Critical Response Guide

SCS
S.C. SWIDERSKI LLC

CRITICAL INCIDENT RESPONSE GUIDE

PROPERTY NAME: _____ PROPERTY ADDRESS: _____

MEDICAL EMERGENCY

IMMEDIATE LIFE SAFETY INCIDENT

1. **CALL 911**
2. Provide patient name, location and condition.
3. Move patient **ONLY** if danger is imminent.
4. **When EMS arrives, all non-essential personnel must immediately clear the area. Overcrowding of scene may hinder rescue and medical transport efforts.**
5. Notify Employee Emergency Contact.
6. Administer first aid until EMS arrives.
7. File Incident Report with Manager.

MINOR MEDICAL INCIDENT

1. Administer first aid if necessary.
2. Contact Emergency Contact if necessary.
3. File incident report.

FIRST AID KIT LOCATION(S)

_____

_____

FIRE/EXPLOSION EVACUATION

1. Evacuate immediately when alarm is heard.
2. Close office doors and turn off lights as employees leave.
3. Use stairs to exit, not elevator.
4. Assist people with disabilities.
5. Leave building to designated evacuation point: Cold Storage Building.
   CALL 911 WHEN SAFE.
6. Check ensure that all staff are accounted for.
7. Report any missing staff immediately.
8. **Return to building when an "ALL CLEAR" message is received.**

TORNADO/SEVERE WEATHER

1. Seek shelter on the lowest level, use interior rooms if possible.
2. Stay away from windows and glass.
3. Monitor local weather.
4. If outdoors, shelter in a ditch.
5. Account for all individuals. Report any missing staff immediately.
6. **Wait for "ALL CLEAR" message.**
7. Assess any injuries and administer First Aid if necessary.

HAZARDOUS MATERIAL RELEASE

1. Evaluate level of hazardous material exposure, including the type of chemical, size and possible exposures.
2. **CALL 911 IF NECESSARY**
3. Avoid direct contact with material.
4. Turn off HVAC systems.
5. Seal vents, windows and doors.
6. Evacuate the area or building.
7. Document procedure for clean-up/disposal.
8. Contact REI Emergency Spill Response if necessary 877-734-7745.
9. **Return to building when an "ALL CLEAR" message is received.**

BOMB THREAT

PHONE THREATS

1. Remain calm.
2. Keep caller on the line as long as possible. Be polite, show interest to keep them talking.
3. If possible, signal or pass note to staff to listen and **CALL 911** and notify Operations Manager / HR
4. Write down as much information as possible.
   a. Caller ID
   b. Exact wording of threat
   c. Type of voice or behavior
5. Record call if possible.
6. Complete Bomb Threat Checklist immediately
7. Limit access to building
8. Determine if evacuation is needed. Utilize *Evacuation Site location

VERBAL THREAT

1. If perpetrator leaves, note direction they went.
2. **CALL 911** and notify Operations Manager / HR.
3. Write down exact wording of threat.
4. Note description of perpetrator.
   a. Name (if known)
   b. Gender, Race
   c. Body size (height/weight)
   d. Distinguishing features
   e. Type/color of clothing
   f. Hair/eye color
   g. Voice (loud, deep, accent, etc…)
5. Limit access to building
6. Determine if evacuation is needed. Utilize *Evacuation Site location

WRITTEN THREAT

1. Handle document as little as possible.
2. **CALL 911** and notify Operations Manager / HR.
3. Rewrite threat on exactly as written on another sheet of paper and note the following:
   a. Date/time/location document was found
   b. Any situations surrounding discovery/delivery
   c. Full names of personnel who saw the threat
   d. Secure the original threat; DO NOT alter the item in any way
   e. If small/removable, place in bag or envelope
   f. If large/stationary, secure location
4. Limit access to building.
5. Determine if evacuation is needed. Utilize *Evacuation Site location

EMAILED THREAT

1. Leave message open on computer.
2. **CALL 911** and notify Operations Manager / HR.
3. Print, photograph or copy the message and subject line; note the date and time.
4. Limit access to building
5. Determine if evacuation is needed. Utilize *Evacuation Site location

IF SUSPICIOUS ITEM IS FOUND

1. DO NOT touch, tamper with or move item.
2. **CALL 911** and notify Operations Manager / HR
3. Limit access to building
4. Determine if evacuation is needed. Utilize *Evacuation Site location

ACTIVE SHOOTER/KILLER

- **THIS IS AN EXTREMELY DANGEROUS SITUATION AND SHALL BE HANDLED BY LAW ENFORCEMENT.**
- **YOUR FIRST PRIORITY IS LIFE SAFETY.**
- **CALL 911 WHEN SAFE.**

LOCKDOWN / EVACUATION INSIDE BUILDING

1. Identify source/location of threat.
2. Evacuate inner perimeter away from threat.
3. Immediately evacuate building if possible. Utilize Evacuation Site*.
4. Hide and barricade if escape is not possible.
5. Lock and barricade doors. Turn off lights.
6. Move out of site from windows doors.
7. Silence electronic devices and remain quiet.
8. **CALL 911 WHEN SAFE.**
9. When secure and safe, place lockdown placard in window or slide under door to indicate condition.
   a. Red "X" side out to indicate critical injury.
   b. Green "///" side out to indicate safety.
   c. Offices numbers are indicated internally on windows and light switches.
10. **OPEN DOOR TO LAW ENFORCEMENT ONLY AND REQUIRE THEM TO IDENTIFY THEMSELVES BEFORE EXITING LOCKDOWN LOCATION. FOLLOW INSTRUCTIONS FOR EVACUATION.**
11. Establish Communications and Control/Command.
12. Establish evacuation staging area at Evacuation Site*.
13. Reassemble at Evacuation Site* and verify that all staff is accounted for. Report any missing staff immediately.
14. Contact Human Resources / Operations Manager.
15. Setup Notification Site**. Use media to get out the location of the Notification Site.
16. Assist with investigation efforts if required.
17. **Return to offices when an "ALL CLEAR" message is issued from law enforcement.**

LOCK DOWN / EVACUATION OUTSIDE BUILDING

1. Immediately evacuate property and utilize Evacuation Site*
2. **CALL 911 WHEN SAFE.**
3. Establish Communications and Control/Command.
4. Establish evacuation staging area at Evacuation Site*.
5. Reassemble at Evacuation Site* and verify that all staff is accounted for. Report any missing staff immediately.
6. Contact Human Resources / Operations Manager.
7. Setup Notification Site.
8. Use media to get out the location of the Notification Site.
9. Assist in investigation if required.
10. **Return to offices when an "ALL CLEAR" message is received from law enforcement.**

*EVACUATION SITE LOCATION

Location:

_____

Address:

_____

_____

Phone:

_____

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PROPERTY NAME: _____ PROPERTY ADDRESS: _____

EMERGENCY NUMBERS

County Dispatch: 911

OFF-SITE EVACUATION SITE

EVACUATION SITE LOCATION

ADMINISTRATIVE / RESPONSE STAFF

1. Get a situation report.
2. Determine if evacuation or shelter is necessary.

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