

Occupant Emergency Plan (OEP)

For

[Name of facility or site]

[Name of Facility]

[Address]

[City, State, Zip Code]

Last Update: **[Date]**

National Weather Service



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Emergency Notification Numbers

Fire	[Enter phone no.] or 911
Medical Emergency	[Enter phone no.] or 911
Police	[Enter phone no.] or 911
Electric Company	[Enter Name] [Enter phone no.]
Gas Company	[Enter Name] [Enter phone no.]
Water Company	[Enter Name] [Enter phone no.]
Telephone Company	[Enter Name] [Enter phone no.]
NWS Designated Responsible Official	[Enter Name] [Enter phone no.]
DOC Security Officer (if applicable)	[Enter Name] [Enter phone no.]
Safety Focal Point	[Enter Name] [Enter phone no.]
Federal Protective Service (if applicable)	1 - 877 - 437 - 7411

Responsible Officials' Sign-off Sheet

By their signatures below, the following officials certify that they have participated in the development of this Occupant Emergency Plan (OEP) and fully understand the procedures to be followed in an emergency affecting the facility and the employees for which they are responsible.

Position	Primary		Alternate	
Designated Responsible Official (DRO)	Name	[Enter name]	Name	[Enter name]
	Title	[Enter title]	Title	[Enter title]
	Signature		Signature	
Occupant Emergency Coordinator*	Name	[Enter name]	Name	[Enter name]
	Title	[Enter title]	Title	[Enter title]
	Signature		Signature	

* - The DRO may act as an Occupant Emergency Coordinator unless the function is delegated to another person at the facility.

Part 1: Organization and Responsibilities

1.1 Introduction

The best way to protect against the potentially harmful effects of both man-made incidents and natural disasters is to ensure that all [insert facility or site name] building occupants know how to respond in an emergency. This involves pre-planning, training, and rehearsal.

[Insert facility or site name] established a Command Center comprised of Emergency Operations Team members designated to undertake certain responsibilities to ensure that personnel are moved quickly to safety, that damage to property is minimized, and that proper authorities are notified in the event of a localized emergency, as outlined in this Occupant Emergency Plan (OEP). Training will be conducted to ensure that all [insert facility or site name] occupants understand the contents of the OEP and their individual responsibilities. Rehearsals, or drills, provide an opportunity to practice emergency procedures to ensure efficient response in the event of a real emergency.

Participation in OEP activities includes all tenants regardless of employment status (e.g., managers, supervisors, Emergency Operations Team members, volunteers, contracting officers, and hosts of visitors). Each individual must assume the responsibility for own planning and safety in an emergency, as well as working effectively with emergency planning officials.

1.1.1 Scope

This OEP applies to all [insert facility name] employees, support contractors, and visitors during a localized emergency in which the building is impacted in part or in whole.

The facility is a [insert brief description of number of stories, construction type, square footage, and type of complex] located at [insert facility address, street, city, state, zip code].

1.1.2 Effective Date

The effective date of this OEP is [insert date of approval by station manager]. This document supersedes all previously recognized OEPs for [insert facility or site name]. This OEP will be reviewed and updated on an annual basis.

1.2 Facility and Tenant Information

Information on the facility, its occupants, and command center is included in the following tables.

Command Center Location

Primary	Street/Area	[insert]
	City, State	[insert]
	Telephone	[insert]
Alternate	Street/Area	[insert]
	City, State	[insert]
	Telephone	[insert]

Facility Characteristics

Facility Name	[insert name]
Address	[insert address]
Normal Operating Hours	[insert]
Required Authorization for Access	[insert Yes or No and type of authorization –e.g. cipher lock, card reader, etc.]
Number of Floors	[insert number]
Government Occupied Floors	[insert number]
Basement(s)	[Yes or No]
Gross Floor Area	[insert gross square footage]
Net Assignable Floor Area	[insert square footage]
Type of Building Construction	[insert description]
Fire Alarm System and Signals	[Yes or No]
Automatic Sprinkler	[Yes or No]
In-House Emergency Telephone	[Yes or No]
Voice Communications	[Yes or No]
Elevator Capture and Recall (if applicable)	[Yes or No or N/A]
Smoke Detection	[Yes or No]
Smoke Control	[Yes or No]
Health Unit	[Yes or No or N/A]
Emergency Lighting	[Yes or No]

Utility Company Emergency Contacts

(Specify name of the company, phone number and point of contact)

ELECTRIC:	
WATER:	
GAS (if applicable)	
TELEPHONE COMPANY:	

[Insert facility or site] Occupants

Occupant Agency			Number of Occupants		
NOAA National Weather Service			Federal	Other	Total
			[insert #]	[insert #]	[insert #]
Floor	Occupant	Type of Occupancy (Use)	Phone	Uses or Stores Hazardous Materials/Special Considerations	
[insert]	NOAA National Weather Service	[list use]	[insert phone no.]	[Yes or No, list special considerations if any]	
	[insert others as appropriate]				

1.3 Occupant Emergency Organization (OEO)

For the stand alone NWS facility, all emergency operations are directed from the Command Center (CC) staffed with Emergency Operations Team members. The [insert facility or site name] Command Center members, including their roles and responsibilities are described in the paragraphs below.

1.3.1 Assigned Roles

- Designated Responsible Official (DRO) - The highest ranking manager at the NWS facility responsible for coordination, activation, and maintenance of the OEP. During emergencies the DRO or personnel designated by DRO, operates the Command Center. The DRO for [insert facility or site name] is [insert name].
- Occupant Emergency Coordinator (OEC) - The NWS employee appointed by the DRO to serve as his/her primary assistant to ensure the continued viability of the OEP and its organization. The OEC for [insert facility or site name] is [insert name].

NOTE: DRO may act as OEC unless function is delegated to another person.

- Technical Personnel - Personnel familiar with the building's utilities and mechanical systems who advise the DRO and OEC during emergencies. Technical personnel will assist the Command Center with shutting down of building's utilities and mechanical systems (when required) and securing the building for the Shelter-in-Place event.
- Floor/Area Monitors - Personnel appointed to sweep the assigned floor or area(s) to ensure that all occupants have evacuated or moved to SIP assembly area/location. At least one monitor shall be on duty during hours of operations, including the night shift.

Emergency Operations Team members are provided with the following visual identifiers to be used during activation of the OEP: [insert what is used...colored safety hats, armbands, vests or other].

Command Center (CC)

Position	Color	Type
		☐ Hat ☐ Armband ☐ Vest ☐ Other (describe)
Designated Responsible Official		
Occupant Emergency Coordinator		
Floor/Area Monitors		

1.3.2 Responsibilities – Command Center (CC)

Designated Responsible Official is responsible for:

- Selecting and training CC members.
- Coordinating with all occupants and developing and maintaining the OEP.
- Ensuring that evacuation routes are clearly identified and posted on bulletin boards, corridor intersections, and office exits and are known to occupants.
- Initiating activities to prepare occupants for emergencies and inform them of response procedures.
- Ensuring that appropriate procedures are followed during emergencies.
- Identifying and establishing working relationships with Federal, State, and local agencies that might respond to an emergency at the facility.
- Activating the OEP if situation warrants doing so, if people or property is in immediate danger, or if the DRO gets advance notice of an emergency.
- Ensuring that assistants to special needs personnel are available during emergencies.
- Ensuring SIP supplies are available.

Occupant Emergency Coordinator is responsible for:

- Assisting the DRO and performing delegated duties as appropriate.
- Serving as liaison between the DRO and other members of the CC.
- Activating the OEP in the absence of DRO.

1.3.3 Responsibilities – Floor/Area Monitors

Floor Monitor (FM) is responsible for:

- Maintaining communication with the Command Center (CC) during an emergency; providing progress reports on evacuation; accounting for personnel; notifying the CC when the floor is completely cleared.
- Designating exact boundaries of floor areas and assigning responsibilities for these areas, if necessary.

Area Monitors* (if assigned) are responsible for:

- Working with the FM; notifying the FM when area has been completely cleared.
- Directing orderly flow of occupants during drills and emergencies, along the prescribed evacuation routes.
- Ensuring that area is completely vacated, when required.
- Ensuring that windows and doors are closed, lights on, and electrical appliances off during fire evacuations.
- Leaving windows and doors open and lights on during bomb threat evacuations.
- Ensuring “buddies” are available for special needs personnel during emergencies.

** - For small facilities where no area monitors are designated, all responsibilities are assigned to FM.*

Assistants to Special Needs Personnel (“Buddies”) are responsible for:

- Knowing locations and telephone numbers of the special needs occupants, types of disabilities, and the location of crutches, wheelchairs, and other support devices.
- Assisting special needs occupants to move from their workplaces out of the building.

Part 2: OEP Activation and Contact Information

The activation and implementation of this OEP is conducted by the [insert facility or site name] Designated Responsible Official (DRO) and coordinated from the [insert facility or site name] building's Command Center (CC).

[MODIFY TEXT TO REFLECT FACILITY-SPECIFIC PROTOCOL]

Who makes the decision to activate the emergency plan?

- **Normal Duty Hours** - Designated Responsible Official, or his/her designee.
- **After Normal Duty Hours** - The senior official on duty will represent the Designated Responsible Official or his/her designees and must initiate action to cope with emergencies in accordance with the OEP.

How is the decision made?

The decision to activate the OEP is based upon the best available information and previous experience with similar situations. Advice shall be solicited, where applicable, from the GSA building manager, appropriate Federal Protective Service official, and Federal, State, and local law enforcement agencies.

*****Important** - If there is immediate danger to persons or property*** (e.g., fire, explosion, or the discovery of an explosive device (not including a threat)), evacuate or relocate occupants in accordance with this OEP without consultation. Sound the fire alarm system or use other appropriate means to signal evacuation.

Facility Emergency Contact Information

(COMPLETE, MODIFY, OR REMOVE IF NOT APPLICABLE.)

GENERAL SERVICES ADMINISTRATION (GSA) FACILITY CONTACTS				
Position	Primary		Alternate	
Property Manager	Name	[insert]	Name	[insert]
	Phone	[insert]	Phone	[insert]
	Mobile	[insert]	Mobile	[insert]
Building Engineer	Name	[insert]	Name	[insert]
	Phone	[insert]	Phone	[insert]
	Mobile	[insert]	Mobile	[insert]
[ADD OTHER CONTACTS AS NEEDED]	Name	[insert]	Name	[insert]
	Phone	[insert]	Phone	[insert]
	Mobile	[insert]	Mobile	[insert]

FEDERAL PROTECTIVE SERVICE (FPS) FACILITY CONTACTS				
Position	Primary		Alternate	
Building Security	Name	[insert]	Name	[insert]
	Phone	[insert]	Phone	[insert]
	Mobile	[insert]	Mobile	[insert]
FPS Inspector	Name	[insert]	Name	[insert]
	Phone	[insert]	Phone	[insert]
	Mobile	[insert]	Mobile	[insert]
FPS MegaCenter	Phone	[insert]	Phone	[insert]
[ADD OTHER CONTACTS AS NEEDED]	Name	[insert]	Name	[insert]
	Phone	[insert]	Phone	[insert]
	Mobile	[insert]	Mobile	[insert]

COMMAND CENTER (CC)				
Position	Primary		Alternate	
Designated Responsible Official	Name	[insert]	Name	[insert]
	Phone	[insert]	Phone	[insert]
	Mobile	[insert]	Mobile	[insert]
Occupant Emergency Coordinator	Name	[insert]	Name	[insert]
	Phone	[insert]	Phone	[insert]
	Mobile	[insert]	Mobile	[insert]
	Title	[insert]	Title	[insert]
Technical Personnel	Name	[insert]	Name	[insert]
	Title	[insert]	Title	[insert]
	Phone	[insert]	Phone	[insert]
Others	Name	[insert]	Name	[insert]
	Title	[insert]	Title	[insert]
	Phone	[insert]	Phone	[insert]

FLOOR/AREA MONITORS				
Position	Primary		Alternate	
Floor Monitor	Name	[insert]	Name	[insert]
	Phone	[insert]	Phone	[insert]
	Mobile	[insert]	Mobile	[insert]
Area Monitors* (if applicable)	Name	[insert]	Name	[insert]
	Phone	[insert]	Phone	[insert]
	Mobile	[insert]	Mobile	[insert]
	Name	[insert]	Name	[insert]
	Phone	[insert]	Phone	[insert]
	Mobile	[insert]	Mobile	[insert]
Assistants to Special Needs Occupants	Name	[insert]	Name	[insert]
	Phone	[insert]	Phone	[insert]
	Mobile	[insert]	Mobile	[insert]

* - For small facilities where no area monitors are assigned, all responsibilities are assigned to FM.

Part 3: Emergency Procedures

Emergency procedures for are provided for the following:

- Evacuation (full or partial)
- Medical assistance/rescue
- Persons with Special Needs
- Fire Emergencies
- Bomb Threats
- Hazardous Material Spills
- Natural Disasters
- Demonstrations & Civil Disorders
- Shelter-in-Place
- Workplace Violence
- Hostage Situations
- Suspicious Activity
- NWS Critical Operations
- Extended Power Loss
- Climbing/Descending
- Lightning Safety
- Post-Incident Recovery

EVACUATION (Full or Partial)	
POSITION	ACTIONS
ALL Building Occupants	
All Building Occupants	• Follow instructions provided by the Command Center. • Remain calm, avoid panic and proceed in an orderly fashion. • Leave all lights on. • Do not attempt to secure or recover personal items. • Close all doors as you leave the room(s). • Report to designated assembly area.
Command Center	
DRO/OEC	• Activate the Command Center. • Review situation and decide course of action (partial or full evacuation) depending on nature of the event. <u>Total evacuation</u> may be considered during serious emergencies, such as a large fire, explosion or gas leak. <u>Partial evacuation</u> may be considered when a small emergency is contained to a certain section of the facility and it will not place the safety of others located in a different part of the facility in jeopardy. Examples would be a water leak in the ceiling of a conference room or a small fire in another section of the building separated by a firewall. • Notify occupants of course of action to implement. • Do not permit re-entry of occupants until determined safe by proper authorities.
Floor/Area Monitors and Assistants to Special Needs Personnel	
Floor Monitors	• Supervise/coordinate evacuation of occupants to assembly area. • Report to DRO/OEC. • Ensure that accounting for personnel is done at assembly area.
Area Monitors*	• Coordinate area evacuation. • Report conditions to Floor Monitors. • Accompany area occupants to assembly area.
Assistants to Special Needs Personnel	• Assist Special Needs occupants with relocation to assembly area. • Remain with Special Needs personnel. • Report to Floor/Area Monitors and verify Special Needs personnel are accounted for.

* - For small facilities where no area monitors are assigned, all responsibilities are assigned to FM.

MEDICAL ASSISTANCE/RESCUE		
POSITION	ACTIONS	
	Limited	Widespread with Multiple Injuries
ALL Building Occupants		
All Building Occupants	• CALL 911 • If First Aid/CPR trained, provide assistance until medical personnel arrive.	
Command Center		
DRO/OEC	N/A	• Go to Primary Command Center. • Activate Command Center.
All other CC members	N/A	• Go to Primary Command Center. • Notify or activate teams as appropriate.
Floor/Area Monitors		
Floor/Area Monitors	N/A	• Obtain medical assistance (see emergency call list). • Notify DRO/OEC. • Meet local responding emergency unit. Verify medical assistance response.
Supervisors		
	• Follow up on the medical emergency response and condition of employees. • Report to DRO/OEC if serious work related injury occurred.	N/A

PERSONS WITH SPECIAL NEEDS – EMERGENCY SITUATIONS

POSITION	ACTIONS
Special needs include: Physical limitations, Visual and Hearing Impairment	
ALL Building Occupants	
All Building Occupants	• Personnel who are Assistants for the Special Needs personnel (“Buddies”) are to report to their assigned individual(s). • Follow instructions provided by the Command Center for Evacuation or Shelter-In-Place.
Command Center	
DRO/OEC	• Go to Primary Command Center and activate the OEP. • Determine type of response to emergency (Full Evacuation, Partial Evacuation, Shelter-In-Place) and inform staff. • Brief Emergency Operations Team personnel. • Coordinate activities with Emergency Operations Team personnel.
Floor/Area Monitors and Assistants for Special Needs Personnel	
Floor Monitors	• Supervise/coordinate evacuation of occupants to assembly area. • Report to DRO/OEC. • Ensure that accounting for personnel is done at assembly area.
Area Monitors*	• Coordinate area evacuation. • Report conditions to Floor Monitors. • Accompany area occupants to assembly area.
Assistants to Special Needs Personnel	• Assist Special Needs occupants with relocation to assembly area. • Remain with Special Needs personnel. • Report to Floor/Area Monitors and verify Special Needs personnel are accounted for.

* - For small facilities where no area monitors are assigned, all responsibilities are assigned to FM.

FIRE EMERGENCY	
POSITION	ACTIONS
ALL Building Occupants	
All Building Occupants	• Activate the nearest fire alarm pull box then dial [insert number] to notify [insert position] about fire emergency. • Follow instructions provided by the Command Center.
Command Center	
DRO/OEC	• Go to Primary Command Center and activate the OEP. • Verify fire department notification/response and brief Emergency Operations Team personnel.
Floor/Area Monitors and Assistants for Special Needs Personnel	
Floor Monitors	• Activate fire alarm (if not already done). • Supervise and verify evacuation of occupants as directed by CC. • Ensure that accounting for personnel is done at assembly area. • Report to DRO/OEC.
Area Monitors	• Inspect area to ensure total evacuation and accompany occupants to assembly area. • Report status to Floor Monitor.
Assistants for Special Needs Personnel	• Assist with evacuation of Special Needs personnel to assembly area or other designated safe location. • Report status to Floor/Area Monitor.

BOMB THREAT	
POSITION	ACTIONS
ALL Building Occupants	
All Building Occupants	If a threat is received by telephone: • Dial [insert number] to notify [insert position] and provide specifics. If a threat is received by handwritten note or through the mail: • Notify DRO/OEC and call local law enforcement authorities. • Handle note as minimally as possible. If a threat is received by email: • Call local law enforcement authorities. • Do not delete the message. • Follow instructions provided by the Command Center.
Command Center	
DRO/OEC	• Go to Primary Command Center. • Verify notification and response of local law enforcement authorities. • Cooperate with local authorities on searching the facility. • Initiate evacuation if warranted. • Do not permit re-entry until determined safe by proper authorities.
Floor/Area Monitors and Assistants for Special Needs Personnel	
Floor Monitors	• Supervise/coordinate evacuation of occupants to assembly area. • Report to DRO/OEC. • Ensure that accounting for personnel is done at assembly point.
Area Monitors*	• Coordinate area evacuation. • Report conditions to Floor Monitors. • Accompany area occupants to assembly area.
Assistants to Special Needs Personnel	• Assist Special Needs occupants with relocation to assembly area. • Remain with Special Needs personnel. • Report to Floor/Area Monitors and verify Special Needs personnel are accounted for.

(See Bomb Threat Checklist on following page)

Bomb Threat Checklist

Following is information to be recorded by a bomb threat message recipient during or immediately after the threat is communicated.

- 🕒 Date
- 🕒 Time
- . Time Caller Hung Up
- . Phone Number Where Call Was Received

Questions to 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?
- 🕒 Where are you?

Record Exact Words of Threat: _____

Record Information About Caller:

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

Other Points:

Caller's Voice

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

Background Sounds:

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

Threat Language:

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

HAZARDOUS MATERIAL SPILLS	
POSITION	ACTIONS
ALL Building Occupants	
All Building Occupants	• Dial [insert number] to notify [insert position] and provide specifics about the spill. • Contain spill with available equipment (e.g., booms, pads, absorbent materials, etc.) • Do not attempt to clean up large hazardous materials spill unless trained to do so. • Follow instructions provided by the Command Center.
Command Center	
DRO/OEC	• If there is a large hazardous materials spill, activate Command Center. • Determine if an evacuation is appropriate: ◦ If yes, follow evacuation procedures. ◦ If no, follow shelter-in-place procedures. • Notify fire department and/or local spill hazmat clean up company (if arrangements are made). • Secure the area where spill has occurred. • Verify fire department or local hazmat spill clean up company notification/response and brief Emergency Operations Team personnel. • Do not permit reentry until determined safe by proper authorities.
Floor/Area Monitors and Assistants to Special Needs Personnel	
Floor Monitors	• Follow procedures for evacuation or Shelter-in-Place. • Report to DRO/OEC. • Ensure that accounting for personnel is done at assembly area.
Area Monitors*	• Coordinate area evacuation. • Report conditions to Floor Monitors. • Accompany area occupants to assembly area.
Assistants to Special Needs Personnel	• Assist Special Needs occupants with relocation to assembly area. • Remain with Special Needs personnel. • Report to Floor/Area Monitors and verify Special Needs personnel are accounted for.

NATURAL DISASTER	
POSITION	ACTIONS
ALL Building Occupants	
All Building Occupants	• Follow instructions provided by the Station Duty Manual and Continuity of Operations Plan (COOP).
Command Center	
DRO/OEC	• Direct occupants in accordance with the Station Duty Manual and Continuity of Operations Plan (COOP).

DEMONSTRATIONS & CIVIL DISORDER	
POSITION	ACTIONS
ALL Building Occupants	
All Building Occupants	• Follow instructions provided by the Command Center. • Report to work unless otherwise notified. • Avoid all contact with demonstrators. • Continue work normally. • Keep lobby and corridors clear. • Stay away from windows and doors. • Prepare for secondary action if needed (e.g., activation of Emergency Plan, Evacuation, Shelter-in-Place).
Command Center	
DRO/OEC	• Notify Command Center Emergency Operations Team to be on "stand-by" should situation escalate. • Review plans and monitor developments. • Consult with local, State or Federal law enforcement officials. • Decide on course of action required (if any). • Brief occupants on situation and actions (if any).
Floor/Area Monitors and Assistants to Special Needs Personnel	
Floor Monitors	• On stand-by should implementation of the OEP be needed.
Area Monitors	• On stand-by should implementation of the OEP be needed.
Assistants to Special Needs Personnel	• On stand-by should implementation of the OEP be needed. • Identify and account for individuals requiring special assistance.

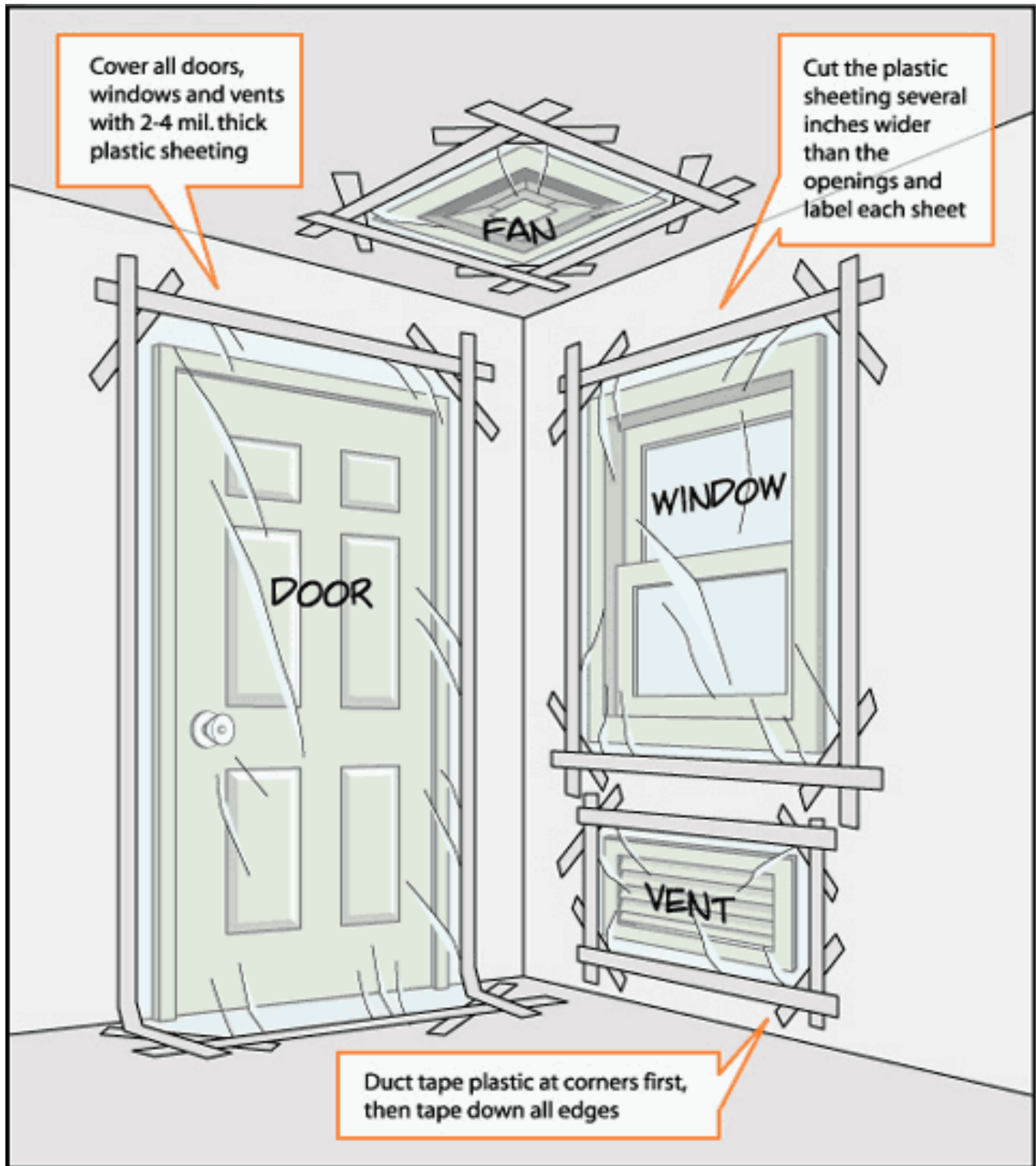
SHELTER-IN-PLACE (SIP)	
POSITION	ACTIONS
ALL Building Occupants	
All Building Occupants	• Follow instructions provided by the Command Center. • Remain calm, avoid panic and proceed in an orderly fashion to designated assembly area within the building. • Leave all lights off. • Recover personal emergency kit and report to designated shelter-in-place (SIP) location. • Close all doors as you leave the room(s).
Command Center	
DRO/OEC	• Activate the Command Center. • Announce "shelter-in-place" and direct occupants of SIP location. • Notify proper NWS and/or local authorities of facility status.
Floor/Area Monitors and Assistants to Special Needs Personnel	
Floor/Area Monitors	• Accompany area occupants to SIP assembly area/ location. • Report to DRO/OEC that all employees, contractors, visitors, and disabled individuals are accounted for.
Assistants to Special Needs Personnel	• Assist individuals requiring assistance to move to SIP location. • Remain with occupants and disabled persons and await instructions. • Report to Floor/Area Monitors and verify Special Needs personnel are accounted for.
Technical Personnel	
Technical Personnel	• Ensure securing the building for SIP event: - o All windows, doors, and vents should be blocked with plastic sheeting and duct tape. - o Fans and heating/air conditioning systems shall be turned off. - o Exterior doors and windows should be closed. • Report facility status to DRO/OEC.

SHELTER-IN-PLACE (SIP) – Site-Specific Plan Considerations

A complete procedure should be established for Shelter In Place (SIP) at each facility. The following are sample actions to consider in development of a procedure:

- Notification is received from various sources that there is an outdoor hazard and that SIP is in effect.
- Inform building occupants of SIP conditions, direct them to SIP safe zone(s), and account for people.
- Minimize the rate of air exchange with the outside as to keep indoor concentration as low as possible for as long as possible by closing all windows and doors to the outside, and closing all necessary doors.
- Shut-off all HVAC fans and close all HVAC dampers, including exhaust dampers. Shut off other fans such as kitchen and bathroom exhausts. If shutting off these systems takes more time due to the building condition, then shutting off the whole electrical system should be evaluated during SIP proactive planning.
- Seal the doors, windows, and vents if necessary.
- Establish communication with outside through a TV, radio, cell phone, or others and ensure that emergency responders know your location(s).
- Encourage employees to keep a personal SIP kit that as a minimum includes: non-perishable foods, drinking water bottles, prescription medications, small battery-operated radio, small flashlight, and small first aid kit.

EXAMPLE OF SHELTER-IN-PLACE PREPARATIONS



WORKPLACE VIOLENCE	
POSITION	ACTIONS
ALL Building Occupants	
All Building Occupants	• Inform supervisor of threats and threatening or violent behavior. • Remain calm. Be courteous and patient. • Signal co-worker to notify supervisor that you need help. • Occupants not involved in the conflict should move to a safe location. • Follow instructions provided by the Command Center. • Prepare for secondary action if needed (e.g., activation of the OEP, Evacuation, Shelter-in-Place). • Review "Tips" on the following page.
Command Center	
DRO/OEC	• Notify security, local, State or Federal law enforcement officials. • Notify Command Center Emergency Operations Team to be on "stand-by" should situation escalate. • Remain calm. Be courteous and patient. Avoid escalating situation to extent possible. • Decide on course of action (if any) required. • Brief occupants on situation and actions (if any).
Floor/Area Monitors and Assistants to Special Needs Personnel	
Floor Monitors	• On stand-by should implementation of the OEP be needed.
Area Monitors	• On stand-by should implementation of the OEP be needed.
Assistants to Special Needs Personnel	• On stand-by should implementation of the OEP be needed. • Account for individuals requiring special assistance.

WORKPLACE VIOLENCE – SAFETY TIPS

Encounter with Angry or Hostile Individual

- Stay Calm. Listen attentively.
- Maintain eye contact.
- Be courteous. Be patient.
- Keep the situation in your control.
- Signal a co-worker, or supervisor, that you need help. (Use a duress alarm system or prearranged code words.)
- Do not make any calls yourself.
- Have someone call the Federal Protective Service, contract guard, or local police.

Encounter with an Armed Individual

- Freeze in place and do nothing, letting the potential assailant make the next move.
- Above all, avoid doing anything that could cause the potential assailant to take action.
- Simply standing still and letting the individual “talk it out” may be the only action to take under these extreme circumstances.
- Don’t try any heroics that could cause the potential assailant to react violently.
- Look the potential assailant directly in the eye.
- Keep talking to gain time and calm the gunman.
- Never feel helpless.
- Establish a prearranged work or phrase (e.g., “emergency check”) that tells other co-workers to summon authorities immediately.
- Keep calm until police or guards can disarm the person and remove the potential assailant from the premises.

Management Actions – Post Event

- Ensure a management presence in the workplace to reassure employees.
- Share information and answer employee questions.
- Include union leadership in reassuring employees and sharing information.
- Bring in crisis response professionals to provide debriefing and counseling as necessary.
- Support informal debriefing with management and among employees.
- Handle critical sites of violent incidents with care.
- Buffer those affected from post-event stresses.
- Remember the healing value of work. Resuming a “normal” routine can be reassuring. Be sensitive to the event that occurred and the individual(s) affected.

HOSTAGE SITUATIONS	
POSITION	ACTIONS
ALL Building Occupants	
All Building Occupants	• Upon actual or suspicion of hostage situation, immediately notify DRO and isolate area. • Immediately notify Local/County/State Police Agencies by calling [insert number or 911] do as directed. • Provide the following information: - o Your name - o Exact location of the hostage taker - o How many hostages he/she has taken - o What the hostage taker looks like (e.g., clothing, race, sex, physical characteristics [hair color and length complexion, height, approximate age]) - o What type of weapons you have seen (shotgun, rifle, handgun, pistol knife) • Evacuate to nearest "safe zone". • DO NOT attempt to confront Hostage Taker. • Follow instructions provided by the Command Center.
Command Center	
DRO/OEC	• Go to Primary or Alternate Command Center, depending on hostage location. • Verify law enforcement notification and response. • Brief responding personnel. • Evacuate or relocate occupants (Shelter-in-Place). • Document all actions As directed by Law Enforcement, activate the OEP and decide about: - Evacuation or - Shelter-In-Place
All Other CC Members	• Report to designated Command Center location.
Floor/Area Monitors and Assistants to Special Needs Personnel	
Floor Monitors	• Carry out evacuation or SIP procedures. • Supervise and verify evacuation or Shelter-in-Place. • Account for all employees, contractors, & visitors. • Report to DRO/OEC.
Area Monitors	• Coordinate area evacuation. • Determine location of hostage stand-off. • Direct employees, contractors, & visitors to safe area. • Account for all employees, contractors, & visitors. • Report status to Floor Monitor.
Assistants to Special Needs Personnel	• Coordinate area evacuation. • Direct Special Needs occupants to safe area. • Report status to Floor/Area Monitor.

HOSTAGE SITUATIONS – STAFF RESPONSE & TIPS

IF HOSTAGES TAKEN:

- Do not antagonize the hostage taker.
- Act cooperatively with hostage taker(s).
- Listen to and observe carefully what the hostage taker says and does.
- Do not attempt to negotiate or argue with a hostage taker.
- Try to get others to remain calm.
- Make a concerted effort to relax. Prepare yourself mentally, physically and emotionally for the ordeal.
- If questioned, keep your answers short. Do not volunteer information or make unnecessary overtures.
- Think positively. Avoid a sense of despair. Rely on your inner resources. Remember that you are a valuable commodity to your captors.

RESCUE BY AUTHORITIES:

- DO NOT RUN. Drop to the floor and remain still. Make no sudden moves that a tense rescuer may interpret as hostile.
- Wait for instructions and obey all instructions you are given.
- Don't be upset if a rescuer is not sure whether you are a hostage taker or hostage. Even if you are handcuffed and searched, do not resist. Wait for the confusion to clear.

SUSPICIOUS OBJECT/ACTIVITY

POSITION		ACTIONS	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
ALL Building Occupants			
All Building Occupants	• Do not touch suspicious objects. • Challenge wandering or “lost” visitors and escort them to the right office or “house phone” to call their intended contact. • Report suspicious objects or suspicious activities immediately upon discovery. • Dial [insert number] to notify [insert position]. • Provide specifics of the suspicious object or activity. • Do not intervene in potentially dangerous suspicious or unlawful activity. Get yourself and others to safety as quickly as possible. • Follow instructions provided by the DRO/OEC.		
Command Center			
DRO/OEC	• Notify security or local law enforcement officials (as necessary). • Notify Emergency Operations Team to be on “stand-by” should situation escalate. • Decide on course of action (if any) required. • Brief occupants on situation and actions (if any).		
All Other CCT Members	• On stand-by should implementation of the OEP be needed.		
Floor/Area Monitors and Assistants to Special Needs Personnel			
Floor Monitors	• On stand-by should implementation of the OEP be needed.		
Area Monitors	• On stand-by should implementation of the OEP be needed.		
Assistants to Special Needs Personnel	• On stand-by should implementation of the OEP be needed. • Identify and account for individuals requiring special assistance.		

CRITICAL OPERATIONS

During some emergency situations, it will be necessary for some specially assigned NWS personnel to remain at the work areas to perform critical operations.

Assignments:

Work Area	Name	Job Title	Description of Assignment

- Personnel involved in critical operations may remain on the site upon the permission of the site DRO or Occupant Emergency Coordinator.
- In case emergency situation will not permit any of the personnel to remain at the facility, the designated official or other assigned personnel shall notify the appropriate NWS offices to initiate backups. This information can be obtained from the Emergency Evacuation Procedures included in the Office Station Duty Manual.

The following offices should be contacted:

Name/Location: _____

Telephone No. _____

Name/Location: _____

Telephone No. _____

Name/Location: _____

Telephone No. _____

EXTENDED POWER LOSS

In the event of extended power loss to a facility certain precautionary measures should be taken depending on the geographical location and environment of the facility:

- Unnecessary electrical equipment and appliances should be turned off in the event that power restoration would surge causing damage to electronics and effecting sensitive equipment.
- Facilities with **freezing temperatures** should turn off and drain the following lines in the event of a long term power loss.
 - Fire sprinkler system
 - Standpipes
 - Potable water lines
 - Toilets
- Add propylene-glycol to drains to prevent traps from freezing
- Equipment that contains fluids that may freeze due to long term exposure to freezing temperatures should be moved to heated areas, drained of liquids, or provided with auxiliary heat sources.
-

Upon Restoration of heat and power:

- Electronic equipment should be brought up to ambient temperatures before energizing to prevent condensate from forming on circuitry.
- Fire and potable water piping should be checked for leaks from freeze damage after the heat has been restored to the facility and water turned back on.

CLIMBING/DESCENDING

List structures maintained by site personnel (tower, river gauge, etc.):

No.	Structure Type	Location (address if applicable)	Emergency Response Organization* (if available within 30-minute response time)

Note:

* – N/A. If no Emergency Response Organization available within 30-minute response time additional personnel trained in rescue operations and equipped with rescue kit must accompany the climber(s).

Emergency Response Organization(s):

Name _____ Phone No. _____

Name _____ Phone No. _____

Name _____ Phone No. _____

LIGHTNING SAFETY GUIDELINES

The lightning safety guidelines must be observed by all NWS personnel to minimize the chance of injuries or fatalities while working in the following environments:

- On elevated structures (NEXRAD towers and radomes, Upper Air Radomes, Rohn towers, etc.).
- Surface equipment (ASOS, rain gauges, wind profilers, etc.).
- In open, exposed areas.

Whenever possible, the maintenance personnel should obtain information from the Lead Forecaster regarding lightning potential in the area where work is to be performed.

Elevated Structures

The following applies when communication with the Lead Forecaster **IS** available:

- If lightning is expected (in the judgment of the Lead Forecaster) to affect the work areas within a 15-mile radius of an elevated structure, personnel may not initiate or resume work.
- If lightning develops within a 15-mile radius of an elevated work area (determined by communicating with the Lead Forecaster), personnel shall leave the work area immediately, seek a safe shelter, and remain there until lightning ends within the 15-mile radius.

Note: "Safe shelter" is defined as a substantial building or fully enclosed metal vehicle with the windows up. Generator buildings, NEXRAD and Upper Air domes are not considered safe shelter from lightning.

The following applies when communication with the Lead Forecaster **IS NOT** available:

- At the first indication of the possibility of a thunderstorm, personnel should seek a safe shelter.
- Personnel should wait to resume work for at least 30 minutes after the last observed lightning or audible thunder.

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LIGHTNING SAFETY GUIDELINES

Work on Surface Equipment or in Open/Exposed Areas

Monitor NOAA All-Hazards Radio and other electronic media (if available) while working on surface equipment and in open/exposed areas whenever thunderstorms are in the forecast or are observed in the distance.

The following applies when communication with the Lead Forecaster **IS** available:

- If lightning is expected (in the judgment of the Lead Forecaster) within a 6-mile radius of the work area, personnel may not initiate or resume work on surface equipment or in open, exposed areas. Work may resume once the lightning moves out of the 6-mile radius from that work area.
- If lightning develops within a 6-mile radius (determined by communicating with the Lead Forecaster) of the work area, personnel shall leave the work area immediately, seek a safe shelter, and remain there until lightning leaves the 6-mile radius from that work area.

When communication with the Lead Forecaster **IS NOT** available, personnel must observe the

“30-30 Rule”:

- If the time from the lightning flash to the thunder is less than 30 seconds (equivalent to 6 miles), seek safe shelter immediately.
- Personnel shall wait to resume work for at least 30 minutes after the last observed lightning or audible thunder.

POST- INCIDENT RECOVERY GUIDELINES

Immediately after an emergency incident, DRO should take the following steps to resume NWS operations:

- Establish a recovery team, if necessary.
- Establish priorities for resuming operations.
- Continue to ensure the safety of personnel on the property. Assess remaining hazards.
- Maintain security at the incident scene.
- Ensure the flow of information between Occupant Emergency Operations team members.
- Identify the required support personnel who may be needed.
- Determine in consultation with Command Center and local authorities, when the building is safe for reoccupation.
- When the incident has concluded, notify all occupants.
- Conduct an employee briefing.

Within 48 hours of the emergency incident:

- Call a follow-up meeting of the Occupant Emergency Operations Team to discuss the events of the emergency.
- Reinforce actions/responses which worked well.
- Discuss lessons learned to change actions/responses that did not work well.
- Recommend changes to the OEP.
- Keep detailed records. Consider audio recording all decisions. Take photographs or videotape the damage.
- Follow notification procedures. Notify employees' families about the status of personnel on the property. Notify off-duty personnel about work status. Notify insurance carriers and appropriate government agencies.
- Protect undamaged property. Close up building openings. Remove smoke, water and debris.
- Protect equipment against moisture. Restore sprinkler systems. Physically secure the property. Restore power.
- Conduct an investigation. Coordinate actions with appropriate government agencies.
- Conduct salvage operations. Segregate damaged from undamaged property. Keep damaged goods on hand until an insurance adjuster has visited the premises, but you can move material outside if it's seriously in the way and

POST- INCIDENT RECOVERY GUIDELINES

exposure to the elements won't make matters worse.

- Take an inventory of damaged goods.
- Restore equipment and property. For major repair work, review restoration plans with the insurance adjuster and appropriate government agencies.
- Assess the value of damaged property. Assess the impact of business interruption. Establish special job order numbers and charge codes for purchases and repair work.
- Maintain contact with customers and suppliers.

