

Catholic Diocese of Arlington

CDA EMERGENCY MANUAL



Prepared by the
Office of Risk Management

CDA Emergency Manual

The purpose of this guide is to provide a quick reference to help staff respond immediately and effectively to a wide range of emergency situations. All employees are encouraged to read this guide before an emergency occurs so that they are well prepared.

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CALLING 911

The instructions in this guide provide a brief summary and overview of the action that should occur for a given emergency. In most cases call 911 for assistance.

When you call 911:

- Identify yourself and the specific location of the emergency. Give the street address.
- Tell what has occurred. Be concise and factual.
- Relate known or suspected injuries or fatalities.
- Identify immediate help needed.
- Alert other employees (when appropriate) that an emergency is occurring and designate a staff member to meet emergency personnel when they arrive and lead them to the location of the emergency.

Know that you can also call:

- ✓ Concierge desk 703-522-1010 ask for Ext. 10
- ✓ Chancery 703-841-2500
- ✓ Risk Management 703-841-2503

BOMB THREAT

A. When a bomb threat is received by phone:

- Try to get as much information as possible about the location and description of the bomb.
- Use the BOMB THREAT CHECKLIST to record all information.
- Stay on the line as long as the caller continues to provide information.
- Call 911 and relay the information gathered.

Be calm, be courteous, listen, do not interrupt, and record the caller's exact words.

B. Email or Text Threats

When a bomb threat is received by e-mail or text on a cell phone, the person accessing the threat should:

- Save the message on the system. DO NOT delete the item.
- Print copies of the email message to be turned over to the police, or forward the text when instructed.

If you find an item you suspect is a bomb, DO NOT TOUCH OR DISTURB THE ITEM. Do NOT use cell phones or two-way radios because radio waves can detonate the device accidentally. Follow instructions from your supervisor or the police. Evacuate the building if the threat seems immediate. Take this checklist with you as you evacuate the building.

C. BOMB THREAT CHECKLIST

Use this form to record all information if you receive during a bomb threat call.

RECORD:	QUESTIONS TO ASK:
1. The name of your department. 2. The phone number that you are calling from. 3. The date received. 4. The time the call began and ended.	1. When is the bomb going to explode? 2. Where is the bomb right now? 3. What kind of bomb is it? 4. What will cause it to explode? 5. What does it look like? 6. Why did you place it? 7. Where are you calling from? 8. What is your name? 9. What is your address?

Increase your ability to listen by increasing your phone volume and closing your eyes. Try to note specifics about the caller and sounds on the phone call.

CALLER'S VOICE INDICATES	BACKGROUND NOISES
<input type="checkbox"/> male <input type="checkbox"/> female <input type="checkbox"/> adult <input type="checkbox"/> juvenile <input type="checkbox"/> deep voice <input type="checkbox"/> high pitch <input type="checkbox"/> nasal <input type="checkbox"/> disguised <input type="checkbox"/> accent <input type="checkbox"/> foreign words <input type="checkbox"/> normal <input type="checkbox"/> familiar (who did it sound like?) <input type="checkbox"/> slow or calm <input type="checkbox"/> soft spoken <input type="checkbox"/> well-spoken <input type="checkbox"/> taped <input type="checkbox"/> angry <input type="checkbox"/> irrational <input type="checkbox"/> excited <input type="checkbox"/> loud <input type="checkbox"/> laughter <input type="checkbox"/> crying <input type="checkbox"/> repeated phrases <input type="checkbox"/> slurred speech <input type="checkbox"/> incoherent <input type="checkbox"/> raspy <input type="checkbox"/> cracking voice deep <input type="checkbox"/> foul language <input type="checkbox"/> unusual breathing <input type="checkbox"/> clearing throat <input type="checkbox"/> speech impediment <input type="checkbox"/> message read by threat maker <input type="checkbox"/> other:	<input type="checkbox"/> street noises <input type="checkbox"/> trains <input type="checkbox"/> planes <input type="checkbox"/> house noises <input type="checkbox"/> animal noises <input type="checkbox"/> machines <input type="checkbox"/> pounding/banging sounds <input type="checkbox"/> office noises <input type="checkbox"/> ringing phones <input type="checkbox"/> PA system <input type="checkbox"/> TV <input type="checkbox"/> radio <input type="checkbox"/> music <input type="checkbox"/> car motor <input type="checkbox"/> car door <input type="checkbox"/> GPS voice <input type="checkbox"/> door open/close <input type="checkbox"/> lawn mower <input type="checkbox"/> baby crying <input type="checkbox"/> children <input type="checkbox"/> adults talking <input type="checkbox"/> emergency sirens <input type="checkbox"/> alarm sounds <input type="checkbox"/> static sound <input type="checkbox"/> quiet

CALLER'S THREAT

Did the caller indicate knowledge about:

- your department
- the diocese
- Catholic Charities

If yes, please explain.

CHEMICAL SPILL OR BIOHAZARD

A. EVACUATION MAPS

- An evacuation map must be posted in every meeting room and at the exit to your department.
- The evacuation map will indicate both primary and secondary evacuation routes.
- The evacuation route should be oriented so that the arrow is pointed in the direction of the evacuation path.

B. EMERGENCY RESPONSE

Call 911. Provide the dispatcher with the following information:

- Location and nature of the hazard.
- Offer the name of the chemical(s) if known.
- Your name, location and phone number if different than the one you are calling from.
- Number of victims or possible number exposed.

Once 911 has been notified:

- Confine the spill, and evacuate nonessential persons from the spill area.
- Close the office doors and place a towel, books, or paper at the bottom of the door if possible.
- Alert occupants in adjacent areas when it is possible that the hazard may spread.
- No one should re-enter the spill area, attempt to contain the spill, or begin clean-up.
- Be prepared to meet the responding emergency personnel at the main entrance to the building and provide them with the appropriate information.
- Appropriate personnel will collect spilled materials for proper disposal.

Small spills of a known hazard (less than a quart of liquid or 2 pounds of solid) may be readily contained and may not require evacuation of the building or notification of the Fire Department.

C. RETURNING TO NORMAL OPERATIONS

A biohazard company will assess the hazard, clean-up, and remove the waste. Department managers will be given instructions for temporary work locations (if necessary). Communications will continue through phone and email on the procedures to resume normal use of the building.

GAS ODOR

A. If someone smells the odor of natural gas in the building, follow these procedures:

- Notify the Concierge or use the building maintenance request email. Indicate the floor and area where the odor is strongest.
- If you are in the building after business hours, or unable to speak to someone, Call 911 to reach the fire department. The fire department has gas-detection instruments to determine the severity of the leak. They will contact the local gas company.
- Evacuate the building using the fire alarm system or the best means possible.

B. If odors are detected outside the building:

- Notify the Concierge or use the building maintenance request email. Indicate the area where the odor is strongest. It is not necessary to evacuate the building.

- Call the Fire Department's non-emergency number to report the smell natural gas odor.

EVACUATION OF BUILDINGS AND FIRE

Fire drills should be conducted once a year, or twice a year if possibly.

The following steps must be taken:

- Evacuation maps should be posted in all the meeting rooms and by the department office exit doors indicating primary and secondary egress routes and assembly points.
- Managers should ensure that all employees are out of the building.
- Employees shall proceed to the pre-designated assembly point. Once there, managers should maintain order and register who is present and who is not.
- Individuals who need help to evacuate should wait by the stairs until assisted by the fire department.
- Managers will report to Mark Herrmann, or in his absence, to Mary Stewart the status of their employees. Names and location of those needing additional assistance will be reported to the Fire Department when they arrive.
- Managers should remain with their staff until the all-clear signal has sounded or other instructions have been given.

Do not go the parking garage and attempt to leave the building in your vehicle. The ramp area must remain open for foot traffic and emergency responders.

A. KNOW THE LOCATION OF FIRE EMERGENCY RESOURCES IN YOUR AREA:

- Fire alarm pulls
- Fire extinguishers
- Evacuation routes and alternate evacuation routes
- Fire exits
- Assembly site (on site and off site)

B. EMERGENCY ACTIONS

If a fire occurs or if you detect smoke or a burning odor:

- Pull the closest fire alarm to initiate building evacuation.
- Evacuate through the closest stairwell. Do not go back to office for personal items. Do not use the elevators.
- After all personnel have been cleared from the area, Fire Wardens will close all doors to the immediate area of fire to help isolate the smoke and flames.
- Follow all instructions from the fire and police departments.
- Reconvene employees and guests at the designated assembly area to make sure that everyone is safe.
- Do not go back into the building.
- Re-enter the building only after "ALL CLEAR" signal is given by the Fire Department.

EARTHQUAKE

Where possible maintain supplies to sustain staff and volunteers for TWO days in the event of an earthquake. Stock non-perishable food products and keep a two-day supply of purified water. Store blankets, flashlights, batteries, towelettes, and first-aid kits.

A. During an earthquake

The following emergency precautions should be taken immediately if a tremor is felt:

- If indoors, seek refuge under a desk, table, or other object that offers shelter from flying glass or debris, hold on, and cover your head.
- Stay away from windows, shelves, or unsecured heavy equipment.
- Stay inside until the quake is over.
- If outdoors, move quickly away from buildings, utility wires, and other structures.
- If in an automobile, stop at the safest place available, preferably away from buildings and other structures and stay in the vehicle.

B. After the initial shock

Be prepared for aftershocks which can cause further structural damage.

- Check for injured persons and/or whether anyone has been trapped by debris and call 911 if necessary.
- Do not attempt to move an injured person unless they are in danger.
- Exit the building by following the emergency evacuation map. If the structure of the building appears compromised (i.e., cracks in stairs, floors, walls, ceilings or experience odors of gas), direct all persons to a safe exit and remain in a group away from buildings, trees, etc.
- If the building alarm is operational and can be safely accessed, sound the alarm signaling the need for evacuation. Do not use the elevators.
- Do not use matches, candles, or other open flames since gas leaks could be present.
- Do not turn on electrical switches or appliances until the area is inspected.
- Avoid any hazardous spills.
- Maintain communication with your supervisor and stay where you are until you are told it is safe to return to the building. If the building is not safe to enter, keep staff and volunteers in an outside safe area.

HOSTAGE

A. Assess the situation:

If safe to do so, alert other employees of the situation and direct them to leave the area quietly.

- Call 911. Report the situation and include the location and people involved.
- Notify the Concierge and the Office of Risk Management. An emergency alert to lockdown will be sent through email and when available through the phone system.
- Establish an assembly area for incoming emergency service personnel.
- Direct a responsible person to go to that area to brief authorities as they arrive.

B. When the police arrive, be prepared to provide:

- The number of hostage takers.
- A description of the hostage takers.

- The type of weapons the hostage takers have.
- The number and names of the hostages.
- The demands and instructions hostage takers have given.
- A description of the area under siege.

When the police arrive, cooperate and help them. They are in charge. Employees need to remain calm and offer assistance where needed to help the police end the situation.

MEDICAL EMERGENCIES

In the event of a serious injury or medical emergency:

- Call 911
- Identify your location (specific floor, office, etc.)
- Describe the medical emergency by stating what happened and type of injury.
- Obtain or provide on-site first aid. AEDs are located on the 6th floor and 9th floor.
- Alert other employees (when appropriate) that an emergency is occurring.
- Designate an employee to meet the EMTs and show them where the injured person is located

PUBLIC DEMONSTRATION

A. Assess the Situation

- Do not respond to demonstrators.
- Contact the Concierge to send an alert throughout the building and to call 911.
- Isolate employees, volunteers, and guests from the disruption.
- Notify the Office of Communication who will handle the media and related incoming telephone calls.

SHELTER IN PLACE

Shelter-in-place is a precaution aimed to keep everyone safe while remaining in the building. It means selecting a small, interior room with no or few windows, and taking refuge there. If you are told to shelter-in-place, follow these instructions:

- Close the office. Provide for the safety of staff, volunteers, and visitors by asking them to stay – not leave.
- Close and lock all windows, exterior doors and any other openings to the outside. Close window shades, blinds or curtains. Write down the name of everyone in the room, and when possible, call your schools' designated emergency contact to report the names in each room.
- Gather essential disaster supplies, such as nonperishable food, bottled water, battery-powered radios, 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. File rooms, meeting rooms, or other rooms without exterior windows may be used. Shut and lock the doors.

If it is a chemical or hazardous material alert use duct tape and plastic sheeting to seal all cracks around the door(s) and any vents into the room.

- If your office phone has voice mail, change the recording to indicate that the office is closed until authorities indicate it is safe to leave the building.
- Use cell phones to call family or other parties to let them know you have been asked to remain in the building until further notice, and that you are safe.
- Listen for an official announcement from the Chancery or emergency personnel stating it is safe to leave.

TORNADO OR SEVERE WEATHER

Weather conditions can change rapidly causing strong winds, flying objects, and/or power outages. In most cases an emergency alert will be sent via email and when available by phone indicating a severe weather condition is about to occur.

A. Hurricanes or microbursts

Hurricanes or microbursts, which are a localized column of sinking air, can cause major damage with winds greater than 50 miles an hour. There are two designations that can be reported:

- ✓ **HURRICANE WATCH** indicates weather conditions are right for a hurricane.
- ✓ **HURRICANE WARNING** indicates that a hurricane has been sighted in the immediate area.

It is recommended to do the following:

- Stock non-perishable food products and keep a two-day supply of purified water. Store blankets, flashlights, batteries, towelettes, and first-aid kits.
- During a **HURRICANE WATCH** close the blinds, stay away from the windows, and remain in the building. Listen for an official announcement via radio or local alert system on your cell phone, and stay where you are until you are told to evacuate or the warning is removed.
- When a **HURRICANE WARNING** is announced staff should begin the procedures listed under *Shelter in Place* and wait for further instructions.
- Remember to stay away from outside windows and large rooms such as kitchens or meeting rooms.

B. Tornado

The weather service will issue an alert for the following:

- ✓ **TORNADO WATCH** indicates threatening weather conditions could develop. Local emergency agencies will generate an alert to warn that severe thunderstorms are in the area and may generate funnel clouds.
- ✓ **TORNADO WARNING** will be issued when the radar system indicates the formation of a tornado or a funnel cloud has been spotted in the area. Local authorities will sound the tornado sirens and issue emergency warnings through radio, TV, and programmed emails or cell phone alerts.

During a TORNADO WARNING alert take the following actions:

- Turn on the weather radio or watch the local emergency channel on the TV.
- Stay inside and away from the windows.

- Move to interior rooms in the lowest level (preferably without any windows) and stay out of rooms with large windows or exterior doors.
- Have staff and volunteers get under a desk, table or chair. If not available, position everyone with their heads close to the knees and cover their necks with their hands.
- Remain in the designated area until an announcement is made that it is safe to leave.
- Seek medical assistance for anyone who was injured or is trapped by falling objects.

SUSPICIOUS ACTIVITY

A. Suspicious Stranger

While it is common to not know everyone in the building, if an unfamiliar person who appears to be threatening or is displaying suspicious behavior in the building or on the grounds, staff should approach the person with the assumption that there is a legitimate reason that the person is in the building, but should ask a probing question nicely such as:

“Hi, my name is _____, I work here, may I help you find someone?”

Have the stranger wait in a reception area. Do not take the person to the person they have requested to see without contacting that person first. If you cannot help the person or they don't seem to have a reason to be in the building, please seek assistance from the Concierge.

B. Suspicious Object

An unattended item or package is not necessarily a suspicious package. Some of the characteristics of a suspicious package could be unusual shape, distorted placement like half hidden, wires or aluminum foil, ticking sound, and excessive binding material such as masking tape, string, etc. When an unidentified object or package is found, follow these steps:

- Remain calm.
- **DO NOT TOUCH** the package, or move, alter, or attempt to open the package.
- Attempt to identify the owner of the package or bag by asking those nearby.
- Notify Supervisor immediately. Describe the location of the object and reason why it is suspicious, and any other useful information about the object.
- Leave the area and encourage others to do the same

VIOLENT VISITOR OR EMPLOYEE

Should a situation arise in which any person exhibits aggressive or threatening behavior toward any person(s) in your building, you should call 911 and the Concierge.

- Remain calm, but be firm.
- Maintain a safe distance and protect yourself at all times.
- Use caution in approaching the individual. If possible, do not approach alone.
- Do not, through body language or verbal communication, indicate any threat to the individual.

- If there are visible weapons or you see any suspicious bulges in clothing, belts, etc. put a physical barrier between the person and you and wait for the police to arrive. Keep others away from the person.

LOCKDOWN

The following scenarios may require the lockdown procedures. Departments should conduct at least one lockdown drill during a calendar year so staff and volunteers are familiar with the process. Lockdown situations may occur as the result of the following:

- Prisoner/felon/convict escapes from transported or governing authority
- Civil disturbances
- Direct threat by intruder (armed or unarmed)
- Hazardous material exposures in the community (dirty bomb)
- Active or reported shooting
- Nearby police operations
- Natural disaster
- Reported emergency by Federal, state or local authority

A. Gun or other weapon in the building

If you become aware of a gun or other weapon in the building, contact the Concierge or the Office of Risk Management immediately without alerting the suspect(s) if at all possible. An active shooter alert will be sent through email and when available through the office phones.

In all cases, use extreme caution. Do not confront the suspect.

Call 911 immediately, and if the suspect is not present report:

- Your name and location in the building.
- The name and description of the suspect.
- Any information regarding the weapon's location and type.
- If necessary, seek assistance from another person in reporting the incident.
- Stay on the phone to help police proceed to the area under suspicion.

RUN – Have an escape route and plan in mind. Leave personal items behind and get out of the area quickly. Encourage others to leave, but do not attempt to move someone who is wounded.

HIDE – If the shooter is near or you cannot get out of the area, hide in a room where you can block the door, limit the shooter's line of sight, turn out the lights, and remain quietly until help arrives. Silence your cell phone.

FIGHT – As a last resort if the shooter enters the room act with physical aggression. Use any possible weapon found in the room because this is a survival mode.

B. Shooting or stabbing

If it is safe for you, offer medical assistance until help arrives.

- Be prepared to describe the situation.

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- Indicate whether the perpetrator has been identified, is still present, and/or has left the area.
- Location of the weapon. Indicate if the weapon has been secured.
- Describe medical injuries.
- Request witnesses to stay in a safe area for the Police to talk to when they arrive.
- Gather information about what happened.
- Secure the crime scene by keeping people out.

C. When the area is clear and the emergency is over:

- Announce "All Clear."
- Designate a place for emergency personnel to interview witnesses and others involved.
- The Office of Communications will prepare a written statement.

Let the police handle any questions regarding criminal investigations.