖ Medical Emergency – When to call EMS?

❖ PREVENTING THE SPREAD OF BLOODBORNE PATHOGENS

(Continued on next two pages)

When to call EMS?

The victim may not want you to call an ambulance, however call 911 if the victim suffers from any of these symptoms:

- Is or becomes unconscious
- Is having trouble breathing
- Has chest pain or pressure
- Is bleeding severely
- Has persistent abdominal pressure or pain
- Is vomiting or passing blood
- Is having seizures, severe head-ache or slurred speech
- Appears to have been poisoned
- Has injuries to the head, neck or back
- Has possible broken bones

Call 911. Give your address **1113 E. Sinton, Sinton, TX (361) 364-3284 – Workforce Solutions of the Coastal Bend** and your name.

❖ PREVENTING THE SPREAD OF BLOODBORNE PATHOGENS

(Continued on next two pages)

PREVENTING THE SPREAD OF BLOODBORNE PATHOGENS

TO PREVENT INFECTION, FOLLOW THESE GUIDELINES:

- Avoid contact with blood and other body fluids
- Use CPR breathing barriers, such as resuscitation masks, when giving ventilations (rescue breaths).
- Wear disposable gloves whenever providing care, particularly if you may come into contact with blood or body fluids. Also wear protective coverings, such as a mask, eyewear and a gown, if blood or other body fluids can splash.
- Cover any cuts, scrapes or sores and remove jewelry, including rings, before wearing disposable gloves.
- Change gloves before providing care to a different victim.
- Remove disposable gloves without contacting the soiled part of the gloves and dispose of them in a proper container.
- Thoroughly wash your hands and the other areas immediately after providing care. Use alcohol-based hand sanitizer where hand-washing facilities are not available if your hands are not visibly soiled. When practical, wash your hands before providing care.

Suspicious Mail or Packages (Handling)

If you receive, observe or open suspicious mail or package:

1. Remain calm
2. If unopened, DO NOT OPEN
3. Do not move, open or shake a suspicious package
4. Do not touch, smell or taste any powder or substance that falls out of package
5. Do not attempt to clean up any powder or substance that falls out of the package
6. Isolate the damaged or suspicious item immediately and cordon off the immediate area
7. Move people away from the suspicious item, but do not allow anyone to leave the area until instructed to do so by DPS or local authorities
8. Do not allow other staff into the area
9. Do not evacuate the building until local authorities arrive and evaluate the threat
10. Be prepared to describe the item, its location and the context of what you observed and provide information

Suspicious Mail or Package Indicators:

- No return address
- Excessive postage
- Strange odors
- Restrictive notes
- Lopsided
- Cut and paste lettering
- Poor handwriting
- Stains on the wrapping
- Foreign postage
- Unexpected delivery
- Rigid or bulky
- Misspelled words
- Incorrect titles
- Strange sounds
- Protruding wires
- Excessive weight

Bomb

- Immediately call 911
- Notify Security Desk
- Evacuate Immediately
- Do not touch item
- Do not turn lights on or off
- Do not use two-way radio/cell

Chemical Threat

- Immediately call 911
- Notify Security Desk
- Isolate – do not handle
- Wash your hands

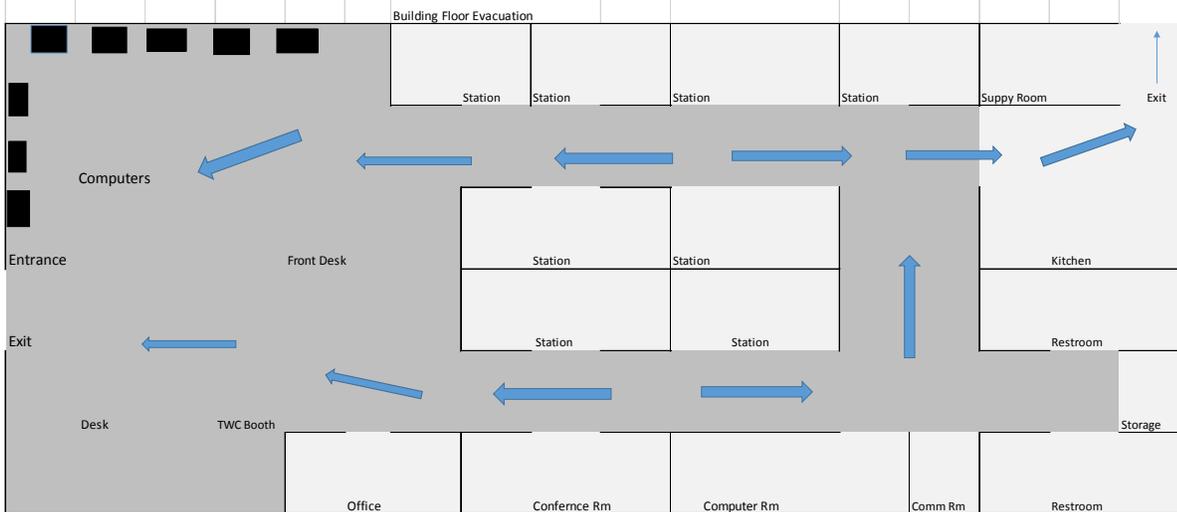
Radiological Threat

- Immediately call 911
- Notify Security Desk
- Do not open or handle
- Move people from area
- Shield yourself from package

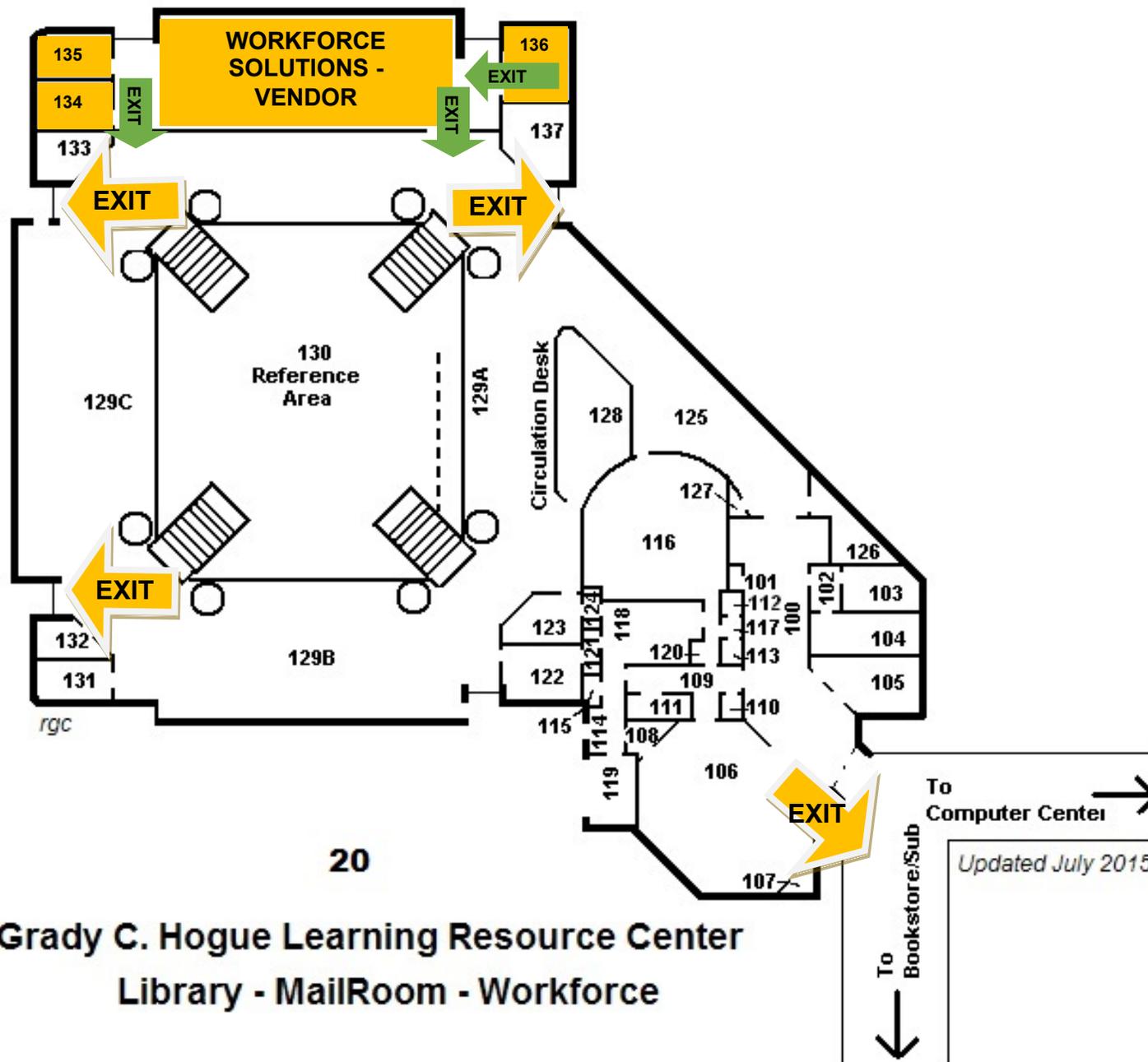
Give your address **1113 E. Sinton, Sinton, TX (361) 364-3284 – Workforce Solutions of the Coastal Bend** and your name.

Building Floor Evacuation

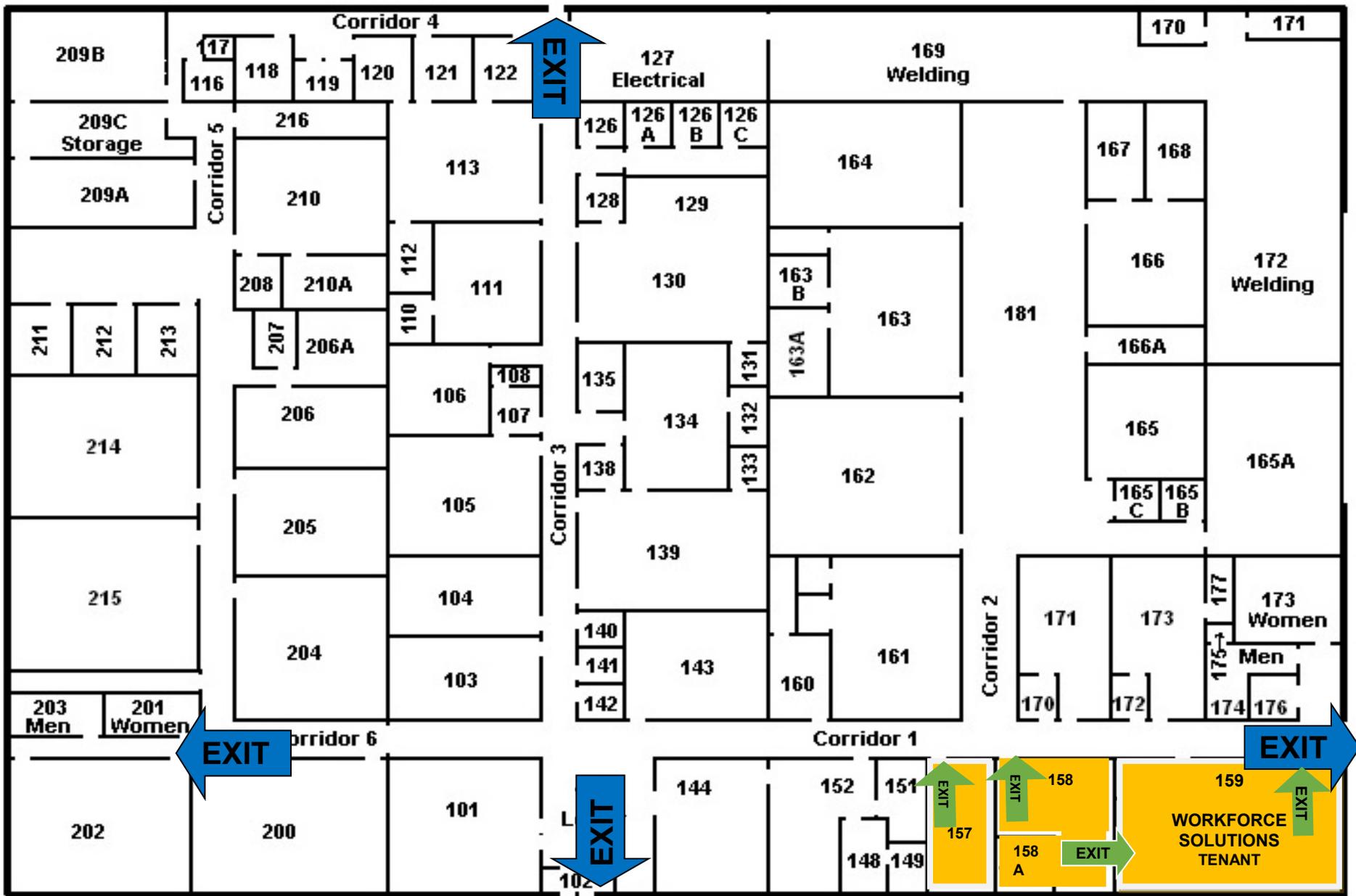
Sinton Career Center Emergency Exit Floor Plan



Building Floor Evacuation- Beeville Career Center Emergency Exit Floor Plan



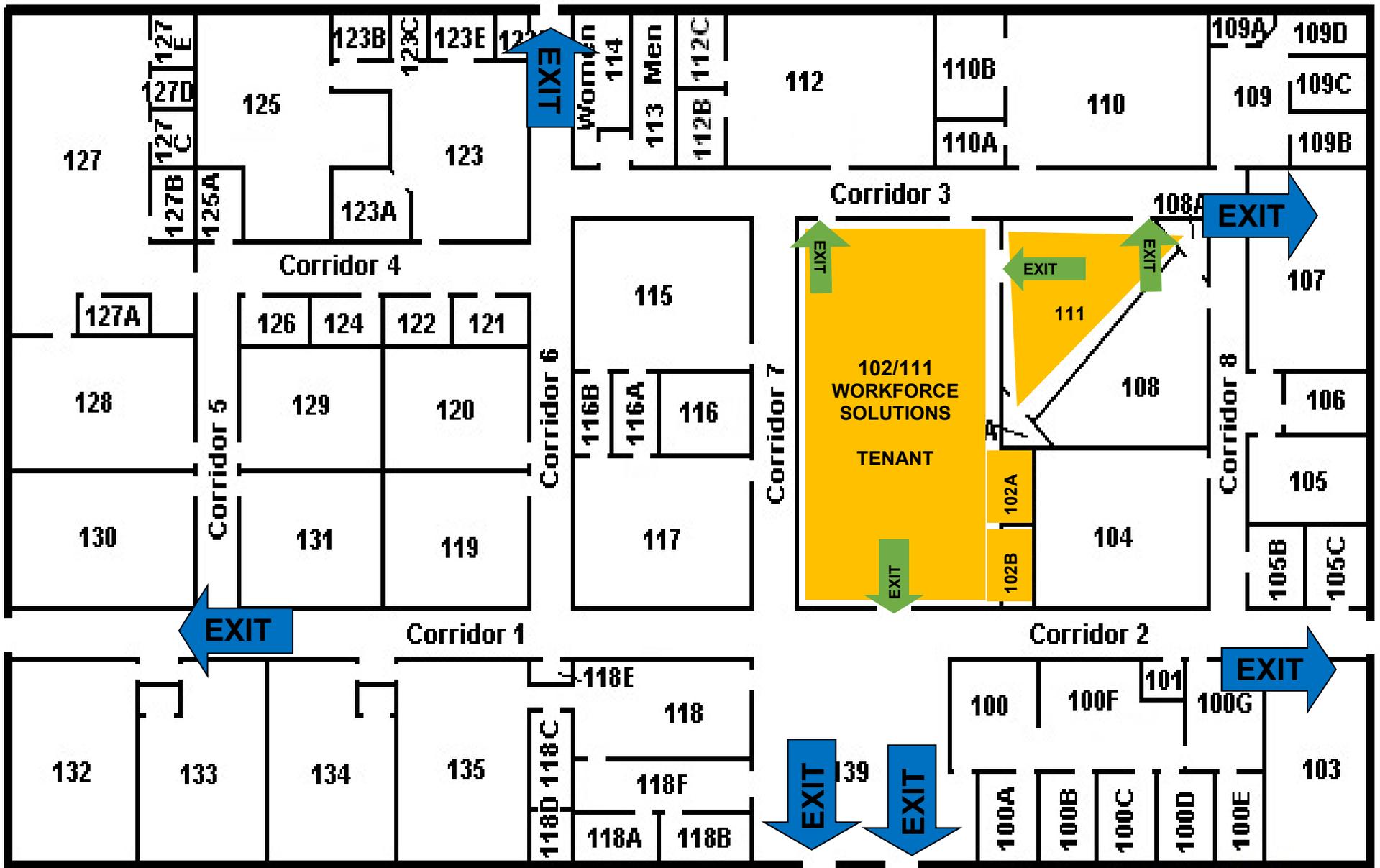
**Grady C. Hogue Learning Resource Center
Library - MailRoom - Workforce**



REV 01/18

Alice Campus
Alice, Texas

rgc



rgc

Kingsville Campus

Kingsville, Texas

Updated October 2015

rgc

Coastal Bend College

For use by Workforce Solutions of the Coastal Bend Staff

EMERGENCY PROCEDURES MANUAL

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Appendix :

Bomb Threat call Procedures

Floor Plans

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 firearm(s) and there is no pattern or method to their selection of victims.

Because active shooter situations are often over within 5 to 15 minutes, sometimes before law enforcement arrives on scene, individuals must be prepared both mentally and physically to deal with an active shooter situation.

ACTIVE SHOOTER RESPONSE:

According to most experts, the odds of being involved in a workplace violence or active-shooter incident are similar to your chances of being struck by lightning. Even though the chances of an active shooter incident are remote, the impact of any such event would be so profound that logic dictates that we should be prepared.

So what kind of incident should we prepare for? Over the years, active-shooter situations have involved single shooters, multiple shooters, close encounters, distant encounters, targeted customers, random victims, contained (single room) confrontations and mobile confrontations. Some shooters were considered “oddities,” while others seemed “normal” leading up to shooting incidents.

If an active shooter enters one of our Centers, it will be unlike any situation we’ve ever experienced. With this in mind, however, there is still a lot we can do to prepare ourselves.

Most experts agree that we collectively need to:

- Become more aware and be able to recognize sights and sounds (gunshots) that are out of the norm for our environment.
- Prepare ourselves by frequently addressing “what if ” questions and toughening ourselves mentally and emotionally to survive in extreme situations.
- Rehearse potential responses to the “what if ” scenarios.

If an active shooter is outside your building:

- Proceed to a room that can be locked,
 - **Lock the door**
- Hide behind furniture or other solid objects
- Move heavy furniture in front of the door
- Turn out the lights
- Turn off ringers to phones and turn off radios
- If possible, get everyone down on the floor and ensure that no one is visible from outside the room.
- **One person** in the room should call 911, inform the dispatcher of what is taking place. Be prepared to provide information they can use:
 - **name of the shooter (if known)**
 - **number of shooters**
 - **description of shooters**
 - **location of shooters**
 - **numbers and types of weapons being used**

- numbers and types of injuries you have witnessed

- Remain in place until the police, or a campus administrator known to you, gives the “all clear.” Unfamiliar voices may be the shooter attempting to lure victims from their safe space; do not respond to any voice commands until you can verify with certainty that they are being issued by a police officer.

If an active shooter is in the same building you are:

- If you can get out of the area safely: - Do it! - Get out fast!
 - Don't wait for others to validate your decision.
 - Leave your belongings behind.
 - Help others escape,
 - if possible. - Call 911 (do not assume that someone else has called)
- If you determine you cannot get out of the area safely:
 - Decide if the room you are in can be locked and if so, follow procedures for sheltering in place.
 - If your room can't be locked, determine if there is a nearby location that can be reached safely and secured.

If an active shooter enters your office:

- Remain calm.
- Dial 911, if possible, and alert police to the shooter's location;
- If you can't speak, leave the line open so the dispatcher can listen to what's taking place.
- If there is no opportunity for escape or hiding, it might be possible to negotiate with the shooter.
- Attempting to overpower the shooter with force should be considered a very last resort, after all other options have been exhausted.
- If the shooter leaves the area, proceed immediately to a safer place and do not touch anything that was in the vicinity of the shooter. No matter what the circumstances, if you decide to flee:
 - Make sure you have an escape route and plan in mind.
 - Do not attempt to carry anything while fleeing.
 - Move quickly, keep your hands visible, and follow the instructions of any police officers you may encounter.
 - Do not attempt to remove injured people; instead, leave wounded victims where they are and notify authorities of their location as soon as possible.

WHEN LAW ENFORCEMENT ARRIVES:

- Officers are trained to proceed immediately to the area where the shots were last heard; their purpose is to stop the shooting as quickly as possible.
- The first officers to arrive will not stop to aid injured victims; rescue teams composed of additional officers will follow the first team into secured areas and remove injured persons.
- Officers may shout commands and may push individuals to the ground for their safety.
- Put down any items in your hands
- Immediately raise hands and spread fingers
- Keep your hands visible at all times
- Avoid making quick movements toward officers
- Avoid pointing, screaming and yelling
- Keep in mind that even once you have escaped to a safer location, the entire area is still a crime scene. Police will usually not let anyone leave until the situation is fully under control and all witnesses have been identified and questioned.
- Until you are released, remain at whatever assembly point authorities designate.

LOCKDOWN INSTRUCTIONS AND INFORMATION

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. Active shooter situations are often over within 5 to 15 minutes.

An escaped criminal at large presents a similar situation in that they are desperate to flee law enforcement and may injure or take hostages in an attempt to facilitate their escape.

A **Lockdown** is an intentional response to a potentially immediate and life threatening situation or human caused event that is occurring or may occur in the vicinity of your building or classroom and there is no time to evacuate. Safe evacuation is always a preferred response when time and circumstances allow, but lack of time combined with rapidly changing circumstances may render that option untenable.

The purpose of a lockdown is to minimize accessibility to rooms/buildings on campus to reduce the risk of injury or danger to faculty, staff, customers or visitors by an active shooter or similar emergency, such as a violent criminal at large in or around a Center location.

This response is calculated to provide both cover and concealment to all affected persons and is a best practice in dealing with immediate active shooter threats to our campus community.

All emergencies are different and may require response changes as events unfold. Information that you receive about the event may be constantly changing. **STAY AWARE**

There are also different types of “lockdowns”. They may be variously known as “secure in place” or “shelter in place.” These types of “stay where you are” responses are used to reduce exposure to external elements such as chemical leaks, gas leaks, significant weather occurrences such as a tornado, or in response to bomb threats and do not typically involve locking doors and hiding out of sight.

We will not use the term “LOCKDOWN” to describe a “Shelter in Place”. They are two different responses calling for different reactions from customers and staff.

Remember in a **LOCKDOWN**, do not emerge until you hear **CODE BLUE**

TASK OR DUTY
Upon receiving the LOCKDOWN Order, you should IMMEDIATELY CEASE ALL ACTIVITY (orientation, meeting, group work, etc.) and lock and secure your office and work area. Stay there until law enforcement officers or College officials direct you to move.
Before you secure, make a quick check of the hallway immediately outside of the door for remaining customers, and/or staff.
If you are in a space that cannot be secured , find lockable room and stay there until law enforcement officers or College officials direct you to move. YOU WILL HEAR CODE BLUE as the “all clear” signal
Lock/secure the door(s) immediately. KEEP OUT of the line of sight. Barricade door(s) if needed.
Close window shades (where applicable) and turn off lights . Stay QUIET and do not bring attention to yourself or your hiding place.
Ensure that all cell phones are off. (Staff may opt to mute their phone instead in order to receive alerts, updates and other related information).
Inform all persons secured with you to remain quiet and sitting on the floor, away from doors and windows.
Project a calm attitude. How you react to an emergency gives customers clues about how to act. If you react with undue alarm, a customer may become more scared.
Inform all persons secured with you that an emergency exists, but do not speculate about the nature of the event or its cause.
When safe to do so, take attendance and prepare a list of missing customers and/or extra customers/persons in the room (as the situation dictates).
If the room has a phone, i.e. an office, do not use it to call out unless reporting an immediate and life-threatening situation.
<u>Ignore fire alarm activations</u>; CBC sites will not be evacuated using this method during a Lockdown.
Ignore sounds coming from outside the room and do not open the door or leave the room Listen for CODE BLUE , then evacuate. Make no assumptions.
When directed to do so and it is safe, evacuate the facility, assist customers with the process. When you encounter law enforcement officers REMEMBER obey all commands, raise your hands into air palms out, spread fingers.

Bomb Threat

Statistically, most bomb threats in the U.S. are just that – threats. They usually don't involve the actual placement of a bomb at a location. In most cases, the person making a bomb threat simply wants to create an atmosphere of anxiety and panic, which will in turn result in a disruption of normal activities.

Bomb threats occur frequently throughout the nation. They are delivered in a variety of ways with the majority being called in. Occasionally these calls are through a third party. Sometimes a threat is communicated in writing or by a recording.

While most bomb threats are hoaxes, there have been cases in which the person making a threat has definite knowledge about a real bomb or believes that an explosive or incendiary device has been or will be placed at a location. In fact, the caller may be the person who placed the device or someone who has become aware of such information.

Whatever the reason behind the threat, **all bomb threats should be assumed to pose a legitimate danger.**

(NOTE: Making a false bomb threat is a federal offense punishable under United States Code 18-844e and carries a penalty of up to ten years in prison, a \$250,000 fine, or both. This penalty also applies to juvenile offenders.)

Most bomb threats are received by phone. Bomb threats are serious until proven otherwise. Act quickly, but remain calm and obtain information using the checklist found in this document.

BOMB THREAT RESPONSES:

For the person who receives a bomb threat:

- Take the caller seriously, but remain calm.
- Write a note to a nearby co-worker to contact the Police and the CBC Department of Public Safety.
- **Fill out the bomb threat form.** • Keep the caller on the phone as long as possible;
DELAY
- **ASK QUESTIONS:**
 - Where is the bomb located?
 - When is it set to explode?
 - What kind of bomb is it?
 - What does the bomb look like?
 - Did YOU place the bomb?
 - Why are you doing this?

- What is your name?

- **IMMEDIATELY** write down the **EXACT WORDS** of the threat as you remember them.
- Note details such as: sex, accent, speech impediment, age, background noises, unusual speech patterns or phrases, slurred, nasal, disguised, angry, crying, familiar to you, (If the voice is familiar, who did it sound like?), etc.
- Number at which the call was received (if switchboard, all of the computer detail on the call.
- Time and date of call.

AFTER THE BOMB THREAT CALL:

- Upon termination of the call, don't talk to anyone but your supervisor and review the information you put on the Bomb Threat form for accuracy and to fill in additional information.
- Wait for law enforcement to arrive for further direction.
- If evacuation of the building is warranted, the authorities will activate building alarms, draft and send messaging through the CBC alert system and work with first responders to coordinate a systematic search of the campus.
- As in all building evacuations, once outside, proceed to a safe area at least **500 feet away** from any structure or any place where a bomb could be hidden (trash cans, bushes, etc.) and wait until the "all clear" is given. (Remember: it is important to keep the streets, fire lanes, hydrants and walkways clear for emergency vehicles and first responders.
- **DO NOT** return to an evacuated building until it is determined to be safe by an official.

BOMB THREAT RELAYED BY A HANDWRITTEN NOTE OR LETTER, again immediately contact 911 to report the threat then your supervisor.

Handle the note or letter as minimally as possible.

Should a Bomb Threat be relayed by EMAIL, do not erase the threat and immediately contact 911 to report the threat your supervisor.

Chemical and Hazardous Materials

Major Chemical Spill

Our centers are located near busy traffic corridors along which vehicles transport a wide variety of chemicals and other hazardous materials. It is within the realm of possibility that an accident could occur along these roadways, the resulting vapor-clouds of which could be carried by wind to populated areas of our centers.

We will largely be reliant on local authorities to advise us of impending hazards and to recommend either immediate evacuation to upwind or “out of harm” locations, or we could be required to **“SHELTER IN PLACE”**

“Shelter in place” means to make a shelter out of the place you are in. The best room to use for the shelter is a room with as few windows and doors as possible.

Procedures for “Shelter in place”

The following items would be good to have in your shelter room:

- First aid kit
- Flashlight, battery-powered radio, and extra batteries for both
- A working telephone
- Food and bottled water. Store 1 gallon of water per person in plastic bottles as well as ready-to-eat foods that will keep without refrigeration in the shelter-in-place room. If you do not have bottled water, or if you run out, you can drink water from a toilet tank (**not from a toilet bowl**). Do not drink water from the tap.
- Duct tape and scissors.
- Towels and plastic sheeting. You may wish to cut your plastic sheeting to fit your windows and doors before any emergency occurs.

What to do:

- shut and lock all outside doors and windows. Locking them may pull the door or window tighter and make a better seal against the chemical.
- Turn off the air conditioner or heater.
- Turn off all fans.
- Go in the shelter-in-place room and shut the door.
- Turn on the radio.
- Keep a telephone close at hand, but don't use it unless there is a serious emergency.
- Tape plastic over any windows in the room. Use duct tape around the windows and doors and make an unbroken seal. Use the tape over any vents into the room and seal any electrical outlets or other openings. - When you leave the shelter, follow instructions from local emergency coordinators to avoid any contaminants outside.

After you come out of the shelter, emergency coordinators may have additional instructions on how to make the rest of the building safe again.

Fire or Explosion

There is no way of knowing when a fire or explosion event will occur. It is important that employees remain vigilant to the risks of fire and explosion and follow all of the recommended safety protocols for the equipment they are using as well as the storage of flammable or combustible materials. Staff must

remain mindful of the possibility that fire could erupt anywhere and be prepared to react appropriately and safely.

FIRE RESPONSE:

- If you are at the scene of a fire or explosion:
 - Sound fire alarms.
 - Immediately call 911,
 - Give your name, location, and the extent of the problem.
 - If the fire is small, attempt to extinguish it with a fire extinguisher.
 - If the fire is large, evacuate the building via the nearest fire exit.
- Additional suggestions:
 - Do not panic.
 - Know in advance the locations of at least two fire exit routes.
 - Check all doors for heat (top to bottom) with the back of your hand. If hot, do not open! - Be on the lookout for signs of smoke and fire.
 - If you are caught in smoke, drop to your hands and knees and crawl; breathe shallowly through your nose and use your blouse, shirt or jacket as a filter.

If you are trapped by fire in a room:

1. Place moist cloth material around/under the door to keep out smoke.
2. Retreat – close as many doors as possible between you and the fire.
3. Be prepared to signal from windows, but do not break the glass unless absolutely necessary. (Outside smoke and draft could be drawn in.)

Know the locations of fire extinguishers and how to use them.

If you use a fire extinguisher remember P-A-S-S:

- 1. Pull the pin.**
- 2. Aim the nozzle towards the fire**
- 3. Squeeze the handle**
- 4. Sweep the base of the fire**
 - Never turn your back on what you extinguished; walk away backwards

WHEN FIRE ALARMS SOUND:

- When a fire alarm sounds in any building(s) and it is not associated with a system test, evacuate the building.

WHEN FIRE DEPARTMENT ARRIVES:

- Create a clear path for the arrival and functioning of fire equipment
- Do not interfere with fire personnel or try to assist in fighting the fire
- If you have information to report, pass it to your supervisor who will relay it to the authorities.
- Do not return to the building until you are notified that it is safe to do so.

Hostage Situation

There is very little that employees can do to prepare for or prevent a hostage situation. The FBI reports that hostage-takers fall into a few main categories:

- (a) The political activist or terrorist
- (b) The criminal
- (c) The mentally disturbed person
- (d) At the local level, we also must consider domestic disputes as another possible category.

The best way to deal with a hostage situation is to prevent it before it can occur. In that regard, we should:

- Stay informed about political movements, situations and protests.
- Be aware of developing criminal situations in the local community.
- Be aware of and report individuals who may be mentally disturbed.
- Be mindful of and report domestic disputes you see developing that may find their way to our centers. In each case, reporting concerns and specific information to local law enforcement and the CBC Department of Public Safety at an early stage is vital.

HOSTAGE SITUATION RESPONSE:

If You Become Aware of a Hostage Situation:

- Immediately remove yourself from any danger.
- Immediately notify the local police via 911
- Be prepared to give the 911 Operator the following information:
 - Location and room number of incident.
 - Number of possible hostage takers.
 - Physical description and names of hostage takers, if possible.

- Number of possible hostages.
- Any weapons the hostage takers may have.
- Any injuries to hostages that you have witnessed.
- Your name.
- Your location and phone number.

If You are Taken Hostage:

- Remain calm, be polite, and cooperate with your captors.
- Do not attempt escape unless there is an extremely good chance of survival. It is safer to be submissive, and obey your captors.
- Speak normally. Do not complain, avoid being belligerent, and comply with all orders and instructions.
- Do not draw attention to yourself with sudden body movements, statements, comments or hostile looks.
- Observe the captors, and try to memorize their physical traits, voice patterns, clothing or other details that can help provide a description later.
- Avoid getting into political or ideological discussions with the captors.
- Try to establish a relationship with your captors and get to know them. Captors are less likely to harm you if they respect you.
- If forced to present demands to authorities, state clearly that the demands are from your captors. Avoid making a plea on your own behalf.

WHEN LAW ENFORCEMENT ARRIVES:

- **In a rescue situation, Do Not run. Drop to the floor, and remain still. If that is not possible, cross your arms, bow your head, and stand still. Make no sudden moves that a tense rescuer may interpret as hostile or threatening.**
- Wait for instructions, and obey all instructions you are given.
- Do not be upset, resist, or argue if a rescuer isn't sure whether you are a captor or a hostage.
- Even if you are handcuffed and searched, do not resist. Just wait for the confusion to clear.
- You will be taken to a safe area, where proper identification and status will be determined.

CUSTOMERS WITH DISABILITIES:

Assist people with special needs as best you can by helping them to comply with the demands of the hostage taker(s) and helping them to express their needs to the hostage-takers in a calm manner.

Medical Emergency

Medical emergencies can happen at any time and in any place. These emergencies can range from relatively minor to severe or critical injury events. Identifying that an actual emergency exists that requires professional assistance is a key determination by personnel. Assessing any injury rationally and calmly is in the best interests of the injured individual. A minor injury is defined as: cuts, abrasions, sprains, minor burns, epileptic seizures, minor eye debris, brief fainting (without head injury) and like circumstances. A major, severe or critical injury is defined as: cessation or difficulty breathing, chest pains, deformity fracture, uncontrolled bleeding, prolonged unconsciousness, irreversible shock, impalement of foreign objects, electrical shock, back/neck injury, etc.

WHEN A MEDICAL EMERGENCY OCCURS:

Minor Injury:

- In many cases of minor injuries, it is simply most efficient to call 911 for emergency medical services to assess and treat the injury. Normally an injured person is not charged a fee if they are not transported to a hospital Emergency care facility. If the injury is minor the injured person may elect to take themselves or have another person take them to a minor emergency or other medical treatment facility or office.

Major, severe or critical injury:

- In incidences when the nature of the injury precludes private transport **Emergency Medical Services** should be summoned to the scene of the injury immediately to provide for assessment, emergency treatment and transport to a hospital emergency facility.
- If you are reporting about a person who cannot or should not be moved, has breathing difficulty or a suspected heart attack - dial 911.

Be prepared to provide the 911 operator:

- The specific location of the emergency.
 - The telephone number from which you are calling.
 - A brief description of what happened.
 - The number if people involved.
 - Approximate age of the injured person.
 - What emergency steps you have taken so far to assist the person(s).
- **DO NOT MOVE A VICTIM UNLESS AN IMMINENT HAZARD MAKES IT UNAVOIDABLE.**
 - If CPR is necessary, find someone who is CPR-trained and continue to conduct CPR until the person revives or until relieved by other competent responders.
 - Until help arrives, keep the injured person warm and comfortable.
 - Stay with the person(s). Never leave them unattended.

Severe Weather/Excessive Rain/Flooding

The Coastal Bend is spread over south central Texas and does experience some weather extremes that have, from time to time, impact center operations. In most weather situations, there is a fair amount of warning and there is time to prepare.

WHEN A WEATHER EMERGENCY OCCURS:

Despite the improving accuracy of weather reporting, worse than anticipated weather has the potential to occur, potentially causing impacts on the center, the community and transportation modes and corridors. In that regard, we will do our best to keep everyone informed

Highest Probability Weather Events

Rain and flooding is the most anticipated weather event within our district that causes impacts to our center sites. Localized flooding can be very destructive to property; provide a hazardous driving environment; and can make being out of doors quite difficult and even dangerous.

What do I do in heavy rain that may cause flooding?

- Make sure you stay informed about predicted localized heavy rain and flooding events through media.
- Plan for extra time in transit to and from the center.
- There may be heavy wind associated with the rain. Be mindful of windborne objects while driving or walking.
- Secure objects that could become windborne.
- Avoid downed power lines.
- If power goes out as a result of the storm, be mindful of traffic lights that may not be functioning normally and drive defensively.
- Report any dangerous flooding situations.

SPECIFIC EVENT EMERGENCY PROCEDURES

History has shown that certain weather conditions can bring enormous amounts of rain in short periods of time to the Coastal Bend and surrounding areas. Flooding can occur causing unpredictable situations that could disrupt operations.

What do I do when floods occur?

- Make sure you stay informed about potential flooding/closures through the mass media and/or the WFSCB website and FB page.
- Check the website and Facebook page for any delay or closure notices.
- Adopt cautious and defensive driving habits; make sure you have good tires on your car and your windshield wipers are working properly.
- When driving:
 - Watch for severe potholes overpasses or bridges that are impacted by fast-running water
 - Watch for pooling of water on roadways

- Watch for washed-out roadways, or roadways impacted by falling rocks or mudslides
- Drive at a safe speed and avoid hydroplaning.
- When walking:
 - Be mindful of any vehicles that may be out of control in your vicinity
 - Avoid any downed power lines (water conducts electricity!)
 - Don't step in fast-moving water or any water where the depth is uncertain - Always move to higher ground and avoid low-lying areas
- Flood waters are not clean so they should be avoided. Remember that they often will contain harmful chemicals, bacteria, dangerous objects, harmful animals such as snakes, and other hazards.
- Report any dangerous, flood-caused situations immediately.

Lightning:

The National Weather Service reports that lightning can strike anywhere in the country at any time of year! The Weather Service advises: "There is no safe place outside when thunderstorms are in the area. If you hear thunder, you are likely within striking distance of the storm.

The best way to protect yourself from lightning is to avoid the threat. You simply don't want to be caught outside in a storm. Cancel or postpone activities early if thunderstorms are expected.

Monitor weather conditions and get to a safe place before the weather becomes threatening. Substantial buildings and hard-topped vehicles are safe options.

A safe shelter from lightning is either a substantial building or an enclosed metal vehicle. A safe building is one that is fully enclosed with a roof, walls and floor, and has plumbing or wiring. Once inside, stay away from showers, sinks, bath tubs, and electronic equipment such as stoves, radios, corded telephones and computers.

A safe vehicle is any fully enclosed metal-topped vehicle such as a hard-topped car, minivan, bus, truck, etc. While inside a safe vehicle, do not use electronic devices such as radio communications during a thunderstorm.

If you drive into a thunderstorm, slow down and use extra caution. If possible, pull off the road into a safe area. Do not leave the vehicle during a thunderstorm.

Unsafe vehicles include golf carts, convertibles, motorcycles, or any open cab vehicle."

What do I do if someone is struck by lightning?

- Victims will likely need immediate medical attention.
- Call 911.
- If more than one person is struck, treat those who are unconscious first – they are at greatest risk.
- A person struck by lightning may appear dead, with no pulse or breath.
- Lightning victims do not carry an electrical charge and are safe to touch.
- Victims can often be resuscitated through CPR or by use of an Automated External Defibrillator if needed and available.

- Treat those who are injured by conscious next. Common injuries are burns, wounds and fractures.

Suspicious Package or Mail

BEFORE A SUSPICIOUS PACKAGE EVENT:

The likelihood of receiving a life-threatening package is remote. However, a small number of life-threatening packages have been discovered nationally over the years, and they can result in death, injury and/or destruction of property.

Keep in mind that an explosive, or other life threatening items (razorblades, chemical and biological items, etc.) can be enclosed in either a parcel or an envelope, and its outward appearance is limited only by the imagination of the sender.

Since 9-11 and the ensuing anthrax scares, a great deal of information has been published about what constitutes a “suspicious package.” Much of that information focuses on unique characteristics of an individual package, and while that is great information to have, please know that clever individuals will always “step up” the “art” of sending dangerous packages and that anyone who handles or receives a package from the Post Office or through a parcel service should pause long enough to consider whether the package is expected and examine to package carefully before opening it. A “normal” looking package could easily have harmful contents. Extra caution and awareness just makes good sense.

WHAT SHOULD I LOOK FOR?

The U.S. Postal Service suggests that extra caution be taken if a package or envelope contains:

- Postal irregularities, including excessive postage, no postage, or unusual stamps.
- Return address irregularities: no return address, return address that does not match the postmark, or a return address that is not familiar to the person receiving the item.
- Delivery address irregularities, including a title with no name, or the wrong title with a name. • Badly typed or poorly written addresses.
- Misspelled words.
- Restrictive markings or special handling instructions, such as “Personal,” “Confidential,” “Special Delivery,” “Open by Addressee Only,” etc.
- A rigid or bulky envelope.
- An oddly shaped, unevenly-weighted, lopsided, or lumpy package or envelope.
- A strange odor coming from the package or envelope.
- Oily stains or discoloration on the package or envelope.
- Protruding wires or tinfoil.
- Over-wrapping with excessive securing material such as tape or string

- A package or envelope, personally addressed to you that is not expected.
- A package left by an unknown person.
- A package that is improperly delivered (Is left in an unlikely place.)

Although the presence of one or more of these conditions does NOT mean, for certain, that there is a bomb or dangerous substance in the package, their presence should warrant extra care in handling.

WHAT SHOULD I DO WITH A SUSPICIOUS PACKAGE?

- Anyone handling packages or mail on District Property should either wear surgical-type protective gloves or have them immediately available.
- IMMEDIATELY notify a supervisor.
- Put the package or envelope down on a stable surface; do NOT sniff, touch, taste, shake, open or come into contact with any powder or fluid that might have spilled.
- Evacuate the immediate area, close the doors and ensure that no one else enters but Safety and/or first responders.
- Wash hands with soap and warm water and rinse thoroughly to prevent spreading potentially infectious material to your face and skin.
- DO NOT CLEAN UP suspicious powders or other residue.
- Remove contaminated clothing as soon as possible and place in a plastic bag or other container that can be sealed. Give to emergency responders.
- Create a list of all people who were in the area or who may have come into contact with the package/envelope since its arrival on campus.

WHAT HAPPENS AFTER A SUSPICIOUS PACKAGE IS REMOVED?

- Follow the directions of emergency officials and first responders/law enforcement.
- Remain alert for similar packages or envelopes in the same batch or in later deliveries. Always remain alert to the possibility that a subsequent mail/package could arrive after a few days, a few weeks, or even a few months.
- Don't speculate about the contents of the suspicious mail/package.

Violent or Threatening Behavior

BEFORE A VIOLENT BEHAVIOR EVENT:

Understanding various terms and concepts regarding violent or threatening behavior will assist staff in identifying and reacting/responding in the most appropriate and helpful ways. Violent behavior includes any behavior, whether intentional or reckless, which results in bodily injury to another person and/or damage to property. Violent behavior can include, but is not limited, to the following:

- Physically assaulting a person, including slapping, hitting, punching, pushing, poking or kicking;

- Threats to inflict physical harm;
- Arson, sabotage, equipment vandalism, damaging or destroying property, throwing or hitting objects;
- Displaying a weapon or an object which appears to be a weapon in a threatening manner;
- Carrying a firearm of any kind onto District owned or controlled property;
- Using a weapon to harm someone;
- Using greater physical size/strength to intimidate another;
- Intimidating or threatening gestures, bullying or hazing;
- Intimidating, threatening, hostile or abusive language directed toward another person that communicates the intention to engage in violence against that person and leads a reasonable person to expect that violent behavior may occur;
- Stalking another person. Threatening behavior includes any behavior, whether intentional or reckless, that by its nature would be interpreted by a reasonable person as intent to harm another person or damage property belonging to another.

Threats may be oral, written, or communicated through conventional mail, electronic, fax, or telephonic means and may be direct or implied. There are many causes for violent or threatening behavior, but many result from people being in psychological or emotional crisis.

This kind of behavior often results when an individual's usual style of coping is no longer effective, and the physiological response begins to escalate to a point where the person may become disoriented, non-functional or attempt harm.

Crisis can be a result of an emotionally stressful event or a traumatic change in one's life.

If a person is in a serious mental health crisis, the following symptoms (in addition to the symptoms of distress) may exist:

- Suicidal statements – verbal or in writing
- Violent statements – verbal or in writing
- Destruction of property or other criminal acts
- Inability to communicate (garbled or slurred speech, incoherent thoughts)
- Loss of contact with reality (i.e. seeing or hearing things that are not present, statements at odds with reality)
- Extreme anxiety resulting in panic reactions.
- Highly disruptive behavior (i.e. hostility, aggression, violence)

WHEN VIOLENT OR THREATENING BEHAVIOR OCCURS:

- If you are a victim of, or witness to, violent or threatening behavior by others, avoid confrontation and immediately **contact the local police**, provide them with:

- Nature of the incident or threat
 - Location
 - Description of person(s) involved
 - Description of property involved - Description of weapons involved
 - Description of injuries
- If a person becomes disruptive (violent, threatening, bizarre behavior), **contact the local police.**
 - Keep a safe distance from anyone acting violently or bizarrely and encourage others to keep clear until trained assistance arrives.
 - If a weapon is involved, flee to a safe area. If possible, keep the subject in view so you can assist responders.
 - Should behavior escalate to the level of “active shooter” or “hostage” situations, follow the procedures elsewhere in this plan.

SAFETY DRILLS

Safety Drills for each of the scenarios outlined in the manual will take place in tandem with CBC staff for WFSCB staff members. These training drills will be scheduled by CBC Public Safety.

BOMB THREAT CALL PROCEDURES

Most bomb threats are received by phone. Bomb threats are serious until proven otherwise. Act quickly, but remain calm and obtain information with the checklist on the reverse of this card.

If a bomb threat is received by phone:

1. Remain calm. Keep the caller on the line for as long as possible. DO NOT HANG UP, even if the caller does.
2. Listen carefully. Be polite and show interest.
3. Try to keep the caller talking to learn more information.
4. If possible, write a note to a colleague to call the authorities or, as soon as the caller hangs up, immediately notify them yourself.
5. If your phone has a display, copy the number and/or letters on the window display.
6. Complete the Bomb Threat Checklist (reverse side) immediately. Write down as much detail as you can remember. Try to get exact words.
7. Immediately upon termination of the call, do not hang up, but from a different phone, contact FPS immediately with information and await instructions.

If a bomb threat is received by handwritten note:

- Call _____
- Handle note as minimally as possible.

If a bomb threat is received by email:

- Call _____
- Do not delete the message.

Signs of a suspicious package:

- No return address
- Excessive postage
- Stains
- Strange odor
- Strange sounds
- Unexpected delivery
- Poorly handwritten
- Misspelled words
- Incorrect titles
- Foreign postage
- Restrictive notes

DO NOT:

- Use two-way radios or cellular phone; radio signals have the potential to detonate a bomb.
- Evacuate the building until police arrive and evaluate the threat.
- Activate the fire alarm.
- Touch or move a suspicious package.

WHO TO CONTACT (select one)

- Follow your local guidelines
- Federal Protective Service (FPS) Police
1-877-4-FPS-411 (1-877-437-7411)
- 911

BOMB THREAT CHECKLIST

Date: Time:

Time Caller Hung Up: Phone Number Where Call Received:

Ask Caller:

- Where is the bomb located?
(Building, Floor, Room, etc.)
- When will it go off?
- What does it look like?
- What kind of bomb is it?
- What will make it explode?
- Did you place the bomb? Yes No
- Why?
- What is your name?

Exact Words of Threat:

Information About Caller:

- Where is the caller located? (Background and level of noise)
- Estimated age:
- Is voice familiar? If so, who does it sound like?
- Other points:

Caller's Voice

- Accent
- Angry
- Calm
- Clearing throat
- Coughing
- Cracking voice
- Crying
- Deep
- Deep breathing
- Disguised
- Distinct
- Excited
- Female
- Laughter
- Lisp
- Loud
- Male
- Nasal
- Normal
- Ragged
- Rapid
- Raspy
- Slow
- Slurred
- Soft
- Stutter

Background Sounds:

- Animal Noises
- House Noises
- Kitchen Noises
- Street Noises
- Booth
- PA system
- Conversation
- Music
- Motor
- Clear
- Static
- Office machinery
- Factory machinery
- Local
- Long distance

Threat Language:

- Incoherent
- Message read
- Taped
- Irrational
- Profane
- Well-spoken

Other Information:



Homeland Security