



BUILDING EMERGENCY RESPONSE PLAN

SE American Job Center- 3720 Martin Luther King Avenue SE

Agency Plan Update Authority:

Office of Administrative Services
4058 Minnesota Ave. NE
Washington, DC 20019
Gina Topplin (202) 698-3546

Lisa M. Mallory, Director
Department of Employment Services

Tentatively approved subject to field inspection as
applicable. These documents are reviewed for compliance
with the current District of Columbia Fire Prevention
Code and all applicable federal and local fire ordinances.

ATF
Fire Prevention Reviewer
9/5/13
(1100)
Fire Chief

APPROVED

Page Intentionally Blank

TABLE OF CONTENTS

I. Overview	
A. Introduction	Page 5
B. Purpose	Page 5
C. Authority	Page 5
D. Building Description	Page 5
E. Communications	
1. Emergency Evacuation Plan	Page 6
2. During an Emergency	Page 6
3. Alternative Means of Communication	Page 6
F. System Maintenance	Page 7
II. BERT Team & Occupant Responsibilities	
A. Building Emergency Response Team Roster	Page 7
B. BERT Duties and Responsibilities	Page 7
III. Occupant Responsibilities	Page 10
A. What DOES Employees must know about BERT?	Page 11
B. What Employees must do?	Page 11
C. What Administrators, Managers, and Supervisors must do?	Page 11
D. What Building Chief Engineer/Engineers must do?	Page 12
IV. Fire Drill Procedures	Page 13
V. Emergencies	
A. Fire	Page 15
1. Fire Evacuation Procedures	Page 15
2. Special Needs Employees	Page 16
3. Techniques for Assisting Special Needs Occupants	Page 17
4. Evacuation Instructions to Assembly Areas	Page 17
5. Emergency During Non-Business Hours	Page 19
6. Shelter in Place	Page 19
7. ALL CLEAR Instructions	Page 20
B. Medical	Page 21
C. Violent Incidents	Page 21
D. Hostage Situation	Page 21
E. Weather Emergencies	Page 22
F. Bomb Threats	Page 23
G. Suspicious Package	Page 23
H. Hazardous Materials	Page 24
I. Elevator Malfunction	Page 25
J. District Wide Emergencies	Page 25
K. Other Emergencies	Page 25
VI. Important Emergency Contact Numbers	Page 26
VII. Review, Distribution and Training	Page 26
VIII. Building Emergency Planning and Preparation	Page 27
IX. Floor Plan	Page 28

APPENDICES

Emergency Self-Disclosure Form

Appendix A

Floor Plan Diagram

Appendix B

Employee Training Record

Appendix C

Building Emergency Employee Accountability Sheet

Appendix D

Area of Rescue Assistance Notification Form

Appendix E

Emergency Evacuation Drill Record

Appendix F

Bomb Threat Questionnaire

Appendix G

EMERGENCY EVACUATION PLAN
3720 Martin Luther King Avenue, SE

I. OVERVIEW

Introduction

The District of Columbia Government's Department of Employment Services (DOES) mission is to plan, develop and administer employment-related services to all segments of the Washington, DC metropolitan population. We achieve our mission through empowering and sustaining a diverse workforce, which enables all sectors of the community to achieve economic and social stability.

During an emergency, and until the arrival of emergency personnel, the BERT members will coordinate emergency functions to ensure the safety of all employees and visitors. Critical events such as fire, medical or bomb threats will be reported by calling the D.C. Fire & Emergency Medical Services (DCFEMS) or the Metropolitan Police Department (MPD) at 9-911. Suspicious or criminal activity will be reported by calling the D.C. Protective Services Police Department (PSPD) at 9-911.

DCFEMS is the primary agency responsible for managing fire and medical emergencies in the District of Columbia. MPD is the lead agency to handle bomb threats and PSPD is responsible for handling criminal activity in District Government workspace.

Until the arrival of emergency personnel, all employees are required to follow the directions of the Building Emergency Response Team (BERT) members. BERT members are designated to take charge immediately in the event of an emergency.

It is the employee's responsibility to familiarize themselves with the procedures outlined in this plan. Since emergencies are unpredictable, it is recommended that all employees become familiar with evacuation routes, evacuation procedures, fire pull stations and primary and secondary assembly areas prior to an emergency.

Purpose

The purpose of this plan is to establish procedures for potential emergencies, shelter-in-place strategies and the safe evacuation of the building in the event that an emergency has been identified.

Authority

Article E - 707.0, BOCA Fire Prevention Code 1966; District Personnel Manual Chapter 20A-Safety; Section Number 2006, Fire Safety; Domestic Preparedness Task Force in Mayor's Order No. 2001 - 142, September 19, 2002.

Building Description

The SE American Job Center (AJC) located at 3720 Martin Luther King Avenue SE is a 3-story office building currently managed by the D.C. Department of General Services (DGS). The normal use and tenancy of areas occupied by the District Department of Employment Services (DOES) contains no major fire hazards or fuel sources. The building is principally constructed of concrete, steel and glass.

DOES has no critical equipment or operations in this building which would require any employees to remain in the building during an evacuation.

Fire Department access to the site is provided and street entryway. The main entrance is manned by a security officer during normal business hours.

Communications

1. Emergency Evacuation Plan

- The plan will be provided to all employees in written format as a Word or PDF document
- The plan will be provided to employees by email upon request
- A copy of the plan will be placed on the DOES intra-net site.
- Plans may be obtained in an alternative format upon request by contacting the Agency Risk Management Representative (See Cover)
- Visitors may review the emergency plan by emailing the Agency Risk Management Representative (ARMR) or at the main lobby reception desk.

2. During an Emergency

- All fires must be reported to the fire department by calling 9-911 or utilizing a pull-station, even if the fire is completely out. Failure to report a fire, even when extinguished may result in penalties and fines.
- If you smell smoke and no fire or source of the smoke is evident, contact the ARMR for further investigation.
- If you smell an odor that you believe to be natural gas or other dangerous substance, do not operate any light switches and call the fire department (9-911) or use a pull station from a safe, odor free location and follow the operator's instructions.
- When the fire alarm system is activated, a continuous general alarm will sound on all floors. The alarm signal will sound intermittently throughout the entire building.
- If you can safely do so, also contact the Office of Administrative Services at 202.698.7520 and let whomever answers the phone know what you have noticed and any steps you have taken.

3. Alternative Means of Communication

- A cell phone may be used to call 911.
- All employees of DOES are encouraged to register with **AlertDC** on their District owned devices. This system provides information in both written and audible formats during emergencies.
- In the event that a person is not able to safely evacuate from the building, the information will be communicated to the Floor Warden and Zone/Assembly Area Monitors and provided to the Incident Commander/Command Team by telephone, email, and in person.

AlertDC

- Employees are encouraged to register for Alert DC on any assigned District Government device. This system provides information in both written and audible formats during emergencies.
- The Alert DC system provides rapid text notification and update information during a major crisis or emergency. This system delivers important emergency alerts, notifications and updates on a range of devices including your:
 - e-mail account [work, home, other]

- cell phone
 - pager, BlackBerry
 - wireless PDA
- For more information on Alert DC go to: <https://textalert.ema.dc.gov/index.php?CCheck=1>
 - In the event a person is not able to safely evacuate from the building, the information will be communicated to the Zone Monitor/Assembly Area Monitor or Building Emergency Lead and to the Incident Commander in person.

System Maintenance

- DGS and Harvey Property Management, and/or the Fire Department shall be responsible for disconnecting any utility services as may be required in an emergency.
- DGS and Harvey Property Management are also responsible for building maintenance, including the fire detection and suppression systems and housekeeping.

II. BERT Team & Occupant Responsibilities

Building Emergency Response Team Roster

(Building Emergency Response Teams are subject to change; therefore, employees will be provided with updated rosters)

NAME	BERT ROLE	LOCATION	PROGRAM
Deborah Nelson	Floor Warden	1 st and 2 nd floor	SE-AJC
Carlos Washington	Assistant Floor Warden	1 st floor	SE-AJC
Vincent James	Assistant Floor Warden	2 nd floor	SE-AJC
Aronny Noguera	Zone Monitor	2 nd floor	SE-AJC
Aronny Noguera	Assigned Buddy	2 nd floor	SE-AJC
Vincent James	Assigned Buddy	2 nd floor	SE-AJC

BERT Duties and Responsibilities

Floor Warden:

- Implements the evacuation plan for their work area upon notification by the building alarm system or the Command Team;
- Acts as evacuation “supervisor” of the unit or area where they are assigned;
- Annually reviews building emergency procedures with current employees. As needed, reviews emergency procedures with all new employees;
- Receives and dispatches information and instructions given by the Command Team to their workgroup during the course of building emergency situations;
- Directs employees and visitors to the nearest safe evacuation routes;
- Restricts the use of stairwell when it is unsafe or will not lead to a safe exit and re-direct employees to the next safest exit;
- When building evacuation is ordered, opens and secures the stairwell doors until all persons have left;

- Identifies and ensures that every person in their workspace in need of evacuation assistance, who does not have pre-designated buddies, is assigned to a co-worker who agrees to help evacuate or move them to an area of refuge and report their location to the Command Team;
- Assists mobility challenged persons and their buddies to designated area of refuge when necessary;
- Reports the location of any persons remaining in their area to the Command Team at assembly area or emergency personnel upon their arrival;
- Provides appropriate instruction(s) to the Zone Monitor according to building emergency directives from the Command Team or Emergency Responder;
- Upon evacuating, reports to pre-designated floor warden station and directs DOES personnel to the assembly area; and
- Ensures that assistants understand these requirements

Assistant Floor Warden:

- Assists Floor Warden in ensuring that all personnel leave their area(s) and go to the nearest stairway or designated exit for their safety.
- Listens for any new information, and if questions arise, they should get direction from the Floor Warden.
- Takes no action without checking with the Floor Warden, except under extreme circumstances.
- Notifies the Floor Warden of anyone who is not evacuated, including name and location of the individual. If the Floor Warden is unavailable, the Assistant Floor Warden will report to Fire and Emergency Medical Services the name and location of the individual(s) who were not evacuated.

Zone Monitor:

- Prior to an emergency, knows which corridor(s) he/she is responsible for;
- Directs flow of traffic in corridors;
- Visually assesses his/her assigned corridor (including restrooms and conference rooms) to ensure that everyone has evacuated;
- In the event an individual refuses to leave or has difficulty in leaving the area:
Note: This may be a person with a hidden disability, i.e. anxiety disorder, PTSD, etc.
 - Do not negotiate with them.
 - Provide calm, clear and firm directions.
 - Notify FEMS personnel of their location if they are not able to be evacuated
 - Report to the Floor Warden:
 - That his/her stairwell is clear; and
 - Any problems that he/she may have encountered.

- Ensures that that all interior doors are closed to reduce the spread of fire and smoke;
- Assists mobility challenged persons and their buddies to designated areas of refuge when necessary;
- Reports to the Command Team with an "All Clear" message or notifies them of persons still in the building including where they are located (i.e. the immobile or those refusing to leave); and
- Ensures that assistant understands these requirements.

Assembly Area Monitor:

- Prior to an emergency, creates and maintains multiple updated checklists of all managers and supervisors within their workspace to include Date of the Event and Signature line;
- Using the above checklist, collects Building Emergency Employee Accountability Forms from managers and supervisors at the Assembly Area;
- Submits the employee accountability sheets to the Command Team or emergency personnel; and ensures staff understands these requirements.

Assigned "Buddies":

- Assigned to assist persons with disabilities to the appropriate area including the Area of Rescue Assistance, Shelter-In-Place or to exit the building, if possible.
- Reports to the Emergency Responder detailed information related to who is in the Area of Rescue Assistance or other area. (**See Area of Rescue Assistance Report Form- Appendix E**)
- Reports to the Floor Warden when they have relayed the information to the Emergency Responder.
- Reports to the Assembly Area Monitor any information related to the individuals who are awaiting assistance.
- At the sound of the evacuation alarm, goes directly to assigned employee;
- Assists employee in any way necessary to safely evacuate the building;
- For the mobility impaired, waits until the majority of the employees have passed before entering the main exit corridors (This is to avoid employee injury);
- Proceeds to the nearest safe exit. When approaching a stairwell, make a judgment as to how the flow of employee traffic is proceeding.
- Waits until traffic has thinned enough to allow you to proceed so that you do not interfere with the orderly flow down the stairwell;
- If the assigned "buddy" and mobility impaired employee cannot go down the stairwell together, ensures that the impaired employee is safely escorted to the Area of Rescue Assistance or Shelter-In-Place;
- Exits the building and reports the location of the impaired employee to the Building Emergency Lead.

Note: Duties performed by BERT representatives must not significantly delay departure from the building or pose a danger.

III. Occupant Responsibilities

In an emergency think: RED

R – React: Take indicators of emergencies seriously

E – Evaluate: Judge the level of threat to your safety

D – Decide: Determine if you need to leave the building or relocate to a safe area

All DOES employees and other building occupants are responsible to:

- Know how to report an emergency – 9-911, emergency phones, etc.
- Report emergencies rapidly, time is critical
- Know how to activate the building fire alarm system
- Where the closest exits are to you
- Participate fully in all drills and trainings
- Know where you are to meet once you evacuate
- Know at least two ways out- a primary and a secondary exit routes are from your location
- Listen to the Floor Wardens and Assistant Floor Wardens for directions
- Take all emergencies seriously including: (report all emergencies immediately)
 - Building alarms
 - Smell of smoke
 - Observing flames/fire
 - Warnings from other occupants
 - Arrival of the fire department
- Review a copy of the emergency procedures and be familiar with them, **before an emergency arises.**
- Know how you will react if you are faced with an emergency. If you will need assistance, notify your supervisor or floor warden prior to an emergency.
- Judge the threat level for your safety
 - Evidence of a threat to your safety such as smoke or fire
 - Conditions in your immediate area
 - Your physical ability to evacuate or relocate
 - The needs and abilities of others in your immediate area
 - Additional information/cues you receive
- Decide if you need to evacuate the building
- Keep a clear aisle to all exits (there should be a path with a minimum width of 32 inches)
- Keep exits clear at all times
- Report any problems with the exits or alarm systems to the DGS Facilities Management immediately and the DOES Office of Administrative Services (OAS) immediately

- If you are working outside the normal business hours, notify building security upon entering the building.

What DOES Employees must know about BERT:

All DOES employees should know that their BERT representative(s) will:

- Be responsible for the implementation of this plan;
- Assume role(s) of Floor Warden, Assistant Floor Warden, Zone Monitor and Assembly Area Monitor (See Above BERT Table);
- Monitor their area(s) in the event of an emergency; and
- Ensure that all employees and visitors in their area(s) evacuate the building immediately at the sound of an alarm.

What Employees must do:

In the event of an emergency evacuation, employees **must** follow the evacuation instruction of the BERT team, carrying personal belongings with them, if possible. Any employee who happens to be away from his/her workstation during an emergency evacuation should not return to get personal belongings.

Employees must refer all media inquiries to the DOES Public Affairs Officer.

What DOES Administrators, Managers and Supervisors must do:

Management's role in this plan is significant to the safety of each employee. Your role shall be to:

- Recruit and maintain a current Building Emergency Response Team in your workspace.
- Ensure that the Agency Risk Management Representative is kept informed of any new BERT designees within your Workspace;
- Ensure that all employees are instructed prior to an emergency to follow the directions of BERT members;
- Be accountable for employees under your supervisory responsibility (including who is/isn't in the building, on leave, etc.)
- Ensure that the Agency Risk Management Representative is notified in writing of people who self-identify, or, through drills, are identified to have, special needs that may inhibit them from evacuating the building safely (which can include, but is not limited to employees who suffer with arthritis, sprained ankle or broken leg, heart disease, emphysema, asthma or pregnancy). The list provided should include the employees' name, location, telephone number(s), and nature of impairment;
- Complete Building Emergency Employee Accountability Sheet (**See Appendix D**) at Assembly Area and turn in to the Assembly Area Monitor no later than 15 minutes of arriving to the Assembly Area.
- Remain with their employees in the designated assembly area until an "ALL CLEAR" declaration is given.

What Building Chief Engineer/Engineer must do:

- Building engineers/managers must have complete familiarity and access to all parts of the building.
- Locate source of emergency from fire panel; follow appropriate action.
- Ensure that elevators are out of service.
- Post watch outside main entrance immediately to assist with evacuation and to deter reentrance of the building during the emergency event.
- Post watch as necessary at other designated exits.
- Liaison with the Fire Department; assist in locating the source and type of emergency; access to the building and equipment; follow-up after emergency.
- Liaison with Building Manager to inform as to emergency, operation of plan, and follow-up.
- Liaison with staff as to duties during emergency; training for implementing plan.
- Liaison with Tenants during the crisis to advise and assist with development of individual plans per Tenant suite in cooperation with the Fire Department.
- Verify need to evacuate disabled persons and direct Fire Department personnel to them as necessary.
- Make arrangements, when all is clear, to re-enter the Building; announce "all clear" to Tenants.
- Reactivate elevators once permission granted by the Fire Department; monitor re-entry of the building and elevators.
- Secure building and building systems as necessary.

DID YOU KNOW?

Employees are not required to fight fires. If absolutely necessary, trained employees should only consider extinguishing small, incipient stage fires. Larger fires must be left to emergency personnel who are trained and equipped to extinguish them.



IV. Fire Drill Procedures

Emergency Evacuation Drills

The Building Owner and/or D.C. Department of General Services (DGS) in coordination with DOES Office of Administrative Services (OAS) and the DOES Agency Risk Management Representative (ARMR) will conduct drills as follows:

- Drills will be conducted by the building owner and/or DGS in coordination with OAS and the ARMR.
- The Building Owner or DGS will notify the Fire Department prior to any drill.
- At least one time per year a drill will be conducted utilizing the alarm system.
- Drills will be conducted unannounced in coordination with OAS.
- The scenario of the drills will be varied to include shelter-in-place and full or partial evacuation of the area to familiarize employees with various types of incidents.
- The time of the drills will be varied.
- A record of drills will be maintained. (**See Drill Record- Appendix F**)
- Occupants will be accounted for at the assembly area through their manager/supervisor to the Assembly Area Monitor using a Building Emergency Employee Accountability Sheet (**See Appendix D**).
- **Re-entry/recall**
 - No one will return to the building until the Incident Commander has notified the Building Emergency Lead that it is safe for employees or visitors to return to the building
 - No employees or visitors will leave the assembly area until after the Incident Commander has notified the Building Emergency Lead.
 - If employees are dismissed for the day, the Director or his/her designee will provide notification.
 - An after-drill meeting will be held immediately after the drill and any revisions to the plan or needing training for employees will be identified. The meeting will be held by the Building Owner and/or DGS or ARMR.
- **Record Keeping:**

Records shall be maintained of required emergency evacuation drills and include the following information (International Fire Code, 2000 edition, 405.5 Record Keeping.)

 - Identity of the person conducting the drill
 - Date and time of drill
 - Notification method used
 - Staff members on duty and participating
 - Number of occupants evacuated
 - Special conditions simulated
 - Problems encountered
 - Weather conditions when occupants were evacuated
 - Time required to accomplish complete evacuation

In every case where a planned drill is to be held, DGS, Protective Services Police Department and D.C. Fire Department must be notified in advance of the time and location of the drill.

Tips on Fire Evacuation

Remember Safety First! When evacuating a potential fire hazardous area:

1. *Feel door(s) from top to bottom;*
2. *If the door is hot, close the door quickly, do not proceed;*
3. *If the door is cool, crouch low to the floor and open the door slowly;*
4. *If smoke is present, close the door quickly;*
5. *Once you reach the stairwell if there is smoke, go back and use another exit stairwell;*
6. *If you are unable to evacuate, remain in the stairwell with doors closed;*
7. *If you are able to reach an exit stairwell safely, move quickly and evacuate; and*
8. *Do not return to the building until instructed to do so by emergency personnel.*



Remember SAFETY FIRST

Do not attempt to move an injured person unless he/she is in imminent danger.

Did You Know?

A First AID/CPR provider should attempt to learn if the injured employee has any chronic medical conditions, in order to be better prepared. Additionally, First AID/CPR provider should provide first aid until the arrival of emergency personnel.

Emergencies

Fire

When discovering a fire, smell of smoke or possible chemical substance....

- Alert all personnel who may be immediately endangered;
- Extinguish the fire only if you can do so safely and quickly;
- If the fire cannot be extinguished, confine the fire by closing all doors;
- Pull the building fire alarm immediately;
- Avoid smoke filled areas;
- Evacuate the building by the safest exit;
- Report to the designated assembly area and remain there until accounted for; and
- Do not attempt to re-enter the building, or return to your workstation until directed to do so by emergency personnel or designee.

Major Fire Hazards:

There are no major fire hazards located in this site. MSDS (*Material Safety Data Sheet*) are to be maintained in the building manager/engineers office.

Fire Evacuation Procedures

When Evacuating the Building – Walk quickly to the Safest Exit!

Upon activation of the building emergency alarm, the following procedures apply to all employees, you must:

- Stop all work immediately, terminate all telephone calls and meetings;
- Close all file cabinets and drawers to ensure clear and unobstructed passageways;
- Take immediate personal items (i.e., keys, purse, medication, etc.) if possible;
- Proceed promptly down the right side of the stairwell in an orderly fashion to the nearest safe building exit as directed by your assigned BERT member;
- **DO NOT** go to the parking garage or attempt to retrieve your vehicle unless instructed to do so;
- Proceed to the designated assembly area;
- Be responsible for the safety of visitors who are visiting you (including clients, professionals and/or relatives);
- Move quickly away from all building entrances/exits clearing all evacuation areas for all other personnel to exit or enter; and
- Do Not attempt to re-enter the building, or to return to your workstation unless authorized to do so by the fire department or BERT team member.



IN THE EVENT OF A FIRE

Employees who are unable to safely evacuate will be escorted to the nearest safe stairwell landing. Closed doors of stairwell exits are fire proof and provide a safe place to remain until help arrives.



Emergency Procedures for Special Needs Individuals

The Agency Risk Management Representative (ARMR) is asking all DOES employees to identify any medical limitations that they may have that could interfere with building emergency evacuation. We are collecting or maintaining this information in our office to help us develop effective building emergency evacuation plans.

This self-identification is voluntary and the information you provide will be kept strictly confidential and shared only with those who have responsibilities under the building emergency evacuation plan. (See Appendix A)



Some conditions that are not obvious but can limit a person's ability to evacuate quickly and safely include but are not limited to: arthritis, sprained ankle or broken leg, heart disease, emphysema, asthma or pregnancy.

When a special need has been disclosed prior to an emergency situation, a "buddy" will be assigned based on discussions between the DOES ADA coordinator, the special needs individual, and 'buddy'. Training will be tailored to the special need and coordinated through OAS.

The "buddy" will assist the special needs individual to the nearest safe exit, and assist them out of the building. When evacuating, after the majority of others have exited ahead, the "Buddy", with the special needs individual, will then exit the building.

Once out of the building the assigned "buddy" will escort the special needs individual to the designated assembly area.

If the special needs individual has not been pre-identified, the Zone Monitor will assist them in exiting the building or, if evacuation is not possible, to the nearest safe area of rescue assistance (stairwell landing) and close the door. The Zone Monitor will complete the Area of Rescue Assistance Notification Sheet (**Appendix E**) then proceed to exit the building, giving the sheet to the emergency responder.

If a pre-disclosed special needs individual is unable to be safely evacuated, their assigned "buddy" will escort the employee to the safest area of refuge assistance (nearest safe stairwell landing), close the door and report the location of the employee and special needs to the emergency responder, as well as,

the Command Team or Floor Warden. The Command Team or Floor Warden will ensure that emergency personnel have been notified of the location of the individual(s).

NOTE: It will be the responsibility of the DOES employee who is visited by a person with a special need to assist that person with evacuating the building.

Techniques for Assisting Special Needs Employees with Visual, Hearing or Mobility Impairments

When Assisting Special Needs Employees With **Visual Impairments** You Should...

- Announce your presence; speak out when entering the work area;
- Speak naturally and directly to the individual, not through a third party. Don't shout;
- Don't be afraid to use words like "look," "see," or "blind;"
- Offer assistance, but let the individual explain what assistance is needed;
- Describe the actions that you are going to take in advance;
- Let the individual grasp your arm or shoulder lightly for guidance;
- Let the individual choose to walk slightly behind you to gauge your body reactions;
- Be sure to mention stairs, doorways, narrow passages, ramps, or other issues;
- If leading several individuals with visual impairments at the same time, ask them to hold each other's hands; and
- Ensure that after exiting the building, the individual(s) are not abandoned, but led to a safe place and that someone remains until the emergency is over;

When Assisting Special Needs Employees With **Hearing Impairments** You Should...

- Flick the lights when entering the work area to get the person's attention;
- Establish eye contact with the individual;
- Face the light, do not cover or turn your face away from the individual;
- Use facial expressions and hand gestures as visual clues;
- Check to see if you have been understood. Repeat instructions if necessary;
- Offer pencil and paper;
- Don't allow others to interrupt;
- Be patient; and
- Provide the individual with a flashlight for signaling their location in the event that they are separated from the rescue team or buddy. This also facilitates lip reading in the dark.

When Assisting Special Needs Employees With **Mobility Impairments** You Should...

- Remember that an individual who uses crutches or a cane may still be able to evacuate using the stairs, but may move slower than others evacuating;
- Descend the stairs behind the individual, using your body as a buffer from the other persons descending the stairs, while the mobility-impaired person descends the stairs ahead of you;
- Remember that most wheelchair users are trained to transfer from one chair to another (wheelchair to stair chair) depending on their upper body strength; and
- If a wheelchair user is able to transfer from one chair to another, allow them to do so. If not, assist them without causing unnecessary injury.

Evacuation Instructions to Assembly Areas

1st Floor

South Side of Building

- Occupants will exit through the front main exit and proceed to the right of the building
- Cross to the assembly area on the opposite side of Martin Luther King Avenue.

North Side of the Building

- Occupants will exit through the rear emergency exits
- Proceed across to First Street and down Wilmington Avenue for one block

2nd Floor

South Side of the Building

- Occupants will exit down the south stairwell through the front main exit and proceed to the right of the building
- Cross to the assembly area on the opposite side of Martin Luther King Avenue

North Side of the Building

- Occupants will exit down the rear north stairwell emergency exit
- Proceed across to First Street and down Wilmington Avenue for one block



Once at assembly area await the arrival of the fire department. Inform DC/FEMS the exact location, details of the emergency, any persons unable to evacuate and any hazards that may be in the area

WHEN AN EMERGENCY OCCURS DURING NON-BUSINESS HOURS...

When an emergency occurs during non-business hours, including weekends and holidays, follow normal evacuation procedures listed under "**Emergencies**".

After calling 9-911 contact...

- DGS Facilities Management
Jean-Francis Varre - Building Manager
(202) 715-7568 Office
(202) 441-8932 Cell
- Harvey Property Management Co, Inc.
Sean Mullens – Property Manager
(301) 656-0465 Office
(301) 674-6194 Cell
- DC Protective Services Division (PSD)
Watch Command (202) 727-9256 or (202) 727-8031
- Office of Administrative Services
Gina Toppin Office - ARMR
(202) 698-3546 Office
(202) 253-3772 Cell (



RECOMMENDED SHELTER-IN-PLACE LOCATIONS

- Rooms Identified with Shelter -in-Place signs
- Rooms without Windows
 - Interior Corridors
 - Bathrooms
 - Storage Closets
 - Pantries

Shelter-in-Place

In some instances, such as chemical or biological releases, exits filled with smoke and other events that would inhibit a safe evacuation; Shelter-in-Place may be recommended.

Shelter-in-Place means selecting a small, interior room with no windows, and taking refuge there.

When you select the option to Shelter-in-Place, you are to remain there until notified that it is safe to exit. Shelter-in-Place is voluntary, unless mandated by Emergency Personnel or District Officials. Persons who choose not to shelter may put themselves at risk.

How to Shelter-in-Place

When the agency director or designee notifies employees that Shelter-in-Place is required, the following procedures apply:

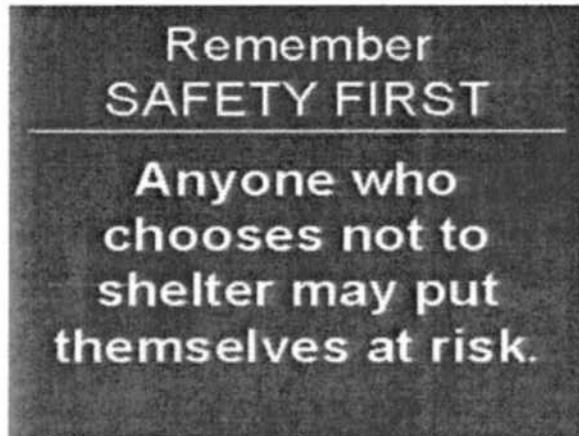
- The agency director or designee will notify employees that shelter-in-place is required;
- Close the office.

- If there are customers, clients, or visitors in the workspace, provide for their safety by asking them to stay – not leave. When authorities provide directions to shelter-in-place, they want everyone to take those steps immediately.
- Do not drive or walk outdoors.
- Ask everyone to remain in the building, until it is safe to leave
- If you are told there is danger of explosion, close the window shades, blinds, or curtains.
- Gather essential disaster supplies, such as first-aid supplies, flashlights, batteries, duct tape, plastic sheeting, and plastic garbage bags.
- Select interior room(s) above the ground floor, with the fewest windows or vents. The room(s) should have adequate space for everyone to be able to sit. Large storage closets, utility rooms, pantries, copy and conference rooms without exterior windows work well. Avoid selecting a room with mechanical equipment like ventilation blowers or pipes-these may not be sealed from the outdoors.
- Seal all windows, doors, and vents with plastic sheeting and duct tape or anything else you have on hand.
- Assembly Area Monitor's write down the names of everyone in the room, and call the Command Team to report who is in the room with you and their affiliation (employee, visitor, client, or customer).
- Listen to the radio, watch TV, or use the Internet for further instructions until you are told all is safe or to evacuate. Local officials may call for evacuation in specific areas at greatest risk for your community.
- Ensure shelter-in-place locations are clearly marked prior to an incident.

What to do when the "ALL CLEAR" is declared

Once the building has been evacuated, an "all clear" can be authorized only by emergency personnel.

Upon notification from emergency personnel, employees and visitors will be allowed to re-enter the building or to discontinue shelter-in-place. Employees and visitors will re-enter the building through the main entrance of the building in an orderly fashion.



Medical

Medical Emergencies include any condition that could threaten the person's life or well-being. These may include breathing problems, unconsciousness, cardiac arrest, severe bleeding, and choking or bodily injuries.



When discovering a Medical Emergency...

- o If you are able to, render First Aid/CPR or obtain assistance from someone who can provide care (see below);
- o **If necessary, Call 9-911** and provide nature of emergency, complete address and exact location for victim; age and sex of victim, symptoms exhibited, pre-existing medical conditions; medications being taken and any assistance given;
- o Stay on line until instructed to hang-up;
- o Contact your BERT representative or supervisor;
- o The BERT representative or supervisor will contact front reception/security personnel with location of sick employee, including floor and room number and advise that medical assistance has been requested;
- o The BERT representative or supervisor will proceed to lobby area and escort emergency personnel to the sick/injured employee needing assistance; and
- o The BERT representative or supervisor will notify DOES Agency Risk Management Representative of the incident.

DOES Employees located at 3720 Martin Luther King Avenue SE trained to administer First Aid and CPR:

NAME	OFFICE/LOCATION	TELEPHONE NUMBER

Formatted Table

Violent Incidents

When Witnessing Violence or Other Criminal Activities

Any employee having knowledge of an act of violence (including work place violence), sabotage, vandalism, civil disturbance or any other criminal activities in or affecting the building should immediately: Contact security personnel, Office of Administrative Services and the Protective Services Police Department. Employees should NEVER attempt to subdue or physically restrain a violent person except in self-defense.

Immediate Action

- o Quickly and quietly remove yourself from a situation where someone becomes excessively angry and you are concerned for your safety. Alert supervisor or building security as appropriate.
- o If you cannot remove yourself from the situation, listen quietly and do not argue
- o Remain observant but do not stare

Hostage Situation

- > Remain calm and non-threatening
- > Move slowly
- > Comply with demands. Eat food if it's offered.

- Engage in conversation so long as it does not provoke the hostage taker; do not engage in political or ideological discussions
- Stay low if possible
- Do not attempt to escape unless there is an extremely safe opportunity highly likely to succeed
- Should shooting erupt, immediately lie flat on the floor in a prone position
- In a rescue situation, you may be mistaken for a hostage taker. Do not argue or resist.
- Wait until the chaos subsides.

Floor Warden Response

- If a violent encounter occurs in DOES workspace, immediately alert security
- Provide assistance if safe to do so
- Move occupants to positions of safety away from the event

Staff Response

- Call 911
- Notify security
- Determine:
 - Number of perpetrators
 - Is it a visitor or building occupant?
 - Has anyone been injured?
 - Are weapons present?
 - Are there hostages or demands?
- Before emergency responders arrive, open communications with perpetrators if doing so will not escalate the situation
- Post staff person in lobby to meet arriving law enforcement officers

Weather Emergencies

When weather becomes severe...

- Normally, there is some advance warning of natural disasters such as flood, tornado, hurricane or other severe weather conditions.
- If the emergency occurs during normal working hours, employees are to follow the direction of their building emergency response team members who will have the most up to date instructions on how to respond to the particular emergency situation.
- If a weather emergency occurs prior to normal working hours, the Mayor's office will notify the news media of any District government openings/closings.
- Employees should listen to the radio or TV for information.
- When the Mayor's Office approves early dismissal of employees in the District of Columbia, employees will be notified by the director.



Did You Know? If a tornado is sighted without prior warning, employees should close all doors between rooms and take shelter in an interior hallway. Stand clear of all windows and/or doors to avoid flying debris. If possible take cover under sturdy furniture, holding onto whatever you are under.

Bomb Threats

- Do not activate the fire alarm system.
- In the event of a bomb threat received via phone, the employee must carefully note all information given by the caller (**See Bomb Threat Questionnaire Appendix G**) and prepare to share the information with the Agency Risk Management Representative or designee.
- Under no circumstances will employees investigate an incident or attempt to remove or handle a suspected explosive device.
- The Department of General Services (DGS) Facility Management Department will notify the appropriate authorities.
- The building will be evacuated only after consultation with appropriate authorities and the Command Team.



L
ail...

Tips on Written and Verbal Bomb Threats
If you receive a threat via phone, you should:

1. Remain Calm;
2. Try to get an exact location of the bomb;
3. Get as much information as possible from the caller;
 - > Male/female
 - > Accent
4. Listen for background noises that will help to identify the location of the caller;
5. Be prepared to report all suspicious person(s) or package(s);
6. Not touch or handle suspicious explosive devices;
7. Not Use cellular phones or any electronic devices;
8. Not touch or handle suspicious letters/packages; and
9. Not try to research or investigate suspicious evidence or instructions.

Suspicious Packages Or Mail

When discovering a suspicious package or mail..

- Report all suspicious packages to DGS Facility Management Department and then the DOES ARMR;
- Isolate the package by leaving the immediate area;
- Do not handle package;
- Record descriptive information about the package;
- DGS will **Call 9-911**



Did You Know?

*Hazardous chemicals, biological and other toxic materials may also be sent through the mail.
If in doubt, do not open!*

Hazardous Materials

When there is a Hazardous Spill...

- Notify the Office of Administrative Services;
- Do not attempt to clean up the spill yourself (cleaning of spills may require the use of special equipment);
- The Department of General Services (DGS) Facility Management Department or the DOES ARMR will **Call 9-911** and D.C. Homeland Security & Emergency Management Agency (HSEMA) for major spills



In the event of a Hazardous Materials incident in the vicinity of the building, take the following precautions:

If You Are Inside

- Turn on a radio or television;
- Follow the instructions given by emergency personnel or your assigned floor warden;
- Close all doors and windows;
- Seal all entry routes, vents and gaps under doorways with wet towels or duct tape;
- Turn off all ventilation systems (air conditioners, vents, fans); and
- If vapors have entered the building, take shallow breaths through a wet cloth.

If You Are Outside

- Stay uphill and upwind;
- Move so the wind is blowing left to right or vice-versa, not into your face or back; and
- Try to get at least one-half mile from the danger area.

MSDS are to be maintained in the building manager/engineers office.

Elevator Malfunction

When an Elevator Malfunction Prevents You From Reaching Your Selected Floor...

- Remain calm;
- Do NOT force the elevator doors open; and
- Use the emergency intercom/telephone.

District Wide Emergencies

If a District wide emergency occurs, the Homeland Security and Emergency Management Agency will communicate with the agency director regarding the need for DOES to provide support services outlined in the District Emergency Response Plan.

The below radio stations will broadcast official information and instructions from the District government.

- WTOP 103.5 FM
- WMAL 630 AM
- WPRS 104.1 FM
- WJZW 105.9 FM
- WKYS 93.9 FM
- WPGC 95.5 FM

Other Emergencies

If an atypical emergency occurs that is different from those commonly known emergencies, such as fire, medical, bomb threat, suspicious package or hazardous spill, prior to evacuating the building, the DOES Agency Risk Management Representative or Office of Administrative Services will consult with the agency director or designee, and proper District officials.

VI. IMPORTANT EMERGENCY CONTACT NUMBERS

DOES Contacts	Telephone Number
DOES Director's Office	202-671-1900
DOES Risk Management Representative	202-698-3546
DOES Office of Administrative Services	202-698-7520
Other DC Agency Contacts	
Department of General Services	202-724-4400
DGS/Protective Services Police Department	9-911
Fire Department	9-911
Police (non-emergency)	311
Homeland Security and Emergency Management Agency (HSEMA)	202-727-6161
D.C. Office of Risk Management	202-727-8600
Department of Public Works	202-673-6833
Department of Health (DOH) – Emergency Health Services	202-671-4222
Department of Health (DOH) – 24 Hour Hotline	202-671-0733
District of Columbia Transportation (DDOT)	202-673-6813
Emergency Contacts	
Bomb Hotline	888-283-2662
Pepeco Emergency	877-737-2662
Poison Control	800-222-1222
Police and Fire Emergency	911
U.S. Postal Inspector	877-876-2455
Washington Gas Emergency	703-750-1000 or 800-752-7520

VII. REVIEW, DISTRIBUTION and TRAINING

- o Review of the Building Emergency Response Plan will be conducted by OAS at least quarterly or more often as needed.
- o Employees shall be trained in the fire emergency procedures described in this building emergency plan.
- o Employees should receive training in the contents of the Building Emergency Plan, to include their duties, as part of new employee orientation and at least annually thereafter.
- o Records shall be kept which document this training by the Agency Risk Management Representative. **(See Appendix C)**

Employee training shall include the following:

- o **General:** Employees in the occupancies listed on the cover of this plan shall be trained in the fire emergency procedures described in this building emergency response plan. Training shall be based on this plan. (International Fire Code)
- o **Frequency:** Employees shall receive training in the contents of the building emergency response plan and their duties as part of new employee orientation and at least annually thereafter. Records shall be kept and made available to the fire code official upon request.
- o **Employee Training Program:** Employees shall be trained in fire prevention, evacuation and fire safety in accordance with this Building Emergency Response Plan.

- **Fire prevention training:** Employees shall be apprised of the fire hazards of the materials and processes to which they are exposed. Each employee shall be instructed in the proper procedures for preventing fires in the conduct of their assigned duties.
- **Evacuation training:** Employees shall be familiar with the fire alarm and evacuation signals, their assigned duties in the event of an alarm or emergency, evacuation routes, areas of refuge, exterior assembly areas, and procedures for evacuation.
- **Fire safety training/ Location of portable fire extinguishers or other manual fire-fighting equipment and protective clothing:** Employee's assigned fire-fighting duties, where explicitly applicable and specified, shall be trained to know the locations and proper use of portable fire extinguishers or other manual fire-fighting equipment and the protective clothing or equipment required for its safe and proper use.
- **Employee duties during a fire or emergency evacuation:** (Training shall be based on this plan)
- **Fire hazards and materials in the workplace/ Proper procedures for preventing fires:** Employees shall be apprised of the fire hazards of the materials and processes to which they are exposed. Each employee shall be instructed in the proper procedures for preventing fires in the conduct of their assigned duties.
- **Fire alarm and evacuation signals/ Evacuation routes/ Areas of Rescue Assistance/ Exterior assembly areas/ Evacuation Procedures:** Employees shall be familiarized with the fire alarm and evacuation signals, their assigned duties in the event of an alarm or emergency, evacuation routes, areas of refuge, exterior assembly areas, and procedures for evacuation.

X. BUILDING EMERGENCY PLANNING AND PREPARATION

Safety

Regular safety inspections by competent persons are a key element of any program for a safe and healthful work environment, free from recognized hazardous conditions. Understanding by employees of safety principals and the application of safe work practices as a common behavior is essential to the development and implementation of an effective safety program.

In order that any unsafe conditions, which may cause a delay in evacuation or contribute to the severity of an emergency, are identified and corrected, a safety inspection shall be conducted each quarter. This includes housekeeping and controlling the accumulations of flammable and combustible waste materials and residues, so that they do not contribute to a fire emergency. The cleaning contractor shall ensure that all such material is removed daily.

The inspection shall be performed by a team composed of a Floor Warden, Risk Management Officer (or designee), Facilities Manager (or designee). A written report of any findings shall be provided to the Office of Administrative Services and any other concerned parties.

Security

The Department of General Services (DGS) will provide a security officer that will be on duty in the lobby of 3720 Martin Luther King Avenue SE. Visitors will be required to display identification and sign in. Exterior doors will be locked from the outside when security is not on duty. In the event of an emergency, the security officer will prevent the entry of all unauthorized persons and conduct an initial survey of damage and injuries and identify major problems. The officer will be instructed to assist in emergency operations.

In the event of an evacuation, a security officer will remain on the ground floor elevator lobby and direct traffic toward the exits. After the evacuation is complete, they will take necessary action to prevent non-essential personnel from entering the building.

XI. FLOOR PLANS

The floor plans of 3720 Martin Luther King Avenue SE are placed in conspicuous locations throughout the building indicating the direction of travel to exits and the location of fire extinguishers and alarms. These plans shall not be altered, defaced, or covered with other materials. The building owner is responsible for maintaining and keeping these floor plans current.

Appendix A

Building Emergency Evacuation Planning Program

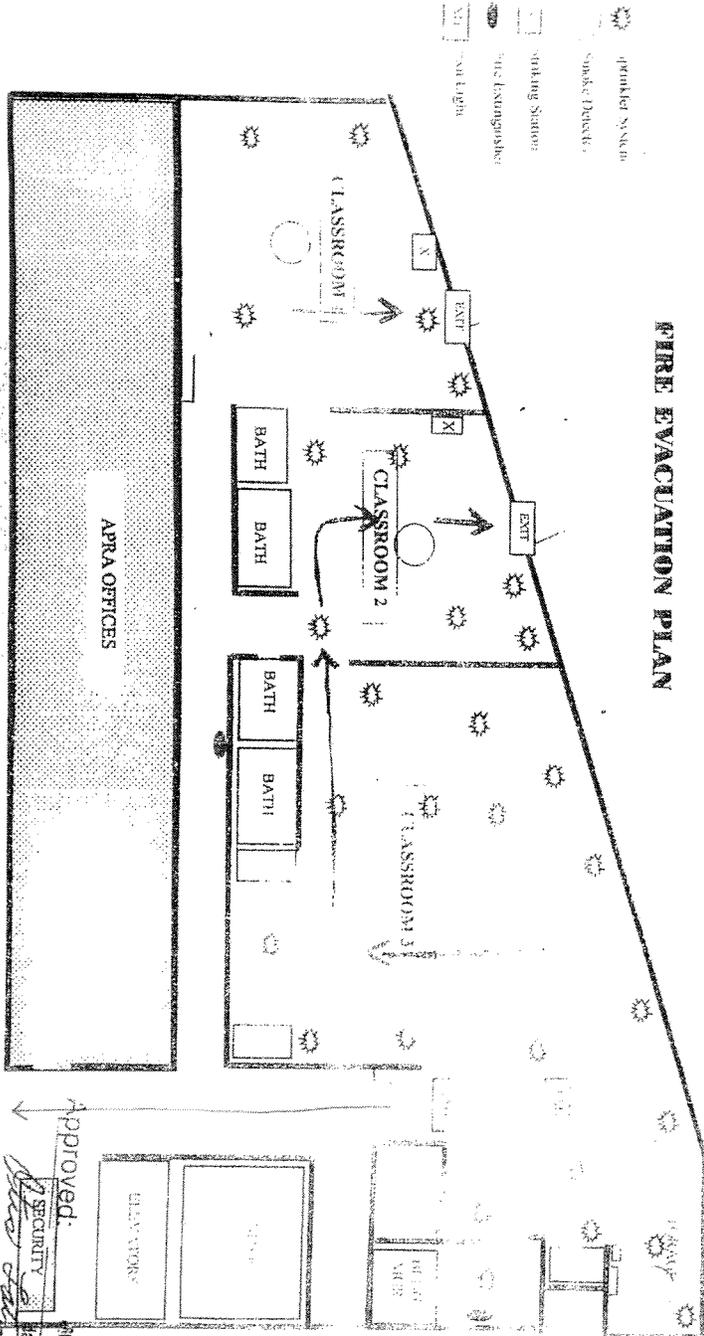
Self-Disclosure

DOES is asking all employees to identify any medical limitations that they may have that could interfere with building emergency evacuation. We are collecting this information to help us develop effective building emergency evacuation plans. This self-identification is voluntary and the information you provide will be kept strictly confidential and shared only with those who have responsibilities under the building emergency evacuation plan.

Employee Name:	
Administration:	
Worksite Address (include Suite):	
Do you have any physical limitations that may interfere with your ability to evacuate your building workspace during an emergency? <i>(e.g. mobility challenges, difficulty climbing or descending stairs, visual or hearing difficulties that could interfere with your seeing evacuation signs or hearing building alarm systems, etc.)</i>	Yes
	No
If yes, what are they?	
Will you need assistance in building emergency evacuation? <i>(e.g. a "buddy" to assist you to a building safe area of the building.)</i>	
	Yes
	No
If yes, what type of assistance do you need?	
In the event of a building emergency requiring evacuation, will you need any special medication, equipment, or devices? <i>(e.g., a mask because of a respiratory impairment, an evacuation device because you cannot climb or descend stairs, etc.)</i>	Yes
	No
If yes, what will you need?	
If you have any questions or would prefer to verbally report your evacuation needs, please contact the Risk Manager at the number listed below. If additional information is needed, we will contact you as soon as possible.	
Note: The ADA has provisions that require employers to keep medical information about applicants and employees confidential. These provisions, however, include an exception that allows an employer to share medical information with first aid and safety personnel. This exception would allow an employer to share information about the type of assistance an individual needs in the event of an evacuation with medical professionals, emergency coordinators, floor wardens, colleagues who have volunteered to act as "buddies", building security officers who need to confirm that everyone has been evacuated, and other non-medical personnel who are responsible for ensuring safe evacuation. These individuals are entitled to the information necessary to fulfill their responsibilities under the department's emergency evacuation plan.	
Please submit the completed form and/or direct any questions or concerns to:	
Office of Administrative Services Emergency Preparedness & Risk Management Officer 4058 Minnesota Avenue NE, Suite 1300 Washington, DC 20019	202.698.3546 (office)

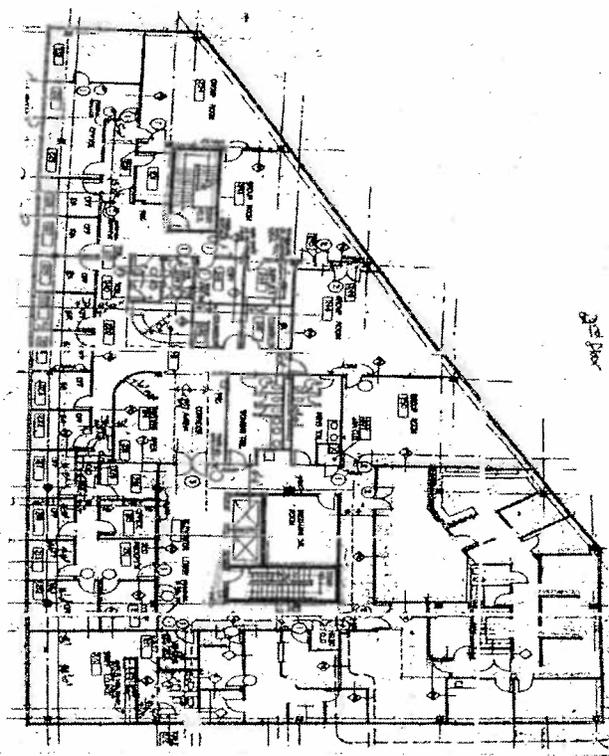
Appendix B
 3720 MLK Avenue SE Emergency Evacuation Floor Maps

FIRE EVACUATION PLAN



OCCUPANTS IN CLASSROOM 1 AND CLASSROOM 2 WILL EXIT THROUGH THE REAR EMERGENCY EXITS. OCCUPANTS IN CLASSROOM 3 WILL PROCEED TO CLASSROOM 2 AND EXIT THROUGH THE REAR EMERGENCY EXIT. THE OCCUPANTS WILL THEN CROSS THE STREET (FIRST STREET) AND PROCEED DOWN WILMINGTON AVENUE FOR ONE BLOCK.

Approved: _____
 Security _____
 Date _____



2nd Flr

PLAN TO SHOW TOWN OF LAMBERT 2000

Appendix C

Employee Training Record

Name of training: Building Emergency Response Procedures

Employee: _____

Orientation: _____ Date: _____

Annual: _____ Date: _____

____ Employee duties during a fire or emergency evacuation

____ Fire hazards and materials in the workplace

____ Proper procedures for preventing fires

____ Fire alarm and evacuation signals

____ Evacuation routes

____ Areas of Rescue Assistance

____ Exterior assembly areas

____ Evacuation procedures

____ Location of portable fire extinguishers or other manual fire-fighting
Equipment and protective clothing

____ Evacuation devices (if utilized)

Employee Signature: _____ Date: _____

Instructor/Supervisor Signature:

_____ Date: _____

Appendix D

Building Emergency Employee Accountability Sheet

INSTRUCTIONS: The highest level Managers/Supervisors are to pre-populate and continually update this form with the names of all of the employees in their workspace, under their supervision. This form is to be taken to the Assembly Area following a building emergency or drill, completed*, and turned into the Assembly Area Monitor no later than 15 minutes of arriving. (Use additional Sheets if necessary)
 * *Yellow Shaded Areas is to be completed only by the Command Team.*

Manager/Supervisor: _____

Program/Administration: _____

Date: _____

	Employee Name	Floor/Area	Evacuation Time	Initial Search Time	Secondary Search Time	Accounted for Yes	No
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							
11							
12							
13							
14							
15							
15							
17							
18							
19							
20							
21							
22							
23							
24							
25							
26							
27							
28							
29							
30							
31							
32							
33							

Appendix E

**AREA OF RESCUE ASSISTANCE
NOTIFICATION INFORMATION**

INSTRUCTIONS:

In an emergency you may be instructed to go to the nearest *Area of Rescue Assistance*. A Building Emergency Response Team member is responsible to communicate information related to individuals who are awaiting assistance in an *Area of Rescue Assistance*.

Please provide the following information to the Building Emergency Response Team Member who will hand the information to the Emergency Responder.

Location of Area of Rescue Assistance:

All stairwells are numbered; provide the number of the stairwell closest to the *Area of Rescue Assistance*. _____

Number or people in the *Area of Rescue Assistance*: _____

Type assistance required:

- _____ Wheelchair user
- _____ Mobility impaired, unable to walk down stairs without assistance
- _____ Cognitive disability
- _____ Visual impairment
- _____ Health related-cardiac, breathing, etc.
- _____ Other (Please specify) _____

Appendix F

EMERGENCY EVACUATION DRILL
RECORD

Person/Group conducting drill: _____

Date of drill: _____ Time of Drill: _____

Notification method used: _____

Staff members on duty and participating:

- | | |
|-----------|-----------|
| 1. _____ | 11. _____ |
| 2. _____ | 12. _____ |
| 3. _____ | 13. _____ |
| 4. _____ | 14. _____ |
| 5. _____ | 15. _____ |
| 6. _____ | 16. _____ |
| 7. _____ | 17. _____ |
| 8. _____ | 18. _____ |
| 9. _____ | 19. _____ |
| 10. _____ | 20. _____ |

Number of occupants evacuated: _____

Special conditions simulated: _____

Problems encountered: _____

Weather conditions when occupants were evacuated:

Time required completing the evacuation: _____

Appendix G

Bomb Threat Questionnaire

If a Bomb Threat is received by telephone:

KEEP CALM – DO NOT GET EXCITED OR EXCITE OTHERS

Time: Call received _____ AM/PM Call terminated _____ AM/PM

EXACT WORDS OF THE CALLER:

DELAY: ASK THE CALLER TO REPEAT:

Questions you should ask:

- Time the bomb is set to explode _____
- Where is the bomb located? Floor _____ Area _____
- Kind of bomb? _____
- Description _____
- Why kill or injure innocent people? _____

Voice Description:

____ Female _____ Calm _____ Young _____ Rough
____ Male _____ Nervous _____ Mature _____ Refined
____ Foreign/Accent _____ Irritated _____ High-Pitched

Unusual phrases? _____

Recognized voice? Who? _____

Background noises:

____ Music _____ Horns _____ Television
____ Whistles _____ Aircraft _____ Machinery
____ Traffic _____ Bells _____ Running Motor (type) _____
____ Other voices _____ Other distinctive sounds _____ Tape recorder

Additional Information:

- Did the caller indicate knowledge of the building? If so, how? In what way?

• What line did the call come in on? _____

• Did the number appear on a caller ID? ___ Yes ___ No

• Any other identification? _____
(Private, unknown caller, out of area)

Call takers signature: _____ Date: _____