

The Blue Water Area Chamber of Commerce is proud to partner with the Department of Homeland Security to provide your business with Emergency Response Guidelines.

The Chamber office has a limited supply of printed copies of the Emergency Response Guidelines shown below. To order copies for your office, please contact our office at (810) 985-7101.

OR

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# EMERGENCY RESPONSE GUIDELINES

For Business

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Created in collaboration with the  
St. Clair County Office of Homeland Security and Emergency Management

• BOMB THREAT – Staff Procedures

• BOMB THREAT – Received by Telephone or Letter Procedures

• BOMB THREAT CALL CHECKLIST

• FIRE PROCEDURES

• FIRE EXTINGUISHER PROCEDURES

• FIRST AID EQUIPMENT

• EMERGENCY INJURY PLAN

• GAS LEAK • GENERAL PROCEDURAL INFORMATION

• HAZARDOUS MATERIALS SPILLS

• ICLEMENT WEATHER • LOCKDOWN PROCEDURES

• MEDIA PROCEDURES • POWER LOSS/BLACKOUT • SUICIDE THREAT

• SUPERVISOR'S CHECKLIST • THREATENING PERSON

• TORNADO PROCEDURES

These Emergency Response Guidelines were developed to ensure that a structure is in place to prepare and respond to an emergency within any business facility within St. Clair County. It is our goal to provide for the safety of our employees and guests within these facilities and to facilitate the prompt delivery of services in the event they are disrupted by an emergency situation.

**Emergency Contact Information: Dial 9-1-1 for emergencies.**

**Building Administrator:**

Name: \_\_\_\_\_

Phone: \_\_\_\_\_

**Building Owner:**

Name: \_\_\_\_\_

Phone: \_\_\_\_\_

**Maintenance:**

Name: \_\_\_\_\_

Phone: \_\_\_\_\_

**Insurance Provider & Contact Information:**

\_\_\_\_\_

Fire (non-Emergency): \_\_\_\_\_

Police (non-Emergency): \_\_\_\_\_

Poison Control: 1-800-222-1222

**Additional Contacts:**

Title: \_\_\_\_\_

Name: \_\_\_\_\_

Phone: \_\_\_\_\_

Alternate: \_\_\_\_\_

Title: \_\_\_\_\_

Name: \_\_\_\_\_

Phone: \_\_\_\_\_

Alternate: \_\_\_\_\_

Additional Emergency Contact:

\_\_\_\_\_

## **Bomb Threat - Staff Procedures**

**In the event of a bomb threat, you may be asked to visually check your work area for anything unusual. As you make the visual check, DO NOT disturb anything that looks suspicious such as wires, packages, pipes or anything with a string or wire attached.**

### **Look for the following things entering a room:**

- **Did you have to use your key**
- **Did the lock turn normally**
- **Was the light switch normal**
- **Were the windows locked**

**If ANYTHING looks suspicious, notify the building administrator immediately.**

**Experience shows that the vast majority of bomb threats are boxes, typically made to create disruption.**

- **BOMB THREAT – Staff Procedures**

**IF A BOMB THREAT IS RECEIVED BY TELEPHONE OR LETTER:**

**A. Immediately fill out the Bomb Threat Checklist on the next page.**

**Obtain as many details as possible about the bomb and its location. Legitimate callers usually wish to avoid injury or detection. Request more data by expressing a desire to save lives.**

**B. Notify the following individuals**

**1. Law Enforcement Agency – Dial 9-1-1: Consult with Law Enforcement first whenever possible.**

**2. Building Administrator:\_\_\_\_\_.**

**This person must make a decision whether to evacuate or not to evacuate the building, therefore a valid attempt to maintain normalcy is essential. If a decision to search without evacuation is made, all available employees will make a thorough visual inspection (see Staff Procedures) of their area and report anything suspicious. Remember, DO NOT touch anything suspicious.**

## **BOMB THREAT - Staff Procedures**

- C. If an evacuation is made: (by fire alarm Activation)**
- 1. Follow posted Evacuation Procedure guidelines reporting to the following location and stay until given further instructions.**

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  - 2. Employees will make visual checks of their work area, reporting anything unusual to their supervisor.**
  - 3. Supervisors will take a roll call at the designated location.**
- D. If a suspected bomb or device is discovered in the building:**
- DO NOT HANDLE OR MOVE**
  - Activate the Fire Alarm to evacuate the building immediately.**
  - Dial 9-1-1 and report the situation.**
- E. Letter Threat:**
- If a letter is received, preserve it for the Law Enforcement agency. Do not handle once it is opened. If the letter contains a type of powder, immediately have someone contact law enforcement and the Building Administrator. However the person(s) exposed to the powder MUST stay in the room to await possible medical treatment.**
- BOMB THREAT – Received by telephone or letter procedures**

# BOMB THREAT CALL CHECKLIST

Exact wording of the threat \_\_\_\_\_  
\_\_\_\_\_

Exact time the call was received: \_\_\_\_\_ Caller ID phone number: \_\_\_\_\_

## Questions to ask:

1. When is the bomb going to explode? \_\_\_\_\_
2. Where is the bomb right now? \_\_\_\_\_
3. What does it look like? \_\_\_\_\_
4. What kind of bomb is it? \_\_\_\_\_
5. What will make it explode? \_\_\_\_\_
6. Did you place the bomb? \_\_\_\_\_
7. Why are you doing this? \_\_\_\_\_
8. Where are you calling from? \_\_\_\_\_
9. What is your name? \_\_\_\_\_
10. Tone of Voice: \_\_\_\_\_

Sex of the caller: \_\_\_\_\_ Age: \_\_\_\_\_ Race: \_\_\_\_\_ Length of call: \_\_\_\_\_

**Callers Voice: (Circle)**

<b>Calm</b>	<b>Laughing</b>	<b>Lisp</b>	<b>Disguised</b>
<b>Angry</b>	<b>Crying</b>	<b>Raspy</b>	<b>Accent</b>
<b>Excited</b>	<b>Normal</b>	<b>Deep</b>	<b>Familiar</b>
<b>Slow</b>	<b>Distinct</b>	<b>Ragged</b>	<b>Rapid</b>
<b>Slurred</b>	<b>Clearing throat</b>	<b>Soft</b>	<b>Nasal</b>
<b>Loud</b>	<b>Stutter</b>	<b>Deep breathing</b>	<b>Cracking voices</b>

**Background Sounds: (Circle)**

<b>Street noise</b>	<b>House noise</b>	<b>Factory noise</b>	<b>Local</b>
<b>Crockery</b>	<b>Motor</b>	<b>Animal noise</b>	<b>Phone Booth</b>
<b>Voices</b>	<b>Office machines</b>	<b>Clear</b>	<b>Static</b>
<b>PA system</b>	<b>Music</b>	<b>Long Distance</b>	

**Threat Language: (Circle)**

<b>Well spoken</b>	<b>Foul</b>	<b>Incoherent</b>	<b>Message read</b>
<b>Educated</b>	<b>Irrational</b>	<b>Taped</b>	

**Remarks:** \_\_\_\_\_

**Fill out completely, immediately after bomb threat:** **Date** \_\_/ \_\_/ \_\_

**Name/Position:** \_\_\_\_\_ **Phone:** \_\_\_\_\_

- **BOMB THREAT CALL CHECKLIST**

## ***FIRE EXTINGUISHER PROCEDURES***

**Please note the location of nearest fire extinguisher.**

**Only use if fire is small and can possibly be extinguished. Always sound the alarm first.**

**P - Pull the pin**

**A - Aim the extinguisher at the fire**

**S - Squeeze the handle**

**S - Sweep back and forth across the base of the fire**

## **FIRE - Staff Procedures**

### **Fire Alarm:**

**If the building fire alarm is activated, immediately close all windows and doors while leaving the building. Once exiting the building, report to the designated location with your department First Aid Kit and stay there until given further instructions.**

### **Discovering a Fire:**

**In the event you discover a fire, immediately do the following:**

- **Sound the alarm.**
- **Dial 911.**
- **If small fire, attempt to extinguish.**
- **Evacuate the building closing windows and doors and report to your designated location. Stay there until given further instructions.**

### **Meeting Location:**

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- **FIRE PROCEDURES**
- **FIRE EXTINGUISHER PROCEDURES**

**FIRST AID EQUIPMENT:**

**First Aid Kit Location(s):** \_\_\_\_\_

**Extra First Aid Kit Location(s):** \_\_\_\_\_

**Automatic External Defibrillator Location(s):**  
\_\_\_\_\_

**TRAINED FIRST AID PERSONNEL:**

**Name:**

**Phone:**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**EMERGENCY INJURY PLAN:**

- 1. Remain calm. DO NOT LEAVE PERSON ALONE.**
- 2. Have someone call 911 immediately if necessary and provide the following information.**
  - a. Address: \_\_\_\_\_**
  - b. Type of injury/illness**
  - c. Number of victims**
  - d. Advise on best entrance location**
- 3. If possible, send someone to entrance to direct EMS to location.**

**STAY ON THE LINE FOR FURTHER QUESTIONS/INSTRUCTIONS:**

- 1. Initiate first aid actions if trained building personnel are available.**
- 2. Do not move the victim unless they are in a potentially dangerous location.**
- 3. Keep all personnel uninvolved in the emergency away from the area.**

- FIRST AID EQUIPMENT**
- EMERGENCY INJURY PLAN**

## **GAS LEAKS:**

**Gas Leaks can be identified by an odor similar to rotten eggs. If you suspect a gas leak, avoid tripping light switches or anything that creates an electric spark and do the following.**

### **Inside the building:**

- 1. Call Buildings & Maintenance and request investigation.**
- 2. If evacuation is required go to your designated location.**
- 3. Stay at designated location until given further instructions.**

## **General Procedural Information**

**It is recommended that you attaché a building diagram to the back of this book and mark you location on it. Please remove all employees away from building to ensure their safety.**

## **LOCAL EVACUATION LOCATION:**

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## **DISTANT EVACUATION LOCATION:**

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## **HAZARDOUS MATERIAL SPILLS:**

**The main threat of hazardous material spills is toxic fumes. If a spill occurs, do the following:**

### **Spill inside the building:**

- 1. Avoid direct contact with the spilled material or vapors.**
- 2. Contact the Building administrator: \_\_\_\_\_**
- 3. Call 911 and provide the following:**
  - a. Address: \_\_\_\_\_**
  - b. Type of material involved.**
  - c. Number of victims.**
- 4. Shut down all ventilation systems.**
- 5. Have contaminated individuals remove clothing.**
- 6. Move contaminated individual(s) as a group away from spill.**
- 7. Have Material Data Sheet (MSDS) for emergency responders.**
- 8. Provide first aid according to the MSDS.**
- 9. Evacuate the building if necessary.**
- 10. If evacuation is required go to your designated location and stay there until given further instructions.**

### **Spill outside the building:**

- 1. Avoid direct contact with the spilled material or vapors.**
- 2. Do not allow anyone to enter or exit the building.**
- 3. Close doors to prevent additional contamination from entering the room. Place a wet towel under the door if possible.**
- 4. Shut down all ventilation devices/close all windows.**
- 5. Remain inside until given direction to leave the building.**
- 6. If requested to emergency evacuate by local officials, go to the following location:**  
\_\_\_\_\_
- 7. Await further instructions.**

## **MATERIAL SAFETY DATA SHEETS – RIGHT TO KNOW:**

**Your employer is required by law to advise you of the MSDS Right to Know information pertaining to your work area. Please be sure to discuss this with your employer or designated personnel.**

- **GAS LEAK**
- **GENERAL PROCEDURAL INFORMATION**
- **HAZARDOUS MATERIALS SPILLS**

**INCLEMENT WEATHER:**

1. \_\_\_\_\_ will make the decision to close early due to adverse weather.
2. \_\_\_\_\_ will initiate public notification.
3. Listen to local radio stations such as WHLS 1450 AM, WPHM 1380 AM, WGRT 102.3 FM, and WSAQ 107.1 FM for additional information.
4. Store a battery-powered radio, at least two flashlights, and extra batteries at your workplace before severe weather occurs.

**LOCKDOWN PROCEDURE: (Violent Attack or Crime in Progress)**

The purpose of a lockdown is to immediately assess the emergency situation without endangering others in the building. Upon notification of a lockdown the following should be done:

1. All office entry/exit doors must be locked immediately.
2. Employees should move away from visible openings (glass doors, windows etc).
3. Await further information from authorities.

**MEDIA PROCEDURE:**

It is essential that prompt and accurate information be provided to the media at all times. Any misinformation can cause confusion and unrest. Isolated quotes from individuals **MUST BE AVOIDED**, as they are often incomplete and misleading. If you are not assigned the duty of speaking with the media, please refer any reporters to the person who is assigned with the task. Do not provide a statement. Written statements will be prepared and provided to the media. These statements will address Who, When, Where, What and the Facts as we know them.

\_\_\_\_\_ will be the only person reporting to the media. All media representatives will be sent to this individual. \_\_\_\_\_ will take the place of this person in his or her absence.

**POWER LOSS/BLACKOUT:**

1. Employees are to remain at their location for further instructions.
2. Designated personnel should check assigned locations for the public.
  - a. \_\_\_\_\_
  - b. \_\_\_\_\_
  - c. \_\_\_\_\_
3. Any emergency lighting problems will be reported to the Building Administrator and maintenance.
4. Additional power loss/blackout procedures:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**SUICIDE THREAT:**

**If an employee or member of the public talks of suicide have someone quietly call 911. Do not leave the person alone. Listen to what subject is saying and take threat seriously. Provide emergency responders this information. If possible, take notes of what the person is saying:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

- INCLEMENT WEATHER • LOCKDOWN PROCEDURES
- MEDIA PROCEDURES • POWER LOSS/BLACKOUT • SUICIDE THREAT

## **SUPERVISOR'S CHECKLIST**

### **Inside:**

- 1. If advised to stay in your office area, immediately take roll and count of employees.**
- 2. Take proactive actions appropriate to the emergency.**
  - a. Keep employees away from windows and doors.**
  - b. Take shelter under desks or inner office area.**
  - c. Shut down all computers, copiers, etc.**
  - d. Be alert for developing threats.**
  - e. Communicate situation and head count to the building administrator.**
  - f. Be prepared to evacuate following Evacuation Procedure.**

### **Outside:**

- 1. Follow the procedures for the specific type of emergency.**
  - a. Move away from building.**
  - b. Avoid overhead wires and poles.**
  - c. Keep employees together, take head count.**
  - d. Do not enter building unless authorized to do so.**

### **THREATENING PERSON INSIDE OR OUTSIDE BUILDING:**

**Inside Building:** The first employee to contact the intruder should attempt to direct the person out of the building and signal another employee to activate the Lockdown procedure (if applicable.)

**Outside Building:** Immediately initiate the lockdown procedure and contact the building administrator.

**Lockdown Procedure:**

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## **TORNADO:**

**In case of tornado activity, take the following precautions:**

**Tornado Watch:** Conditions exist for tornado activity to develop. At this time, local radio should be listened to for further weather updates. Approaching weather fronts should be monitored.

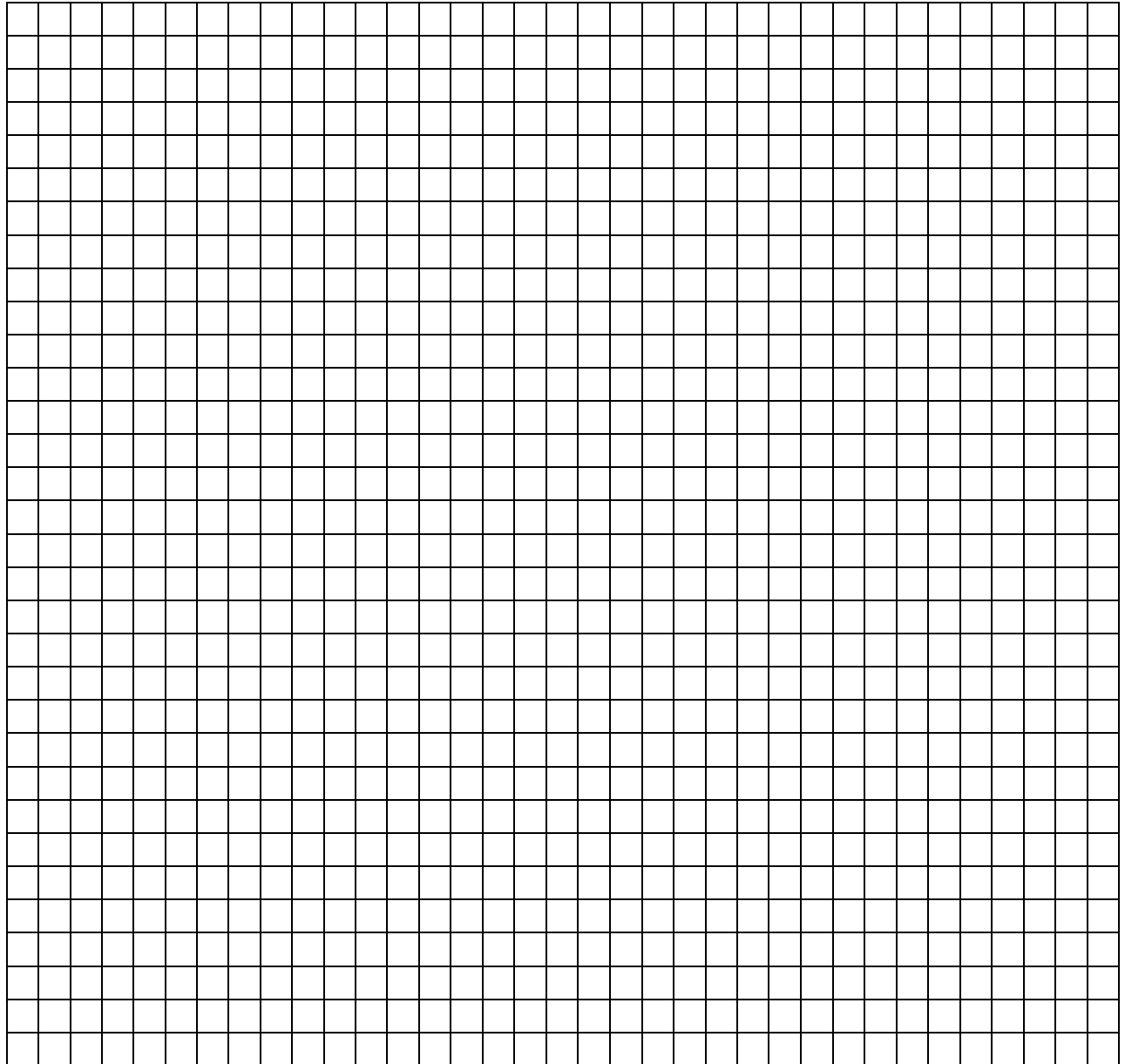
**Tornado Warning:** A funnel cloud or tornado has been indicated. If threatening weather is affecting you, tornado shelter procedures should be implemented immediately.

### **Tornado Shelter Procedures:**

- **Immediately move to your assigned shelter location.**
- **Location is: \_\_\_\_\_**
- **Route is: \_\_\_\_\_**
  
- **Close all doors and windows if possible.**
- **Stay away from windows.**
- **Department head will conduct employee head count.**
- **Utilize emergency supply kit.**
- **Do not leave assigned location until all clear is issued.**

**In the event that you cannot get to your assigned location, find a smaller inner room on the lowest level of the building as possible.**

- **SUPERVISOR'S CHECKLIST**
- **THREATENING PERSON**
- **TORNADO PROCEDURES**



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### **BUILDING DIAGRAM**