

FIRE/EVACUATION PROCEDURES:

In Case of a Fire:

- Remain Calm & **REACT**:
 1. **R**- Remove those in immediate danger.
 2. **E**- Ensure that the room door is closed.
 3. **A**- Activate the Fire Alarm or paging system (if not already done).
 4. **C**- Call 911 & 651 365-3745 to invoke LCCP.
 5. **T**- Try to extinguish fire is safe to do so, use PASS:
 - **P**- Pull the Pin in the handle.
 - **A**- Aim the nozzle at the base of the fire.
 - **S**- Squeeze the lever (trigger) slowly.
 - **S**- Sweep from side to side.
- All staff should assist in any way necessary with any person served or person disabled in the building to evacuate.
- Meet at designated external meeting area.
- The designated staff in charge will bring the day's data basic sheets, client roster, staff schedule, and staff emergency contact information to the meeting area. With the exception of data basic sheets and staff schedule these things should be in the red book.
- The designated staff will take attendance to account for all persons using the Data Basic sheets and staff schedule.
- Do not re-enter the building until authorized by fire/police/designee.
- Lifeworks facilities are equipped with fire doors that are magnetic and close automatically when alarm is triggered.

Unable to Evacuate:

- Call 911 giving your location.
- Close door & place a towel or another type of cloth/object under the door to assist in preventing smoke from entering.
- If smoke enters room, stay low as heat and gases tend to rise.

If you are on Fire:

STOP where you are, **DROP** to the floor or ground and **ROLL** your body to smother the fire.

BOMB THREAT PROCEDURES:

In the event of a Bomb Threat, the person who received the call should:

1. Remain Calm, be courteous, listen, do not interrupt the caller and keep the caller talking, pretend difficulty hearing, if caller seems agreeable to further conversation, ask questions (see below), and remember defusing techniques (listed in violent or other threatening situations).
2. Delegate staff to page & evacuate immediately. Assist people served or others needing assistance to the designated external meeting area.
3. Delegate staff to call 911.
4. Call 651 365-3745 to invoke the LCCP.

5. The designated staff in charge will bring the day's data basic sheets, client roster, staff schedule, and staff emergency contact information to the meeting area. With the exception of data basic sheets and staff schedule these things should be in the red book.
6. The designated staff will take attendance to account for all persons using the Data Basic sheets and staff schedule

Questions to ask of Caller if caller seems agreeable to further conversation:

- When will it go off (hour, time remaining)?
- Where is it located (building, area)?
- What kind of bomb, what does it look like?
- What kind of package?
- What will cause it to explode?
- How do you know so much about the bomb?
- Where are you now, where are you calling from?
- What is your name and address?

Document the Caller to assist in Identifying:

- Is the caller male or female, young or old?
- How was their voice (speed, tone, characteristics, accent, etc.)?
- Is there any background noise?
- Did the caller appear familiar with the building by the description of the bomb location?

VIOLENT, POSSESSION OF WEAPONS, OR OTHER THREATENING SITUATIONS/LOCKDOWN PROCEDURES:

In the event of a Violent, Possession of Weapons, or Other Threatening Situation, the person who is aware/witnessed should:

1. Remain Calm and remember to use defusing techniques below.
2. Overcome denial and recognize signs of danger and respond.
3. Do not take any threats lightly
4. Delegate staff to page where the situation is at.
5. Run, Hide, Fight
 - Run-
 - o Assist people served or others needing assistance to immediately evacuate the area. Go to the designated emergency shelter location.
 - Hide-
 - o Assist people served or others needing assistance into lockdown in the designated areas where you can hide and or deny the violent person access
 - Fight (Last resort)
 - o If your life or the lives of others are at risk, you make the personal decision to try to attack and incapacitate the violent person to survive

Defusing Techniques:

- 2 key elements are ventilation and active listening:
 - Vent- essentially involves letting the other person speak, giving them a chance to “vent” and discharge their anger. Do not argue, offer advice, or defend oneself or department.
 - Active Listening- after the person has calmed down, let the person know your listening by validating they are upset, verification that you understand what they are saying/feeling, and reflective questioning, allowing the person to ask questions in order to get the person to slow down and consider what they are talking about.
- Avoid an extreme reaction to the anger or threat, remain calm, use relaxation techniques like deep breathing, counting, etc.
- Move slowly and speak in a slow, smoothing tone.
- Shift your focus from trying to placate the customer to trying to defuse the immediate situation.
- Always remember that it is very difficult, if not impossible, to reason with an irrational individual.
- Do not try to be a hero. If it is safe to do so, walk away from the situation and get help; never put your own safety in jeopardy.

Do not take any threats lightly, report any threats or violent incidents to your supervisor and human resources immediately if it does not result in a lockdown. Lifeworks has a No Weapons Policy.

Evacuate:

1. Have an escape route and plan in mind.
2. Leave belongings behind.
3. Prevent individuals from entering an area where the active shooter may be.
4. Do not attempt to move wounded people.
5. Call 911.
6. Go to the designated emergency shelter location.

While in Lockdown:

- Lock and/or barricade all doors where possible with heavy furniture. Cover any windows or openings that have a direct line of sight into a hallway. Shut off lights if possible, try to give the impression that the room is empty.
- Evacuate through another exit (door or window) if it can be done.
- If you cannot evacuate, try to remain quiet, low to the ground, behind furniture when possible.
- Silence cell phones (put on vibrate or silent mode).
- Call 911.
- Do not leave area unless there is an actual fire or as directed by police or designated authority with an “All Clear”

Fight:

If you are unable to evacuate or go into lock down, attempt to distract or incapacitate the violent person/active shooter as a last resort. Throw items, yell, and create noise and movement with the intent of reducing the person’s ability to shoot accurately.

- Call 651 365-3745 to invoke the LCCP.
- The designated staff in charge will take attendance to account for all persons present once an evacuation has occurred or a lockdown has ceased.