



EMERGENCY ACTION PLAN (EAP)

Emergency Numbers

Police:	911
Fire Department:	911
Ambulance:	911

“Who are you, where are you, how do they call you back, what is the Emergency.”

Emergency Notifications

Fire: Internal Siren / Strobe

Weather (Tornado, etc.): External Siren / P.A. or Warden Announcement

Evacuation / Shelter in place: P.A. or Warden Announcement

EVACUATION PROCEDURES

Familiarize yourself with this plan **before you need** to use it. Learn the primary and alternative evacuation routes from your work area, and other areas of the facility since you may not be in your office space when the need to evacuate arises. Look for posted evacuation diagrams for further information. Pre-determine an external staging area with your agency/section/group to meet after an evacuation outside of a one-block perimeter of the facility. Also, know what the emergency notification signals are for your facility (e.g., siren alarm, strobe lights, P.A. announcement, etc.) Finally, know who your Emergency Wardens are before there is an emergency.

Depending on the emergency, you may have to evacuate completely, relocate to another section within the facility, or shelter-in-place wherever you are at the time. Some individuals may need additional assistance and may evacuate to special area known as an “Staging Area for Persons Requesting Assistance.” If you believe you may need evacuation assistance in the future, please fill out the attached **“Voluntary Self-Identification Evacuation Assistance Form”** to describe assistance needed and provide it to your supervisor.

If an evacuation becomes necessary due to an emergency such as fire or active threat:

- **Listen for instructions** from the Safety Warden or P.A. Speaker, there may be special instructions, for example:
 - You may need to avoid specific evacuation routes that may be compromised.
 - You may need to avoid certain areas outside the facility that are compromised (a large chemical plume for example)
 - There may be a particular active threat in an area the facility you should avoid.
- If there are no instructions given, proceed to the closest evacuation route.
- Remain CALM and exit in an orderly manner checking for hazards as you move (e.g., hot door or knob, sounds of gunfire, etc.)
- DO NOT remove property as you evacuate, items can be replaced, you can't . . .
- Assist visitors and those who need assistance with evacuation, if needed
- DO NOT use elevators, ONLY use stairways.
- If necessary, get low to avoid smoke and hot gases.
- Once outside, proceed to at least a one (1) block radius from the building or to a pre-determined staging area with your agency/section/group.
- Contact your Chief Emergency Warden or Supervisor and await further instructions.
- DO NOT attempt to reenter the office for any reason until the “all clear” is given.
- Notify an Emergency Warden, supervisor, or security of any injuries that have occurred.

If you need to shelter in place due to verbal guidance, or because you cannot safely access an evacuation route at that moment:

- Secure yourself behind heavy doors that can be locked or barricaded.
- If it is a chemical or smoke hazard, attempt to seal the door gaps with wet cloths.
- Stay upright and be prepared to immediately leave when it is safe to do so.
- Advise first responders of your exact location.

EMERGENCY NOTIFICATIONS:

When it is necessary to request assistance for any type of incident, follow this guidance while preparing to evacuate:

C-A-L-M

Call 911

Alert Staff

Listen for Instructions

Move to Safety and Evacuate if you are in danger.

CALL 911 first because every minute counts. Be prepared to provide the responder with the nature and location of the emergency as well as a call back number.

ALERT a Supervisor and Facility Security about the emergency including the nature of the situation as well as the exact location including floor, suite number, or area.

LISTEN to safety instructions.

MOVE to a safe area or evacuate only if you are in immediate danger. Depending on the location of the fire or other emergency, you may be asked to move to another floor; evacuate the building and/or move to the lobby; or you may be told to stay where you are. Being asked to stay where you are can often be the safest thing to do. Remember to stay **CALM**.

FIRE:

If you see or smell smoke, or see flames:

- Immediately sound the fire alarm by activating any available fire alarm pull station and/or request assistance as described above.
- There are several fire extinguishers located on each floor. Please make sure you know where they are in your area. Although not required, if the fire is small, please consider using a fire extinguisher using the PASS steps below.
 - **P**ull the pin on the handle.
 - **A**im at the base of the fire.
 - **S**queeze the handle.
 - **S**weep slowly from side to side.
- Follow evacuation protocols as described above.

OPEN OFFICE AREA

Notify 911 first, because every minute counts. Be prepared to provide the responder with the nature and location of the fire.

- Alert all personnel in your immediate office area, a supervisor, and Facility Security.
- Close any doors to mitigate fire/smoke from spreading.

- Evacuate immediately utilizing the appropriate emergency exit/stairwell and proceed away from the building to at least a one block perimeter.
- Have an alternate emergency exit in mind in case the one in your area is blocked.
- When entering the emergency stairwell, stay to the right side in a single file line. **DO NOT** use the elevator. All elevators will be under the control of the fire department.
- All employees will be notified when the building is safe to re-enter.
- Elevators may be used upon returning to the building when cleared to do so.

ENCLOSED ROOM

Fire outside the door – Feel the door with the back of your hand:

If the door IS Hot:

- **DO NOT OPEN**
- If you can reach a phone, call **911** and give them your exact location, building address floor and office numbers. Advise them of your trapped location.
- If you can reach a phone, advise a Supervisor and Facility Security that you are trapped and that you have notified 911 of your situation.
- Place an article of clothing, coat, chair cushion, or similar item along the bottom of the door to keep out the smoke.
- Move as far away from the door and heat source as possible.
- Wait for rescue personnel to arrive.

If the door IS NOT hot:

- Slowly open the door while standing behind it.
 - If no danger is present, walk to the nearest emergency exit.
 - If the area is filled with smoke, stay low or crawl to the nearest emergency exit.
- **DO NOT** use the elevators.
- Evacuate immediately utilizing the appropriate emergency exit/stairwell and proceed away from the building to at least a one block perimeter.
- All employees will be notified when the building is safe to re-enter. Elevators may be used upon returning to the building if cleared to do so.

WEATHER / EARTHQUAKE EMERGENCY:

- Immediately move to a safety area, toward the inside of the floor in an office or conference room with a door, or a basement, away from glass or windows.
- Get under something heavy & sturdy and cover your head and eyes.
- Avoid areas containing file cabinets, modular partitions, etc. which could fall and cause injury.
- Earthquakes frequently consist of several distinct tremors; for your safety stay in a safe place until they subside.
- Call **911** to report injuries or major damage.
- Wait for an “all clear” signal.

- Be aware of hazards such as broken glass, exposed electrical wires, natural gas leaks, etc. as you are evacuating.

MEDICAL EMERGENCY:

If someone is having a medical emergency or critical injury:

- First, ensure your safety before entering an area to check on a person who is ill or injured.
- If the person **is responsive**, ask if they need assistance and gather information for public safety agency notifications.
- If the person is **NOT RESPONSIVE**, call **911** and check for breathing. Initiate CPR / AED intervention if necessary and capable, and in accordance with your training.
- Make the proper notifications as described above, following any specific instructions provided by the dispatchers (emergency dispatchers are trained to provide guidance over the phone).
- Ensure that someone is available to meet the first responders and bring them to the patient.

COMMUNICATED THREATS and SUSPICIOUS PACKAGES:

This may be a “bomb” threat, a threat to “shoot up the office” or other communicated threat to do harm. It may also be a suspicious package that was received or left at the facility. All these interactions may be called an “Inappropriate Contact or Communication” or “IC&C.”

A useful form to have on-hand is the “***Communicated Threat Worksheet***,” which is attached to this plan and held by the facility manager/engineer/security. This comprehensive form will guide your information gathering and assist in reporting any IC&C received to law enforcement. Specific guidance based on the type of IC&C is detailed below.

Aggressive Individual:

If you are in an encounter with an individual (e.g., client, constituent, etc.) that is or is becoming aggressive and disruptive and your safety is immediately threatened, leave the area, notify your supervisor or a co-worker and notify public safety responders as described above. Otherwise, consider the following:

- First and foremost, ensure your safety:
 - Position properly and have an exit strategy.
 - Make sure a co-worker or security officer are aware you are having an issue with the subject.
 - Know when it is time to end the conversation and withdraw.
- Utilize the attached “***Communicated Threat Worksheet***” to ensure accurate documentation of the incident.

- You need to handle the situation directly and calmly.
- Be self-aware of your body language, posture, movements, and tone.
- Remain professional, do not let the subject “push your buttons” or goad you into aggression.
- Utilize “active listening” techniques allowing them an opportunity to be heard, reflect what they are saying, and respond appropriately.
- Utilize a balanced approach to Assertiveness and Empathy.
- Don’t be afraid to take a “time out” and allow some de-compression.
- Identify the emotion (e.g., “you seem to be upset” or “you seem to be getting more frustrated”) but NEVER say “relax” or “calm down.”
- Try to “re-focus” the subject and get them to work with you to solve the problem, encouraging the subject to take responsibility for their own behavior and to direct it into more creative or positive outlets. For example, you might say:
 - “I’m trying to help you, but your anger is counterproductive. To solve this issue for you, I need you to work with me,” or
 - “I need to check on this file, please give me a moment” and allow them time to de-compress and cool off.

Phone Threat:

You receive a call you believe to be inappropriate:

- Remain calm and professional, attempt to diffuse the individual.
- If possible, notify your supervisor or a co-worker (without alerting the caller) while the caller is on the telephone.
- Utilize the attached “**Communicated Threat Worksheet**” to ensure accurate documentation of the incident.
- Listen for accents, phrasing, background noises and other distinctive sounds that could identify the caller to police.
- DO NOT hang up the phone even if the caller disconnects; authorities may be able to trace the call.
- IMMEDIATELY after the call is terminated, if you have not already done so, notify your supervisor and provide specific details of the interaction.
- The supervisor will ensure that the proper authorities are notified.
- Ensure that the authorities can contact you directly as they conduct their investigation.
- If you “overhear” the threat being made to another employee, discreetly notify your supervisor, and monitor the interaction for the safety of your co-worker.
- If you are the individual who received the call or in person communication, ensure that law enforcement *can contact you directly* (e.g., via direct cell number) for follow-up investigation to ensure accurate capture of all information.
- A supervisor will coordinate the response to the threat, and actions may include a full or partial evacuation, as well as an internal search for any objects or circumstances

out of the ordinary, since the users of the space will know the area better than any others. Some points to keep in mind:

- Look around your space and common areas for any items that are disturbed, objects that are different or otherwise suspicious.
- DO NOT TOUCH any suspicious items, and do not use a cell phone or radio near them.
- Advise your supervisor or emergency warden of the situation and prepare to evacuate as directed.

Suspicious Packages or Substances:

What makes a package (or letter) suspicious? There are several observable indicators that might indicate the need for further inquiry. These characteristics may include, but are not limited to:

- The package is not expected or was un-solicited.
- Excessive postage; non-cancelled postage
- Generic or incorrect title
- Unexpected weight of the package
- Lopsided and uneven
- Misspelled words
- Missing or unknown return address.
- Nonsensical return address
- Oily stains
- Protruding wires
- Restrictive markings; handwritten notes
- Sealed with excessive tape.
- Unknown powder or substance

While one characteristic of suspicion may indicate a problem, you should look at the overall package or envelope before deciding. If in doubt, activate the handling protocol, as described below:

- Remain calm and rational.
- Do not touch, move, or open.
- Notify your immediate supervisor.
- Stay in the immediate area unless explosives are detected, or signs or symptoms of exposure develop.
- If the item indicates it contains an explosive, evacuate the area.
- Isolate the letter or package and close off the area.
- List all persons who touched or was otherwise in contact with the item.

If there is a suspicious substance, such as a powder, liquid, or gas present:

- Evacuate the room or area, but keep all exposed individuals segregated and together.
- Contact a supervisor and Emergency Warden and notify public safety responders as described above.
- Turn off fans in the room, and air handling equipment (heating/air conditioning fans) where the package is located.

- Close windows and doors to the area.
- Dust off any dry powder, wash your hands with soap and water and then wash your face.
- Identify all individuals who came into the area and contact with the package/Substance.
- Await and follow all instructions given by the responding incident command.

ACTIVE SHOOTER/THREAT:

If there is an active situation in the building or the immediate vicinity, knowing the following terminology will help law enforcement locate the shooter/threat to stop the incident.

Hot Zone: The immediate area the Active Shooter is occupying, or the area threatened by the Active Shooter.

Safe Zone/Escape Route: The area within the immediate vicinity of an Active Shooter incident that has been cleared of possible threats and can be reasonably defended from attack by the Active Shooter. Relaying information regarding your location and the hot zone is critical to law enforcement response and your safety.

The following actions are recommended during an active shooter situation and should be conducted, if possible, in the following order of importance:

- **Call 911** immediately. Provide as much information as possible (e.g., location, description of offender(s), types of weapons, what they are saying etc.).
- Identify the **Hot Zone** and possible **Safe Zones** and **Escape Routes**.
- **Run:** Individuals should immediately leave the area of danger as soon as safely possible, taking great care to be as quiet as possible and to gather as many fellow employees as practical on the way to a safe location. Those who are injured, wounded or unable to flee will be assisted by the police and medical personnel. Do not take time to gather personal belongings.
- **Hide:** If unable to flee safely out of the building, individuals should lock and/or barricade themselves in a secure room as soon as possible, turning off lights and silencing cell phones, pagers and other electronic devices that can reveal their location. Individuals should also seek **cover** and **concealment** from any active shooter(s), preferably in a locked room secured by a steel door. **Cover** is defined as those objects that will help protect a person from gunfire or explosives, while **concealment** is defined as those objects that may hide a person from the active shooter's view.
- **Fight:** If unable to escape the presence of the active shooter(s), and if all other means of securing a safe location are not available, it may be necessary to resort to use of whatever force is possible to incapacitate the active shooter(s). Employees should make use of whatever objects can be used as weapons against the active shooter(s) (e.g., fire extinguisher, etc.). As a last resort, individuals should fight with whatever force is possible and necessary. If in a group, large numbers of people acting in concert, together and quickly, may be able to fight off and overpower the active shooter(s) with brute force.

Voluntary Self-Identification Evacuation Assistance

Full Name: _____

Agency/Bureau/Department: _____

Floor Number / Room or Cubical Number and general area: _____

Contact Information (Phone/Email): _____

Consent for sharing provided information with first responders, emergency personnel, and other individuals involved with emergency evacuations (circle one): Yes / No

Please check off and provide details on all the categories below that might apply. When completed, please return this form to YOUR agency's Chief Emergency Warden.

_____ **Types of Notification – for individuals who have visual or hearing impairments.**

Please describe the best way (e.g., flashing light, signs, etc.) in which you can be alerted to during an emergency evacuation.

_____ **Assistive devices/Service Animals**

Please list any assistive devices (e.g., wheelchairs, walkers, canes), or service animals that must accompany you in the event of an emergency evacuation.

_____ **Other Assistance**

Please provide any additional information that may be helpful in assisting you during an emergency evacuation.



COMMUNICATED THREAT WORKSHEET

State of Illinois



Incident Date: _____ Time: _____

Type of Threat: ☐ Targeted Physical Violence ☐ Shooting ☐ Bomb/Arson ☐ Chemical ☐ Other Received VIA:

☐ Phone - Receiving #? _____ Caller ID? _____

☐ Text: Screenshot the Texts, do not erase or forward text until directed to do so

☐ E-Mail: Do not erase or forward email until directed to do so.

☐ **Letter/Package: Follow the Suspicious Package Protocol identified in the *Communicated Threat Recognition and Management Guide* or your facility's EAP.**

☐ Note left on-site: Do not handle the Note or writing, secure the area.

☐ Other: _____

☐ In-Person: Provide all information, if known or estimated:

Name: _____ DOB / AGE: _____

Address: _____

Phone: _____ Email: _____

Height: _____ Weight: _____ Hair: _____ Eyes: _____ Sex: _____

Clothes: _____

Carried Items: _____

Vehicle: _____

Speech:

☐ Slow ☐ Disguised ☐ Coughing

☐ Normal ☐ Slurred ☐ Accent

☐ Fast ☐ Nasally ☐ Rambling

☐ Exited ☐ Aggressive ☐ Stuffy

Background Noise: _____

Other _____

Person directly receiving or experiencing the incident: _____

Cell Number: _____ Email: _____

< OVER >



COMMUNICATED THREAT WORKSHEET

State of Illinois (Continued)



QUESTIONS TO ASK: (Ask as many as you can, even if they don't give you an answer)

Why are you doing this (what is the grievance)?

What is it you want/How can we help you?

That sounds threatening, is that a threat?

What do you plan to do? How will you do it? When/where will the attack take place?

For Bomb threats:

What kind of bomb is it?

When/how will it detonate?

Where is it?

How did you put it there?

What does it look like?

WHAT WERE THE EXACT WORDS USED:

Please email the completed Facility Communicated Work Sheet to the two email addresses below as soon as possible upon the completion of the form so that they can be submitted to the Illinois State Police for further law enforcement actions.

1. CMS Chief of Security: joseph.gillespie@illinois.gov
2. CMS Incident Reports: cms.incidentreports@illinois.gov

FACILITY UNIQUE GUIDANCE

- This section is a placeholder for any additional information, guidance, or instruction unique to this facility that is not covered in the preceding plan template.