
Emergency Action Plan (EAP)

Mt. Pleasant Building
13815 Kinsman Rd, Cleveland, OH
44120

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Primary Agencies

Cuyahoga County Office of Emergency Management (CCOEM)

Cuyahoga County Office of Environmental Health and Safety (CCEHS)

Support Agencies

Cuyahoga County Sheriff's Office (CCSO)

Cuyahoga County Protective Services

Cuyahoga County Department of Public Works (CCDPW)

Table of Contents

1.0	Purpose	2
1.1	Scope	2
2.0	Procedures and Assignments	2
2.1	Alarm System	3
2.2	Evacuation Routes and Areas of Refuge	3
2.2.1	Evacuation Hindrances and Protocol.....	4
2.3	Floor Captain Roles and Responsibilities	4
2.4	Employee Roles and Responsibilities	5
2.5	Employee Re-entry Protocol	6
3.0	Fire Emergency.....	7
4.0	Power Outage.....	9
5.0	Tornado.....	11
6.0	Bomb Threat/Threatening Call.....	13
7.0	Active Shooter/Active Aggressor.....	14
8.0	Building Collapse/Earthquake.....	19
9.0	Lockdown.....	21
10.0	Medical Emergency.....	21
11.0	Training and Drills	22
11.1	Training.....	23
11.2	Drills.....	23
	Appendix 1 – Designated Assembly Area and Aerial Map	23
	Appendix 2 – Floor Plans	27
	Appendix 3 – Bomb Threat Checklist	30
	Appendix 4 – Functional and Access Needs/ADA Accommodations.....	31
	Appendix 5 – Downtown Cleveland Evacuation Plan & Map	34
	Appendix 6 – How to Use a Fire Extinguisher	37
	Appendix 7 – National Terrorism Advisory System (NTAS) Public Guide.....	38
	Appendix 8 – Employee Worksheet and Verification of Training	41
	Appendix 9 – County ReadyNotify System.....	43
	Appendix 10 – Record of Drills	44
	Appendix 11 – Floor Captain List	45
	Appendix 12 – Emergency Procedures for DSAS IOU Clients	43
	Appendix 13 – Important Phone Numbers	47

1.0 Purpose

This Emergency Action Plan (EAP), prepared by the Office of Environmental Health and Safety and the Cuyahoga County Office of Emergency Management (CCOEM), is in place in order to advise employees about designated emergency procedures and how they should respond during emergencies that may occur while working in the building.

It is the intent of the Office of Environmental Health and Safety and CCOEM to relay this information to you ahead of time, so that you will become familiar with, not only the facilities, but the procedures to follow if and when necessary. Your safety and that of the public frequenting our buildings is of the utmost concern.

While every step has been taken to cover as much as possible, please read this document carefully, with the understanding that it represents a synopsis of best practices and procedures. Details and information about some matters that are not found within this document are addressed in other materials and training.

1.1 Scope

This plan is intended to provide a written document detailing, organizing, communicating, and coordinating the actions and procedures to be followed by employees and other building occupants in case of a workplace emergency.

Depending on the degree of seriousness, the following potential emergencies might reasonably be expected to affect the building, and ultimately require implementation of this EAP:

- Fire Emergency
- Power Outage
- Tornado
- Bomb Threat/Threatening Call
- Active Shooter/Active Aggressor
- Building Collapse/Earthquake
- Lockdown
- Medical Emergency
- Other (Gas Leak, Water Line Failure, Flood, etc.)



If there is an emergency that requires an immediate response, Dial 9-1-1. If there is an incident that does not require an immediate response, please call the County Sheriff's Office at 216-443-6085

Each individual agency will have a designated **Floor Captain** on each floor, who will serve to assist in maintaining and implementing this plan. A Floor Captain will be appointed by the Office of Environmental Health and Safety or CCOEM on every floor in every department where employees and/or visitors are present. Due to the fact that there are multiple agencies represented on each floor, there may be multiple Floor Captains appointed to a single floor.

An alternate or back-up Floor Captain for each area will be appointed in case the primary is not present at the location when an emergency situation arises. In the rare event both the primary and alternate Floor Captains are absent, employees will be expected to have a sufficient working knowledge of the EAP to achieve an organized response to an emergency.

2.0 Procedures and Assignments

2.1 Alarm System

- The alarm system for notifying employees to evacuate the facility consists of smoke and suppression capabilities which can be detected over all facility operations and is distinctive enough to draw the attention of all personnel.
- Concerning personnel with vision or hearing impairment, please refer to [Appendix 4](#) for details regarding evacuation and assistance procedures.
- This system will be tested annually by qualified electricians.

2.2 Evacuation Routes and Areas of Refuge

- Evacuation route maps have been posted on each floor in order to clearly identify proper exit routes and areas of refuge. The following information is provided on each map:
 - Emergency exits/Stairwells
 - Fire alarm pull stations
 - Safe Zones
- All county employees and visitors should be aware of at least two evacuation routes and areas of refuge at all times.
- Total and immediate evacuation of all employees and visiting personnel will take place when the alarm sounds.
- Evacuation may be ordered for any such emergency as described in [Section 1.1](#) of this document (with the exceptions being tornado or lockdown). See [Section 9.0](#) for further information on lockdown procedures.
- Assembly areas are designated in [Appendix 1](#). Please take time to review and familiarize yourself with each area. When able, report in to your

designated Floor Captain so that an accurate head count may be obtained after an evacuation. No one should leave the designated area without the express permission of Protective Services, Fire, or Emergency Medical Service (EMS) personnel.

- Security and Fire personnel will perform a sweep of the building and assist those who are in need and/or those with functional and access needs.

2.2.1 Evacuation Hindrances and Protocol

- If unable to evacuate, staying inside is an option of last resort and used only when evacuation is impossible. An employee should find the safest area possible, such as an office with solid walls, doors, and a phone; preferably near a stairwell since the firefighting teams will most likely be using the stairwell for rescue.
- Close the door and begin stuffing clothing or any other materials into the cracks around the door, vents, and other openings that could allow smoke or harmful vapors into the room. Check for tape or adhesive that could aid with sealing.
- The phone should be used to call for help, and the employee should stay near a window to alert fire fighters or emergency personnel to his or her presence. Most importantly, the employee should not break a window because smoke could find its way in.
- Before opening closed exit doors to a stairwell or to an exit route, employees should feel the door with the back of their hand. If the door is hot to the touch then use an alternate route to evacuate the building. If the door is not hot, open it slowly and if you find smoke on the other side close it immediately and find another route of escape if possible.
- Smoke is hot and poisonous. If smoke is encountered and it is not too dense, employees should crawl on their hands and knees with their heads one or two feet above the floor. At that level the air is less toxic and easier to breathe.

2.3 Floor Captain Roles and Responsibilities

- The Floor Captain's primary role is to act as the information liaison between CCOEM, The Office of Environmental Health and Safety, and respective department employees.

- Ensure department employees have reviewed the existing EAP and their respective responsibilities before an emergency occurs.
- If provided a “Floor Captain Kit” or “Office Emergency Kit,” maintain responsibility for the kit and its contents at all times.
- When an alarm is activated, unless security makes an announcement over the public address (PA) system advising other instructions, ensure that all employees and customers are evacuating the building.
- If able, work with security and attempt to ensure all doors are unlocked AND closed while exiting.
- Identify and assist personnel with functional and access needs; escort them to a smoke free area preferably near a stairwell since the firefighting teams will most likely be using the stairwells for rescue. When this is accomplished, notify Protective Services and the Fire Department of their exact location. Agency employees can be pre-selected to assume this responsibility.
- The Floor Captains have head count responsibilities; report to the designated meeting areas and ensure all personnel are accounted for.
- Any issues and missing persons are reported by the Floor Captain to the Protective Services on-site and/or the Fire Chief.
- If a Floor Captain is replaced, or will soon be replaced, notify the Cuyahoga County Office of Emergency Management (CCOEM) and building protective services with his or her new contact information as soon as possible.

2.4 Employee Roles and Responsibilities

- It is the responsibility of the employee to familiarize him or herself with the EAP in place and all nearby evacuation routes. Furthermore, if an employee is assigned a special duty (i.e. head count supervisor) he or she should know how to operate in said capacity without instruction during an emergency.
- Employees should be aware of all fire alarm pull box and fire extinguisher locations on their floor.
- If an evacuation or lockdown order is given, procedures should be followed in a calm and orderly manner. All direction will be taken from Floor Captains and/or emergency responders during an emergency.
 - If you are currently with a customer or visitor, escort them with you outside to the designated assembly area or inside to the area of refuge.
- Once you leave the building, never re-enter until the “All Clear” is given by the Fire Department.

- Employees leaving the building should close all doors while checking to make sure they are not locked. Locked doors may prevent emergency responders from gaining access to critical areas.
- Employees should complete the form under [Appendix 8](#) and return it to the department Floor Captain to ensure that all procedures are understood.

2.5 Employee Re-entry Protocol

- **First into the Building:** Employees with Badges
- **Second into the Building:** Employees without Badges
- **Last into the building:** General Public

3.0 Fire Emergency



The following policies and procedures must be followed in the event of a fire. The evacuation scenario used is: **TOTAL EVACUATION**

General Employee Roles:

- 1) If a fire is present, Call 9-1-1 to notify the Fire Department, and pull the fire alarm at the nearest pull box, located by all stairwells;
- 2) If a fire alarm is sounded, all employees not assigned duties should immediately evacuate the building in a calm and orderly fashion in accordance with the posted evacuation routes and report to the designated assembly area (please see [Appendix 1](#)). Do not take time to fetch personal belongings if they are not in your immediate vicinity. Floor Captains should bring the Office Floor Captain Kit if it is nearby when the alarm sounds;
- 3) Isolate the fire by closing doors as you exit the building. Ensure the doors are NOT locked behind you;
- 4) If you are with a customer, have the person accompany you outside the building and instruct them to remain well clear of the building or in the designated assembly area; if the person has functional or access needs, escort him or her to a smoke free zone near a stairwell. Document their exact location and report to the Floor Captain and/or Fire/Police/EMS responders for immediate extraction assistance; and
- 5) Once you have arrived at the designated assembly area, report to your designated primary or alternate Floor Captain so that he or she may get an accurate head count. This is important because if you are unaccounted for, rescue personnel will be inside looking for you in a dangerous environment.
 - a. No person should leave the assembly area without the express permission of the Floor Captain, Security, or Emergency Medical personnel.

For details concerning fire extinguisher use, please see [Appendix 6](#).

If you are trapped inside the building:

- Try to locate a phone. Call for help and give your exact location;
- Feel closed doors with the back of your hand. IF HOT, DO NOT OPEN;
- Seal the gaps around the door(s) with anything available to prevent or slow smoke entry; and
- Stay close to the floor to avoid smoke and toxic gasses.

List of Major known Fire Hazards in Your Workspace:

Fire Hazard	Location	Prevention Strategy
Example:		



4.0 Power Outage

The following policies and procedures must be followed in the event of a power outage:

General Policies:

- A. In the event of a power outage or failure, emergency lighting will turn on. Elevators may not function. If you are within an elevator when the outage occurs, utilize the emergency phone and alarm system within the elevator to contact emergency services; await assistance from the fire dept. If you are ordered to evacuate, take the stairs if able to walk, NOT the elevators.
- B. Heating, ventilation, and air conditioning systems will shut down and return only once power is restored. Unless this lack of ventilation poses an immediate concern to the health and safety of the employees or visitors, do NOT immediately evacuate the building during daylight hours unless instructed otherwise by a designated Floor Captain or Emergency Services authority.

Floor Captains, Employees, and Visitors:

- A. Emergency Services personnel or the Fire Dept. will determine if and when employees should leave their workspace, taking into account variables such as adequate lighting, ventilation, and ease of evacuation.
- B. Floor Captains should acquire a headcount as soon as possible before and after an evacuation is deemed necessary and conducted.
 - a. Floor Captains or Department Heads should contact the Department Director's before releasing employees when possible.
- C. In the event the building is evacuated, assembly areas will remain the same as outlined in **Appendix 1** unless otherwise directed by Protective Services or the Fire Dept.
- D. Departments should establish internal security plans to ensure that cash, confidential items and files are locked and secured prior to evacuation if time permits.
- E. Refer to **Appendix 4** concerning persons with functional and access needs during an evacuation. Safety will be the primary consideration as always.
- F. If administrative leave or evacuation is enacted, refer to your Floor Captain or Department Head to determine duration expectations.

o. Larger departments should consider designing a call tree to avoid a busy signal during these instances when only one individual is assigned to deliver timeline expectations. A simple phone tree might consist of employees calling their immediate supervisor as opposed to the Floor Captain or Department Head directly.

G. Floor Captains or Department Heads may relocate employees to other facilities and assign responsibilities as necessary. Refer to the Agency Continuity of Operations Plan (COOP) for details concerning continued operations if the outage is expected to last more than 24 hours. Access to your agency specific COOP can be obtained by contacting your department director or CCOEM via the number listed in [Appendix 12](#).



5.0 Tornado

The following steps should be followed in the event of a tornado:

Step	Action
1	When a tornado watch is announced, keep a radio or television set tuned to a local station for information and advice from the local government and the Weather Service.
2	When a tornado warning is issued, notify all employees that they are to immediately proceed to the inner stairwells or designated Area of Refuge. Tornado warning alerts are issued by the County ReadyNotify System.
3	All employees are to: <ol style="list-style-type: none">1. Immediately proceed to the inner stairwells or Area of Refuge2. Do not turn off computers, typewriters, printers, or lights.3. Direct customers and the public to the same locations.4. Stay away from all windows.5. Do not leave the building.6. Stay in the inner stairwells or Area of Refuge until the “all clear” is sounded.
4	Continue to keep a radio or television set tuned to a local station for information and advice from the local government and the Weather Service. Determine when it is safe for employees to leave their tornado safe area and return to work.
5	If there is structural damage, notify Public Works.

The following checklist and safety bulletin is provided by the American Red Cross. It should be utilized for everyday safe practice at the employee's living quarters:

Be Red Cross Ready

Tornado Safety Checklist

A tornado is a violently rotating column of air extending from the base of a thunderstorm down to the ground. Tornado intensities are classified on the Fujita Scale with ratings between F0 (weakest) to F5 (strongest). They are capable of completely destroying well-made structures, uprooting trees and hurling objects through the air like deadly missiles. Although severe tornadoes are more common in the Plains States, tornadoes have been reported in every state.

Know the Difference

Tornado Watch

Tornadoes are possible in and near the watch area. Review and discuss your emergency plans, and check supplies and your safe room. Be ready to act quickly if a warning is issued or you suspect a tornado is approaching. Acting early helps to save lives!

Tornado Warning

A tornado has been sighted or indicated by weather radar. Tornado warnings indicate imminent danger to life and property. Go immediately underground to a basement, storm cellar or an interior room (closet, hallway or bathroom).

What should I do to prepare for a tornado?



- During any storm, listen to local news or a NOAA Weather Radio to stay informed about watches and warnings.
- Know your community's warning system. Communities have different ways of warning residents about tornadoes, with many having sirens intended for outdoor warning purposes.
- Pick a safe room in your home where household members and pets may gather during a tornado. This should be a basement, storm cellar or an interior room on the lowest floor with no windows.
- Practice periodic tornado drills so that everyone knows what to do if a tornado is approaching.
- Consider having your safe room reinforced. Plans for reinforcing an interior room to provide better protection can be found on the FEMA Web site at <http://www.fema.gov/plan/prevent/rms/rmsp453.shtm>.
- Prepare for high winds by removing diseased and damaged limbs from trees.
- Move or secure lawn furniture, trash cans, hanging plants or anything else that can be picked up by the wind and become a projectile.
- Watch for tornado danger signs:
 - Dark, often greenish clouds—a phenomenon caused by hail
 - Wall cloud—an isolated lowering of the base of a thunderstorm
 - Cloud of debris
 - Large hail
 - Funnel cloud—a visible rotating extension of the cloud base
 - Roaring noise

What should I do if a tornado is threatening?



- The safest place to be is an underground shelter, basement or safe room.
- If no underground shelter or safe room is available, a small, windowless interior room or hallway on the lowest level of a sturdy building is the safest alternative.
 - Mobile homes are not safe during tornadoes or other severe winds.
 - Do not seek shelter in a hallway or bathroom of a mobile home.
 - If you have access to a sturdy shelter or a vehicle, abandon your mobile home immediately.
 - Go to the nearest sturdy building or shelter immediately, using your seat belt if driving.
 - Do not wait until you see the tornado.
- If you are caught outdoors, seek shelter in a basement, shelter or sturdy building. If you cannot quickly walk to a shelter:
 - Immediately get into a vehicle, buckle your seat belt and try to drive to the closest sturdy shelter.
 - If flying debris occurs while you are driving, pull over and park. Now you have the following options as a last resort:
 - Stay in the car with the seat belt on. Put your head down below the windows, covering with your hands and a blanket if possible.
 - If you can safely get noticeably lower than the level of the roadway, exit your car and lie in that area, covering your head with your hands.
 - Your choice should be driven by your specific circumstances.

What do I do after a tornado?



- Continue listening to local news or a NOAA Weather Radio for updated information and instructions.
- If you are away from home, return only when authorities say it is safe to do so.
- Wear long pants, a long-sleeved shirt and sturdy shoes when examining your walls, doors, staircases and windows for damage.
- Watch out for fallen power lines or broken gas lines and report them to the utility company immediately.
- Stay out of damaged buildings.
- Use battery-powered flashlights when examining buildings—do NOT use candles.
- If you smell gas or hear a blowing or hissing noise, open a window and get everyone out of the building quickly and call the gas company or fire department.
- Take pictures of damage, both of the building and its contents, for insurance claims.
- Use the telephone only for emergency calls.
- Keep all of your animals under your direct control.
- Clean up spilled medications, bleaches, gasoline or other flammable liquids that could become a fire hazard.
- Check for injuries. If you are trained, provide first aid to persons in need until emergency responders arrive.

Let Your Family Know You're Safe

If your community experiences a tornado, or any disaster, register on the American Red Cross Safe and Well Web site available through RedCross.org to let your family and friends know about your welfare. If you don't have Internet access, call 1-866-GIT-INFO to register yourself and your family.



6.0 Bomb Threat/Threatening Call

The following procedures provided by FEMA should be followed in the event a bomb threat OR threatening call is received:

1. Remain calm. Keep the caller on the line for as long as possible. DO NOT HANG UP, even if the caller does.
2. Listen carefully; be polite and show interest.
3. Try to keep the caller talking to learn more information, take notes!
4. If possible, write a note to a colleague to call the authorities (9-1-1) or, as soon as the caller hangs up, immediately notify them yourself.
5. If your phone has a display, write down the number shown (if any).
6. Complete the Bomb Threat Checklist located in [Appendix 3](#).
7. Call Cuyahoga County Protective Services at 216-443-2141 or 888-81-HELPU.
8. Immediately upon termination of the call, do not hang up, but from a different phone, contact the Federal Protective Service (FPS) immediately with information and await instructions.
 - a. FPS number: 1-877-437-7411

Signs of a Suspicious Package:

- | |
|------------------------------|
| • No return address |
| • Excessive postage |
| • Stains |
| • Strange odor |
| • Strange sounds |
| • Unexpected delivery |
| • Misspelled words |
| • Incorrect titles |
| • Foreign postage |
| • Restrictive notes |

DO NOT OPEN ANY MAIL THAT APPEARS TO BE SUSPICIOUS IN NATURE. ALERT YOUR SUPERVISOR AND CALL PROTECTIVE SERVICES AT THE NUMBER LISTED IN [APPENDIX 12](#). IF NEGATIVE SYMPTOMS ARISE AS THE RESULT OF OPENING MAIL, CONSULT [SECTION 10](#).



7.0 Active Shooter/Active Aggressor

DEFINITION: As defined by the U.S. Department of Homeland Security (DHS), “an Active Shooter is an individual actively engaged in killing or attempting to kill people in a confined and populated area; in most cases, active shooters use firearm(s) and there is no pattern or method to their selection of victims.”

POLICY:

The following excerpt is provided directly from the Cuyahoga County Sheriff's Department; Policy 201, last updated June 2015:

An active shooter is an individual actively engaged in targeting and attempting to kill humans. An active shooter incident (ASI) is an inherently dangerous and dynamic situation, varying greatly from one attack to another. Time is of the essence with ASIs, as past studies have shown that the suspect's intent is to harm or kill as many victims as possible. For this reason, the immediate deployment of the Cuyahoga County Sheriff's Department (CCSD) Protective Services Officers (PSOs), unless at the scene of another high risk situation, must do everything in their power to stop the shooter and mitigate harm.

ASIs require the initial responders to have the authority and the capability to take whatever action is reasonably necessary to protect the lives of others in these situations, including the use of deadly force, without waiting for command staff or for the arrival of specialty units such as SWAT or crisis negotiators.

TRAINING VIDEOS:

The following training video is provided by the Cuyahoga County Sheriff's Office in order to improve employee situational awareness and promote knowledge of the ALICE program in an Active Shooter scenario:

<http://intranet.cuyahoga.cc/en-US/Active-Shooter-Training-Video.aspx>

The below video links are recommended for viewing by Sergeant Ankhenaton. The videos discuss real-world incidents and protocols from a variety of states throughout the Country:

Advanced Law Enforcement Rapid Response Team (ALERRT),
Civilian Response to an Active Shooter | A.D.D.: Avoid, Deny, Defend:
<https://www.youtube.com/watch?v=j0lt68YxLQQ#t=466.648084>

L.A. County: <https://www.youtube.com/watch?v=DFQ-oxhdFjE>

GUIDELINES:

Immediate Action:

Shelter in Place (SIP) is a protective order to stay inside a building to avoid external hazards such as severe weather, tornado, hostile intruder, or a hazardous material release. When a SIP order is warranted, you will be advised by police, fire, safety or other appropriate means.

General Steps to Shelter in Place for an active shooter situation:

- Stay where you are or go into the nearest room with a door;
- Secure the immediate area. Whether a room, office, or restroom;
- If able, lock or barricade the door. Block the door using whatever is available: desks, tables, file cabinets, other furniture, books, etc.;
- After securing the door, stay behind solid objects and away from the door as much as possible;
- If an assailant enters your room and leaves, lock or barricade the door behind him/her;
- If safe to do so, allow others to seek refuge with you;
- Take appropriate steps to reduce your vulnerability;
- Close blinds or curtains;
- Close and block windows;
- Turn off radios and computers;
- Silence cell phones;
- Place signs (if available) in exterior windows to identify your location and the location of injured persons;
- Keep people calm and quiet;
- After securing the room, people should be positioned out of sight and behind items that might offer additional protection (i.e. walls, desks, file cabinets, bookshelves, etc.);
- Do not sound fire alarms. This may cause others to flee the buildings and put them at risk; and
- Wait for the "all-clear" message from the Sheriff's Office.

Unsecured Areas:

If you find yourself in an open area, immediately seek protection:

- Put something between you and the assailant;
- Consider trying to escape/evacuate if you know where the assailant is and there appears to be a safe escape route immediately available to you; and
- If in doubt, find the safest area available and secure it the best way you can.

Dial **9-911** from a county telephone. Dial **911** from a cellphone. Be aware that the emergency telephone systems may be overwhelmed during this type of incident. All emergency situations should be reported to the Sheriff Protective Services on site for an immediate response at (216) 443-6085. Stay on the line. Be prepared to provide the dispatcher with as much information as possible, such as the following:

- What is happening;
- Where you are located, including building name and room numbers;
- Number of people at your specific location;
- Injuries if any, including the number of injured and types of injuries; and
- Your name and other information as requested.

Try to provide information in a calm clear manner so that the dispatcher can quickly relay the information to responding emergency personnel. Note as much as possible about the assailant, including:

- What exactly was heard – e.g., gunshots, explosions, etc.;
- Specific location of the assailant if known;
- Number of assailants;
- Gender, race, and age of the assailant(s);
- Language of commands used by the assailant(s);
- Clothing color and style;
- Physical features (e.g., height, weight, etc.);
- Type of weapons (e.g., handguns, rifle, shotgun, explosives, etc.);
- Description of any backpack or bag; and
- Do you recognize the assailant? Do you know his/her name?

Treating the injured:

The dispatcher will notify law enforcement and other emergency services such as EMS, Fire, and Rescue. EMS, Fire, and Rescue will respond to the site, but will not be able to enter the area(s) until it is secured by law enforcement. You may have to treat the injured as best as you can until the medical personnel are allowed to enter the area that was involved. Remember basic first aid:

- For bleeding, apply pressure and elevate. Many items can be used for this purpose (e.g. clothing, paper towels, feminine hygiene products, newspapers, etc.); and
- Reassure those in the area that help will arrive – try to stay quiet and calm.

Evacuation:

Responding officers will establish safe corridors for persons to evacuate.

- This may be time consuming;
- Remain in secure areas until instructed otherwise by law enforcement;
- You may be instructed to keep your hands on your head or drop to the ground;
- You may be searched;
- You may be escorted out of the building by law enforcement personnel – follow their direction; and
- After evacuating, you may be taken to a staging or holding area for medical care, interview, or professional counseling.

How to respond when law enforcement arrives, per DHS:

HOW TO RESPOND WHEN LAW ENFORCEMENT ARRIVES

Law enforcement's purpose is to stop the active shooter as soon as possible. Officers will proceed directly to the area in which the last shots were heard.

- Officers usually arrive in teams of four (4)
- Officers may wear regular patrol uniforms or external bulletproof vests, Kevlar helmets, and other tactical equipment
- Officers may be armed with rifles, shotguns, handguns
- Officers may use pepper spray or tear gas to control the situation
- Officers may shout commands, and may push individuals to the ground for their safety

How to react when law enforcement arrives:

- Remain calm, and follow officers' instructions
- Put down any items in your hands (i.e., bags, jackets)
- Immediately raise hands and spread fingers
- Keep hands visible at all times
- Avoid making quick movements toward officers such as holding on to them for safety
- Avoid pointing, screaming and/or yelling
- Do not stop to ask officers for help or direction when evacuating, just proceed in the direction from which officers are entering the premises

Information to provide to law enforcement or 911 operator:

- Location of the active shooter
- Number of shooters, if more than one
- Physical description of shooter/s
- Number and type of weapons held by the shooter/s
- Number of potential victims at the location

The first officers to arrive to the scene will not stop to help injured persons. Expect rescue teams comprised of additional officers and emergency medical personnel to follow the initial officers. These rescue teams will treat and remove any injured persons. They may also call upon able-bodied individuals to assist in removing the wounded from the premises.

Once you have reached a safe location or an assembly point, you will likely be held in that area by law enforcement until the situation is under control, and all witnesses have been identified and questioned. Do not leave until law enforcement authorities have instructed you to do so.

Employees are encouraged to memorize the **ALICE** acronym and its applicability to an active shooter scenario. The following visual may assist you:

ALICE[®]
TRAINING INSTITUTE

ALERT
Initial Alert may be a gunshot, PA announcement, etc...
Avoid code words.

LOCKDOWN
If Evacuation is not a safe option, barricade entry points.
Prepare to Evacuate or Counter if needed.

INFORM
Communicate real time information on shooter location.
Use clear and direct language using any communication means possible.

COUNTER
As a last resort, distract shooters ability to shoot accurately.
Move toward exits while making noise, throwing objects,
or adults swarm shooter.

EVACUATE
Run from danger when safe to do so using non-traditional exits if necessary. Rallying point should be predetermined.

AliceTraining.com

8.0 Building Collapse/Earthquake



The following procedures should be followed in the event of a building collapse or earthquake:

If a roof, ceiling, or wall collapses, employees and visitors should immediately:
<ul style="list-style-type: none">• Drop, find cover, and hold;
<ul style="list-style-type: none">• Seek shelter under sturdy desks or tables;
<ul style="list-style-type: none">• Move away from windows and glass; and
<ul style="list-style-type: none">• Evacuate the building as soon as it is safe to do so.
The Floor Captain or delegated individual should:
<ul style="list-style-type: none">• Call 9-1-1;
<ul style="list-style-type: none">• Identify the exact name and location of the building;
<ul style="list-style-type: none">• Describe any actions taken and the state of all individuals accounted for;
<ul style="list-style-type: none">• Provide a number of individuals that are unaccounted for; and
<ul style="list-style-type: none">• Stay on the phone to provide periodic updates.
<ul style="list-style-type: none">• *NOTE: Evacuation should be completed prior to completing these steps.
Local emergency responders and Urban Search and Rescue (USAR) teams will:
<ul style="list-style-type: none">• Conduct detailed building assessment;
<ul style="list-style-type: none">• Organize traffic control;
<ul style="list-style-type: none">• Organize medical triage efforts and rescue operations; and
<ul style="list-style-type: none">• Orchestrate debris removal as necessary.



9.0 Lockdown

When the order to “Lockdown” comes over the intercom,

The following procedures should be followed when the threat is **outside** of the building:

- Lock exterior doors.
- Clear hallways, restrooms, and other rooms that cannot be secured.
- Secure and cover windows if possible.
- Move all persons away from the windows.
- Floor Captains should take attendance of his or her work group.
 - Prepare a list of missing personnel.
- Limit movement to a minimum.
- Once the threat has subsided, the building protective services will announce an “all clear” message.

The following procedures should be followed when the threat is **inside** of the building:

- Immediately direct all staff and pre-identified visitors into the nearest room that can be locked.
- Outside personnel should move to the designated evacuation/assembly area.
- Lock doors.
- DO NOT lock building exit doors.
- Move people away from the windows and doors.
- Floor Captains should take attendance of his or her work group.
- DO NOT respond to anyone at the door until “all clear” is announced.
- Keep out of sight.
- Be prepared to ignore any fire alarm activation, as the building will not be evacuated using this method.
- When the threat is over/the intruder has left the building, the building protective services announces “all clear.”



10.0 Medical Emergency

The following procedures should be followed in the event of a medical emergency:

NOTIFY

- Call 9-1-1 to report the emergency. Do not leave the individual(s) unattended. If you do not have a phone, have someone else nearby make the call for you.
- Call the Cuyahoga County Sheriff's Office (CCSO) at 216-443-6085 for assistance.
- CCSO will respond as well as additional emergency response personnel to the reported location. Please be as detailed as possible in your location description (include floor, room number, etc.).

ASSIST

- If the individual is conscious, try and keep him or her calm until help arrives; ask what you can do to help. DO NOT move the individual to provide medical assistance or in the event of a seizure as you may cause additional harm.
- As needed: Loosen clothing around the individual's neck to ease breathing. Cover with blanket or coat to maintain comfort as needed.
- DO NOT give the individual anything to eat or drink.
- If the victim needs the assistance of an AED or CPR and you are trained, use it!

ADVISE

- When emergency response personnel arrive, brief them on the circumstances of the injury or illness. Your observations are essential for proper emergency care and treatment, especially if the individual is unconscious or unable to speak.

11.0 Training and Drills

11.1 Training

The Floor Captain facilitates the EAP by:

- Review the Emergency Action Plan (EAP) with the employees;
- Physically shows employees the exact area of where to meet within the designated assembly area ([Appendix 1](#)); and
- Have the employees complete the attachment in [Appendix 8](#) to ensure understanding of the EAP.

This review process must also be documented in [Appendix 8](#), verification of training. CCSO or CCOEM will review this during periodic random inspections.

The Floor Captain reviews the EAP with each of their employees at the following times listed below:

- When the employee is initially assigned to a job;
- Initially when the plan is developed;
- Whenever the employee's responsibilities or designated actions under [Section 2.4](#) change; and
- Whenever the plan is updated.

The entire plan is written, kept at the workplace, and made available for employee review upon request.

11.2 Drills

The importance of drills cannot be overlooked. The frequency and conduct of drills shall be in compliance with the Ohio Revised Code (ORC) and OSHA. Drills should be conducted so that employees may become familiar with the evacuation and emergency procedures developed in this document. It should become second nature for employees to understand how to evacuate the building or area and proceed to the designated assembly area or area of refuge. Refer to [Appendix 10](#) to document the drill type and frequency.

Appendix 1 – Designated Assembly Area and Aerial Map

North (East 139th Street)

Exit Path to Assembly Area #1



West (East 137th Street)

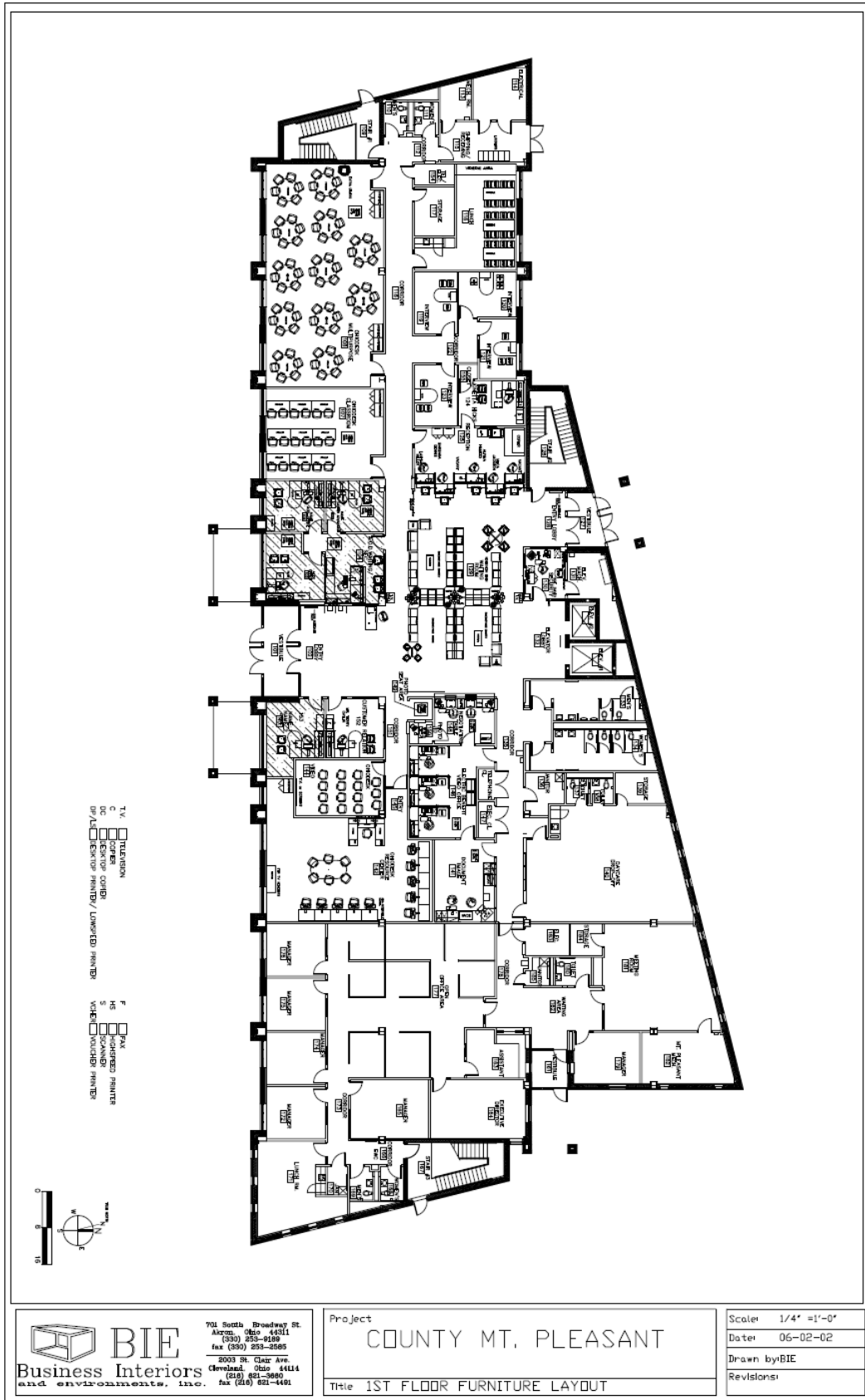
Exit Path to Assembly Area #2



Aerial Map



Appendix 2 – Floor Plans




BIE
 Business Interiors
 and environments, inc.

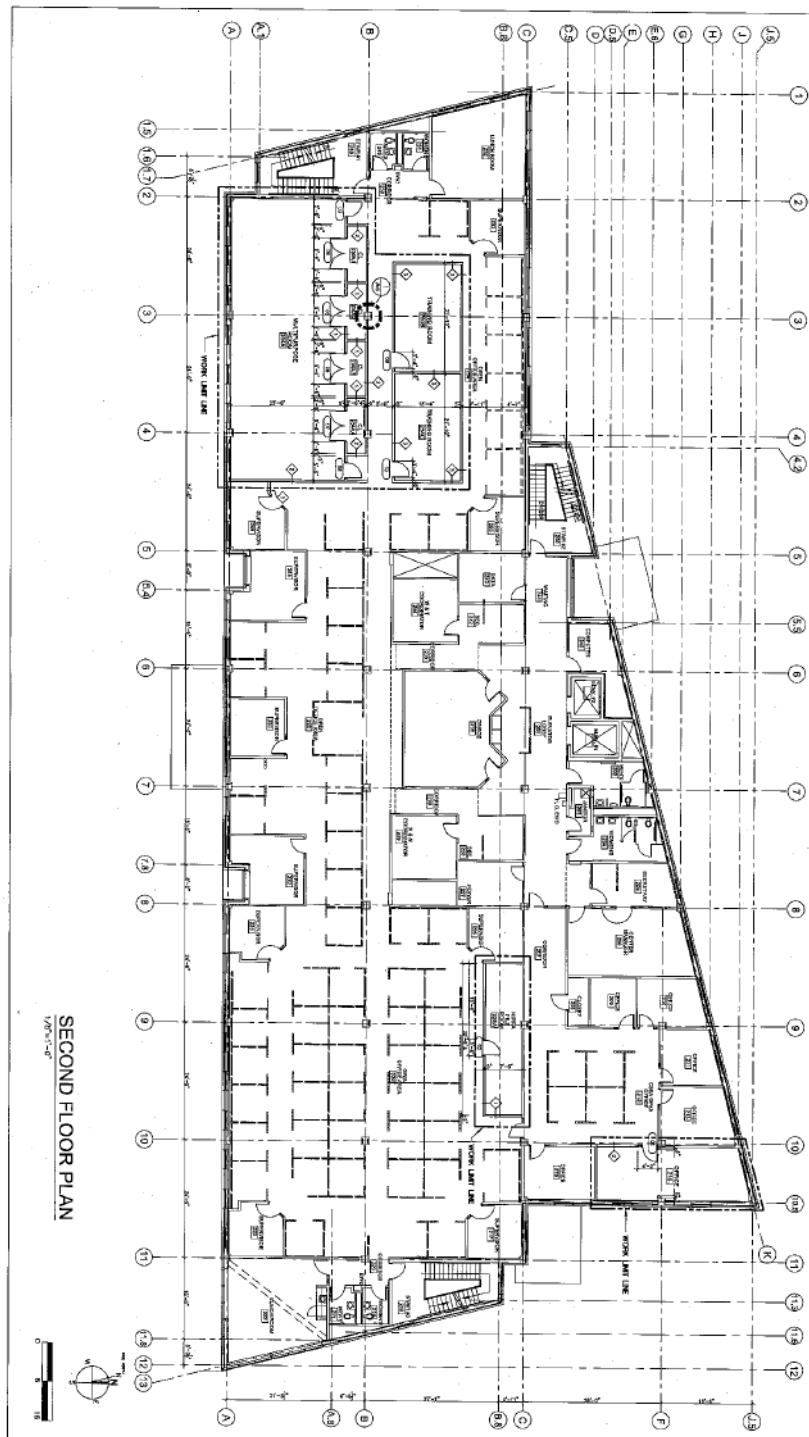
701 South Broadway St.
 Akron, Ohio 44311
 (330) 253-9199
 fax (330) 253-2565

2003 St. Clair Ave.
 Cleveland, Ohio 44114
 (216) 421-3995
 fax (216) 623-4481

Project
COUNTY MT. PLEASANT

Title 1ST FLOOR FURNITURE LAYOUT

Scale: 1/4" = 1'-0"
 Date: 06-02-02
 Drawn by: BIE
 Revisions:



SECOND FLOOR PLAN
1/8" = 1'-0"

GENERAL NOTES

1. ALL WORK SHALL BE IN ACCORDANCE WITH THE CITY OF CLEVELAND DEPARTMENT OF PUBLIC WORKS SPECIFICATIONS AND THE CITY OF CLEVELAND DEPARTMENT OF SENIOR AND ADULT SERVICES SPECIFICATIONS.
2. THE CONTRACTOR SHALL BE RESPONSIBLE FOR OBTAINING ALL NECESSARY PERMITS AND APPROVALS FROM THE CITY OF CLEVELAND DEPARTMENT OF PUBLIC WORKS AND THE CITY OF CLEVELAND DEPARTMENT OF SENIOR AND ADULT SERVICES.
3. THE CONTRACTOR SHALL BE RESPONSIBLE FOR PROTECTING ALL EXISTING UTILITIES AND STRUCTURES.
4. THE CONTRACTOR SHALL BE RESPONSIBLE FOR MAINTAINING ACCESS TO ALL ADJACENT PROPERTIES AND PUBLIC AREAS.
5. THE CONTRACTOR SHALL BE RESPONSIBLE FOR MAINTAINING THE SAFETY OF ALL WORKERS AND THE PUBLIC.
6. THE CONTRACTOR SHALL BE RESPONSIBLE FOR CLEANING UP ALL DEBRIS AND WASTE MATERIALS.
7. THE CONTRACTOR SHALL BE RESPONSIBLE FOR OBTAINING ALL NECESSARY INSURANCE COVERAGE.
8. THE CONTRACTOR SHALL BE RESPONSIBLE FOR OBTAINING ALL NECESSARY BONDS.
9. THE CONTRACTOR SHALL BE RESPONSIBLE FOR OBTAINING ALL NECESSARY REFERENCES.
10. THE CONTRACTOR SHALL BE RESPONSIBLE FOR OBTAINING ALL NECESSARY REFERENCES.

WALL LEGEND

- CONCRETE WALL
- CMU WALL
- GYP BOARD PARTITION
- 5/8" GYPSUM BOARD PARTITION

WALL TYPES

- STANDARD INTERIOR WALL (SEE DRAWING A-1)
- STANDARD EXTERIOR WALL (SEE DRAWING A-2)
- STANDARD EXTERIOR WALL WITH FINISH (SEE DRAWING A-3)
- STANDARD EXTERIOR WALL WITH FINISH AND WINDOW (SEE DRAWING A-4)
- STANDARD EXTERIOR WALL WITH FINISH AND DOOR (SEE DRAWING A-5)

REVISIONS		
NO.	DATE	DESCRIPTION

DRAWING TITLE
FIRST AND SECOND FLOOR PLAN

PROJECT NO. 1833
TASK NO. 1833
DATE: 05/05/2013
SCALE: AS SHOWN
DESIGNED BY: [Name]
CHECKED BY: [Name]
DRAWN BY: [Name]

SHEET NUMBER
A-1

MT. PLEASANT NOW DEVELOPMENT CORPORATION
DEPARTMENT OF SENIOR AND ADULT SERVICES
CUYAHOGA COUNTY DEPARTMENT OF PUBLIC WORKS

13815 KINSMAN ROAD
CLEVELAND, OHIO 44113

Professional Engineer Seal: State of Ohio, License No. [Number], Name [Name]

PROJECT INFORMATION:
OWNER: MT. PLEASANT NOW DEVELOPMENT CORPORATION
ARCHITECT: [Firm Name]
DATE: 05/05/2013

GENERAL NOTES

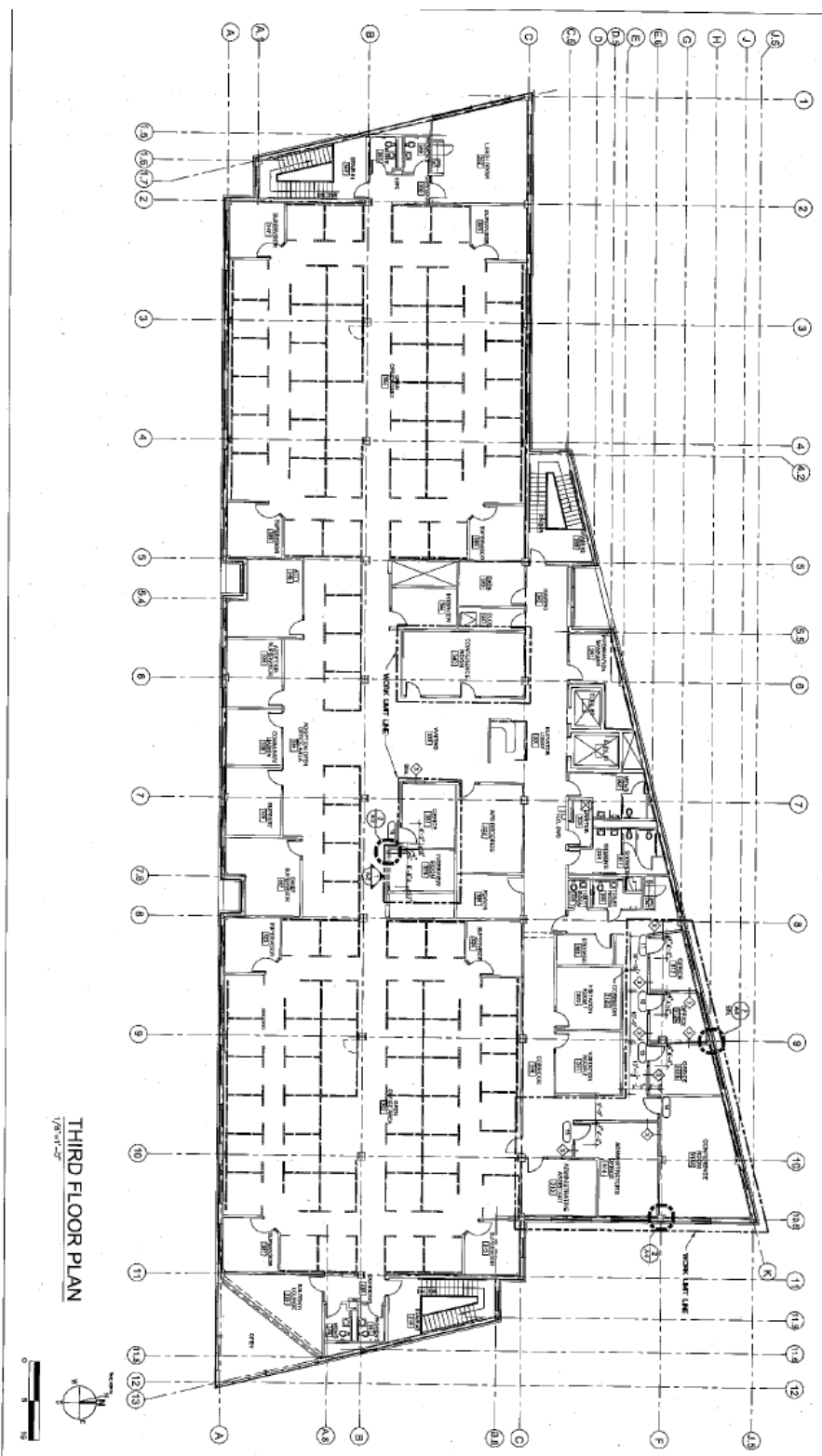
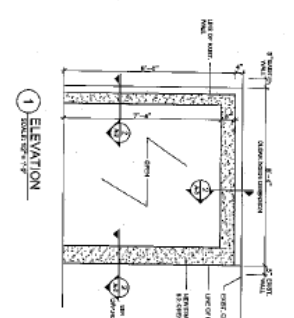
1. ALL WORK SHALL BE IN ACCORDANCE WITH THE LATEST EDITIONS OF THE BUILDING CODES OF OHIO AND THE CITY OF CLEVELAND.
2. ALL WORK SHALL BE IN ACCORDANCE WITH THE LATEST EDITIONS OF THE BUILDING CODES OF OHIO AND THE CITY OF CLEVELAND.
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9. ALL WORK SHALL BE IN ACCORDANCE WITH THE LATEST EDITIONS OF THE BUILDING CODES OF OHIO AND THE CITY OF CLEVELAND.
10. ALL WORK SHALL BE IN ACCORDANCE WITH THE LATEST EDITIONS OF THE BUILDING CODES OF OHIO AND THE CITY OF CLEVELAND.

WALL LEGEND

- OTHER OTHER WALL FINISH
- OTHER OTHER WALL FINISH

WALL TYPES

- ◇ OTHER OTHER WALL FINISH (SEE DRAWING A-10)
- ◇ OTHER OTHER WALL FINISH (SEE DRAWING A-10)
- ◇ OTHER OTHER WALL FINISH (SEE DRAWING A-10)



<p>MT. PLEASANT NOW DEVELOPMENT CORPORATION DEPARTMENT OF SENIOR AND ADULT SERVICES CUYAHOGA COUNTY DEPARTMENT OF PUBLIC WORKS</p> <p>13815 KINSMAN ROAD CLEVELAND, OHIO 44113</p>								
<p>PROJECT NO.: 1033 DATE: 04/25/2012 SCALE: AS SHOWN DRAWN: SK CHECKED: CJK</p>								
<p>REVISIONS</p> <table border="1"> <tr> <th>NO.</th> <th>DATE</th> <th>DESCRIPTION</th> </tr> <tr> <td> </td> <td> </td> <td> </td> </tr> </table>			NO.	DATE	DESCRIPTION			
NO.	DATE	DESCRIPTION						
<p>DRAWING TITLE</p> <p>THIRD FLOOR PLAN</p>								
<p>SHEET NUMBER</p> <p>A-2</p>								

Appendix 3 – Bomb Threat Checklist

Telephone Bomb Threat Checklist

Instructions: Remain calm and be courteous with the caller. Do not interrupt the caller. Pretend you can't hear the caller and try to keep the caller talking. Fill out the form below with as much information as possible.

1. Where is the bomb going to explode?		5. What will cause the bomb to explode?	
2. When is the bomb going to explode?		6. Did you place the bomb? If so, why?	
3. What does the bomb look like?		7. What is your address?	
4. What kind of bomb is it?		8. What is your name?	
Exact wording of the threat: _____ _____ _____			
Time of Call:		Date:	
Phone Number Call Received From:			
Accent: <input type="checkbox"/> Local <input type="checkbox"/> Slavic <input type="checkbox"/> Middle East <input type="checkbox"/> Southern <input type="checkbox"/> Hispanic <input type="checkbox"/> Northern <input type="checkbox"/> African <input type="checkbox"/> Midwestern <input type="checkbox"/> Other: _____		Manner: <input type="checkbox"/> Calm <input type="checkbox"/> Irrational <input type="checkbox"/> Rational <input type="checkbox"/> Incoherent <input type="checkbox"/> Coherent <input type="checkbox"/> Emotional <input type="checkbox"/> Deliberate <input type="checkbox"/> Laughing <input type="checkbox"/> Righteous <input type="checkbox"/> Other: _____ <input type="checkbox"/> Angry	
Background: <input type="checkbox"/> Machines <input type="checkbox"/> Trains <input type="checkbox"/> Music <input type="checkbox"/> Animals <input type="checkbox"/> Office <input type="checkbox"/> Voices <input type="checkbox"/> None <input type="checkbox"/> Airplanes <input type="checkbox"/> Traffic <input type="checkbox"/> Other: _____			
Voice: <input type="checkbox"/> Loud <input type="checkbox"/> Soft <input type="checkbox"/> High Pitch <input type="checkbox"/> Deep <input type="checkbox"/> Raspy <input type="checkbox"/> Pleasant <input type="checkbox"/> Intoxicated <input type="checkbox"/> Other: _____		Speech: <input type="checkbox"/> Fast <input type="checkbox"/> Slow <input type="checkbox"/> Distinct <input type="checkbox"/> Stutter <input type="checkbox"/> Distorted <input type="checkbox"/> Nasal <input type="checkbox"/> Slurred <input type="checkbox"/> Other: _____	
Language: <input type="checkbox"/> Fair <input type="checkbox"/> Excellent <input type="checkbox"/> Poor <input type="checkbox"/> Good <input type="checkbox"/> Foul <input type="checkbox"/> Other: _____			
Gender: <input type="checkbox"/> Male <input type="checkbox"/> Female		Age: _____ <input type="checkbox"/> Adult <input type="checkbox"/> Juvenile	
		Call Origin: <input type="checkbox"/> Local <input type="checkbox"/> Non-Local	
Your Name:		Your Phone Number:	
Your Position:		Date of Report:	

Appendix 4 – Functional and Access Needs/ADA Accommodations



Legal Requirements:

Although employers are not required to have emergency evacuation plans under the American with Disabilities Act (ADA), if employers covered by the ADA opt to have such plans they are required to include people with disabilities. The Cuyahoga County legal requirements extend to both the ADA and to the Occupational Safety and Health Administration to include people with disabilities in Emergency Action Plans.

Plan Development:

The first step for including employees with functional and access needs in emergency evacuation plans is plan development. Plan development begins with identifying accommodation needs is to ask employees whether they have limitations that might interfere with safe emergency evacuation. Once accommodations have been identified, the employer should choose effective general accommodation options. If an employee requires special assistance for emergency evacuation (i.e. wheelchair, aid, etc.), please contact the Cuyahoga County Sheriff's Office at (216) 443-6000 to ensure the needs of the individual are being met.

Safe Areas of Refuge:

The Office of Environmental Health and Safety has designated areas next to each stairwell to serve as the Area of Rescue Assistance for individuals with functional or access needs. These areas are marked as 'Safe Area' or 'Safe Zone'.

Equipment Needs:

Please consult the building Protective Services, CCOEM, or The Office of Environmental Health and Safety for reference or requests for special equipment (e.g. wheelchairs, etc.).

Action Checklist:

The following checklist provided by FEMA and the American Red Cross presents considerations for persons with functional and access needs to consider before a disaster occurs. Many considerations are applicable for the workplace:

Action Checklist – Items To Do Before a Disaster

Considerations for people with disabilities

Those with disabilities or other special needs often have unique needs that require more detailed planning in the event of a disaster. Consider the following actions as you prepare:

- Learn what to do in case of power outages and personal injuries. Know how to connect and start a back-up power supply for essential medical equipment.
- Consider getting a medical alert system that will allow you to call for help if you are immobilized in an emergency. Most alert systems require a working phone line, so have a back-up plan, such as a cell phone or pager, if the regular landlines are disrupted.
- If you use an electric wheelchair or scooter, have a manual wheelchair for backup.
- Teach those who may need to assist you in an emergency how to operate necessary equipment. Also, label equipment and attach laminated instructions for equipment use.
- Store back-up equipment (mobility, medical, etc.) at your neighbor's home, school, or your workplace.
- Arrange for more than one person from your personal support network to check on you in an emergency, so there is at least one back-up if the primary person you rely on cannot.
- If you are vision impaired, deaf or hard of hearing, plan ahead for someone to convey essential emergency information to you if you are unable to use the TV or radio.
- If you use a personal care attendant obtained from an agency, check to see if the agency has special provisions for emergencies (e.g., providing services at another location should an evacuation be ordered).
- If you live in an apartment, ask the management to identify and mark accessible exits and access to all areas designated for emergency shelter or safe rooms. Ask about plans for alerting and evacuating those with sensory disabilities.
- Have a cell phone with an extra battery. If you are unable to get out of a building, you can let someone know where you are and guide them to you. Keep the numbers you may need to call with you if the 9-1-1 emergency number is overloaded.



- Learn about devices and other technology available (PDA's, text radio, pagers, etc.) to assist you in receiving emergency instructions and warnings from local officials.

- Be prepared to provide clear, specific and concise instructions to rescue personnel. Practice giving these instructions (verbally,

pre-printed phrases, word board, etc.) clearly and quickly.

- Prepare your personal support network to assist you with anticipated reactions and emotions associated with disaster and traumatic events (i.e. confusion, thought processing and memory difficulties, agitation, fear, panic, and anxiety).
- You don't have to be the only one prepared – encourage others to be prepared and consider volunteering or working with local authorities on disability and other special needs preparedness efforts.

IMPORTANT:

Persons with functional & access needs should move themselves (if able) to a stairwell or protected area behind a fire-rated door. If the person is unable to move themselves, a coworker should aid the individual (when safe to do so) in getting to the area before evacuating themselves, and immediately report their location to the nearest emergency response/fire personnel. **DO NOT ATTEMPT TO MOVE OR CARRY MOBILITY IMPAIRED PERSONS DOWN A STAIRWELL.**

Appendix 5 – Downtown Cleveland Evacuation Plan & Map

DOWNTOWN EVACUATION PLAN

In the event of a serious crisis in the Downtown area, the City of Cleveland may order an evacuation of the general area. The evacuation can be precautionary in nature (only with significant credible information that a serious emergency is imminent) or as a result of an incident that occurs in the downtown area. If an evacuation is initiated, the following procedures shall be used in each type of event. Downtown evacuation will not be used for ordinary weather related conditions.

PRECAUTIONARY EVACUATION OF THE DOWNTOWN AREA

I. Notification:

a. Employees will be notified by one of several methods:

- i. Through the use of the building Public Address System.
- ii. Internal Telephone notification to each department.
- iii. The Cuyahoga County Emergency Alert System will be issuing general public notification by the use of mass media (i.e. television and radio).
- iv. ReadyNotify will send out a mass notification e-mail and text. Please see [Appendix 9](#) for instructions on how to register for this free system.

II. Procedures:

Employees should ensure their Floor Captains are aware of the evacuation order and begin an orderly evacuation from the building and make preparations to leave the immediate downtown area.

i. Those employees who have driven to work should leave using the pre-designated route. The pre-designated route will be the only route available. If you car-pool with other persons in the buildings you will not be able to drive against traffic to pick them up. You should pre-plan this prior to the event and make other travel arrangements. If there is a parking garage within your building, general directions should be given regarding the nearest evacuation route.

ii. Those employees who typically use public transit will still be able to use the transit system in ordinary fashion.

iii. Parking garage gates will be opened for quick release from the parking facility.

EMERGENCY EVACUATION OF THE DOWNTOWN AREA

I. Notification:

a. In the event of an emergency incident in the downtown area that hastens the evacuation of the downtown area, employees will either be notified to evacuate as in the precautionary incident, or the evacuation will be self-evident based on the scale and nature of the emergency.

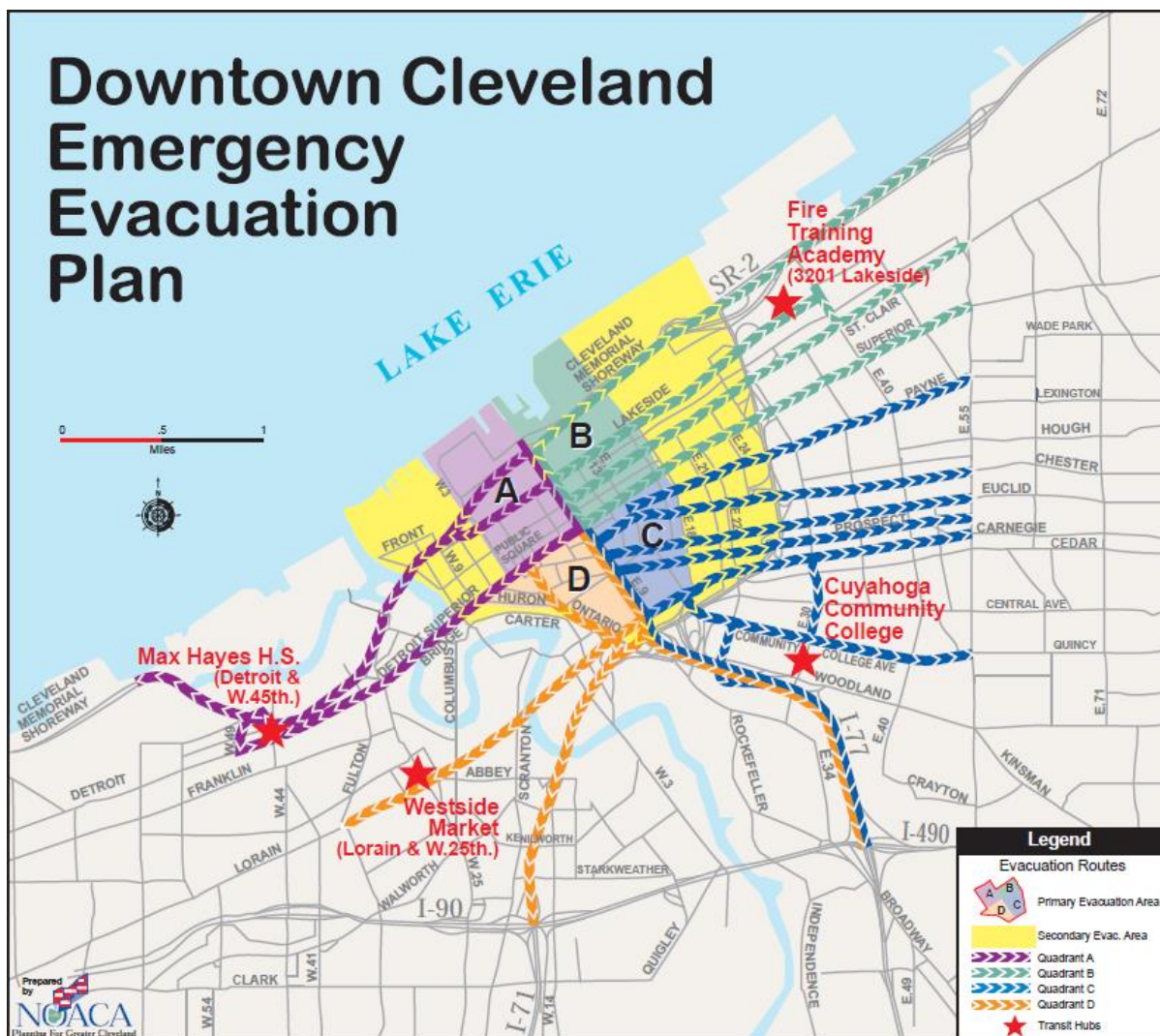
II. Procedures:

a. If the evacuation develops based on the occurrence of a major incident, the same procedures as outlined above should be used for the evacuation routing if possible. If the incident is situated in a position which prevents travel in the pre-designated direction, employees should travel in the same direction as the general flow of traffic. If present, employees should obey Traffic Controllers at all times regardless of pre-designated routes.

b. Pedestrian Evacuation: If, due to the nature, extent, and location of the emergency employees are unable to leave the area via their own vehicle or using public transit, they should begin walking toward one of the nearest “transit hubs.” The locations of the transit hubs are as follows.

1. West 45th and Detroit (Max Hayes High School)
2. West 25th and Lorain
3. CCC Metro Campus (Community College at East 30th)
4. Lakeside at East 40th (Fire Training Academy/CPD Mounted Unit)

Once you arrive at a “transit hub” you will be provided transportation to an outlying temporary shelter (shopping mall or IX Center) where you will need to coordinate your subsequent transportation home.



Appendix 6 – How to Use a Fire Extinguisher

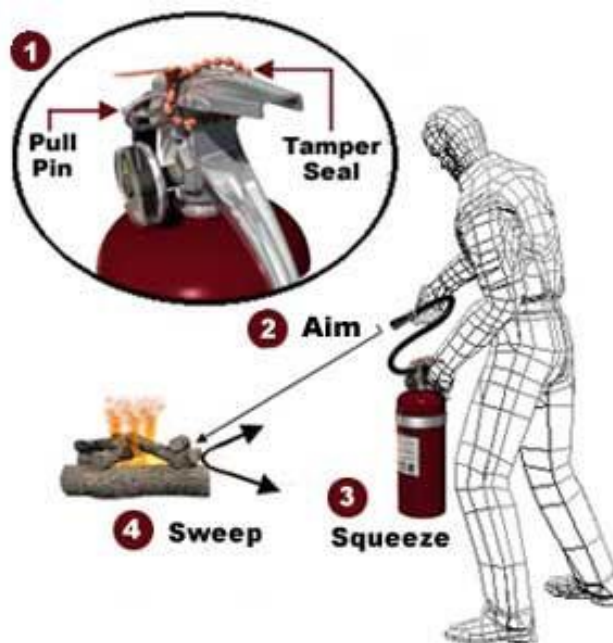
Using a Fire Extinguisher

The following steps should be followed when responding to incipient stage fire:

- Sound the fire alarm and call the fire department, if appropriate.
- Identify a safe evacuation path before approaching the fire. Do not allow the fire, heat, or smoke to come between you and your evacuation path.
- Select the fire extinguisher.
- Discharge the extinguisher within its effective range using the **P.A.S.S.** technique (Pull, Aim, Squeeze, and Sweep).
- Back away from an extinguished fire in case it flames up again.
- Evacuate immediately if the extinguisher is empty and the fire is not out.
- Evacuate immediately if the fire progresses beyond the incipient stage.

Most fire extinguishers operate using the following P.A.S.S. technique:

- 1. PULL...** Pull the pin. This will also break the tamper seal.
- 2. AIM...** Aim low, pointing the extinguisher nozzle (or its horn or hose) at the base of the fire.
- Note:** Do not touch the plastic discharge horn on CO₂ extinguishers. It gets very cold and may cause skin damage.
- 3. SQUEEZE...** Squeeze the handle to release the extinguishing agent.
- 4. SWEEP...** Sweep from side to side at the base of the fire until it appears to be out. Watch the area. If the fire re-ignites, repeat steps 2 – 4 until empty.



Appendix 7 – National Terrorism Advisory System Public Guide

Receive alerts from Facebook and Twitter: **Like us on**  **Follow us on** 



The National Terrorism Advisory System

The National Terrorism Advisory System, or NTAS, replaces the color-coded Homeland Security Advisory System (HSAS). This new system will more effectively communicate information about terrorist threats by providing timely, detailed information to the public, government agencies, first responders, airports and other transportation hubs, and the private sector.

It recognizes that Americans all share responsibility for the nation's security, and should always be aware of the heightened risk of terrorist attack in the United States and what they should do.

NTAS Alerts

After reviewing the available information, the Secretary of Homeland Security will decide, in coordination with other Federal entities, whether an NTAS Alert should be issued.

NTAS Alerts will only be issued when credible information is available.

These alerts will include a clear statement that there is an **imminent threat** or **elevated threat**. Using available information, the alerts will provide a concise summary of the potential threat, information about actions being taken to ensure public safety, and recommended steps that individuals, communities, businesses and governments can take to help prevent, mitigate or respond to the threat.

The NTAS Alerts will be based on the nature of the threat: in some cases, alerts will be sent directly to law enforcement or affected areas of the private sector, while in others, alerts will be issued more broadly to the American people through both official and media channels.

NTAS Alerts contain a **sunset** provision indicating a specific date when the alert expires - there will not be a constant NTAS Alert or blanket warning that there is an overarching threat. If threat information changes for an alert, the Secretary of Homeland Security may announce an updated NTAS Alert. All changes, including the announcement that cancels an NTAS Alert, will be distributed the same way as the original alert.

Imminent Threat Alert

Warns of a credible, specific, and impending terrorist threat against the United States.

Elevated Threat Alert

Warns of a credible terrorist threat against the United States.

Sunset Provision

An individual threat alert is issued for a specific time period and then automatically expires. It may be extended if new information becomes available or the threat evolves.

If You See Something, Say Something™. Report suspicious activity to local law enforcement or call 911.


Alert Announcements:

NTAS Alerts will be issued through state, local and tribal partners, the news media and directly to the public via the following channels:

- Via the official DHS NTAS webpage – <http://www.dhs.gov/alerts>
- Via email signup at – <http://www.dhs.gov/alerts>
- Via social media
 - Facebook – <http://facebook.com/NTASAlerts>
 - Twitter – <http://www.twitter.com/NTASAlerts>
- Via data feeds, web widgets and graphics
 - <http://www.dhs.gov/alerts>

The public can also expect to see alerts in places, both public and private, such as transit hubs, airports and government buildings.

Sample NTAS Alert/Bulletin:

 National Terrorism Advisory System Alert <small>www.dhs.gov/alerts</small>			DATE & TIME ISSUED: XXXX
SUMMARY The Secretary of Homeland Security informs the public and relevant government and private sector partners about a potential or actual threat with this alert, indicating whether there is an “imminent” or “elevated” threat.	DURATION An individual threat alert is issued for a specific time period and then automatically expires. It may be extended if new information becomes available or the threat evolves.		
DETAILS <ul style="list-style-type: none">• This section provides more detail about the threat and what the public and sectors need to know.• It may include specific information, if available, about the nature and credibility of the threat, including the critical infrastructure sector(s) or location(s) that may be affected.• It includes as much information as can be released publicly about actions being taken or planned by authorities to ensure public safety, such as increased protective actions and what the public may expect to see.	AFFECTED AREAS <ul style="list-style-type: none">• This section includes visual depictions (such as maps or other graphics) showing the affected location(s), sector(s), or other illustrative detail about the threat itself.		
HOW YOU CAN HELP <ul style="list-style-type: none">• This section provides information on ways the public can help authorities (e.g. camera phone pictures taken at the site of an explosion), and reinforces the importance of reporting suspicious activity.• It may ask the public or certain sectors to be alert for a particular item, situation, person, activity or developing trend.	STAY PREPARED <ul style="list-style-type: none">• This section emphasizes the importance of the public planning and preparing for emergencies before they happen, including specific steps individuals, families and businesses can take to ready themselves and their communities.• It provides additional preparedness information that may be relevant based on this threat.	STAY INFORMED <ul style="list-style-type: none">• This section notifies the public about where to get more information.• It encourages citizens to stay informed about updates from local public safety and community leaders.• It includes a link to the DHS NTAS website http://www.dhs.gov/alerts and http://twitter.com/NTASAlerts	
If You See Something, Say Something™. Report suspicious activity to local law enforcement or call 911.			
<small>The National Terrorism Advisory System provides Americans with alert information on homeland security threats. It is distributed by the Department of Homeland Security. More information is available at: www.dhs.gov/alerts. To receive mobile updates: www.twitter.com/NTASAlerts If You See Something Say Something™ used with permission of the NY Metropolitan Transportation Authority.</small>			

Appendix 8 – Employee Worksheet and Verification of Training

Employee Worksheet:

1. Describe your primary and secondary evacuation routes.

2. Where are the fire pull stations located at on your floor?

3. Where is your designated assembly or meeting area(s)?

4. If you were to encounter heavy smoke during an evacuation while using your primary evacuation route, what would you do?

5. If, while following the established evacuation plan you are unable to escape a burning building, what should you do as a last resort?

6. If you are with a customer/visitor and you need to evacuate the building, what should you do?

7. Where is the tornado shelter for your building?

8. If you were evacuating the building for a fire and you encountered a customer in a wheelchair, what should you do?

9. According to the Cleveland Downtown Emergency Evacuation Plan ([Appendix 5](#)), what quadrant do you work in, and what direction of travel would you use while driving your vehicle out of the city?

10. What does lockdown mean?

Appendix 9 – County ReadyNotify System

A Preparedness Resource from The Cuyahoga County Office of Emergency Management

At-A-Glance ReadyNotify

ReadyNotify is a mass notification system used to notify citizens, residents, and businesses of emergency situations, non-emergency events and provide information about necessary actions.



What is ReadyNotify?

ReadyNotify is a mass notification system used by Cuyahoga County and participating municipalities to issue emergency notifications to the public.

ReadyNotify is primarily used for emergency notifications when rapid and accurate information is essential for your immediate safety; however you may choose to be notified of general Cuyahoga County Government News as well.

What Type of Notifications Will I receive?

You can expect to receive notifications about:

- Emergency Events
- Cuyahoga County Government News
- Cuyahoga County Building Closures
- Water Boil Alerts
- Safety Messages
- Other Information

Did you know?

Having redundant sources of emergency notifications on mobile devices will ensure you get the right message during an emergency

What Type of Information is Required to Register?

Participation in the ReadyNotify Program is **voluntary**. A valid email and phone number will be needed to sign-up. During the registration process we will ask you to give us information about yourself such as your address, your primary language, and if you require any special assistance during an emergency event. Only information indicated with a star * is required.

How Will I Receive Messages?

When you sign-up in the system, you will receive emails as well as have the opportunity to choose how you want to receive additional messages. Additional messages can be delivered in the following ways:

- Cell Phone
- Home Phone
- Work Phone
- SMS/Text Messaging
- Fax

How Do I Register?

To register please go to the link: ReadyNotify.CuyahogaCounty.us



Cuyahoga County Office of Emergency Management
P: 216-443-5700 | ema@cuyahogacounty.us



Appendix 11 – Floor Captain List

Department	Primary Floor Captain	Floor	E-mail	Phone
APS	Jennifer Hollar	3	Jennifer.Constantino@jfs.ohio.gov	216-420-6806
APS	Kelly Clemings	3	Kelly.Clemings@jfs.ohio.gov	216-420-6840
APS	Jacqueline Williams	3	Jacqueline.Williams@jfs.ohio.gov	216-420-6760
SMBC	Anwangabasi Ekpe	3	Anwangabasi.Ekpe@jfs.ohio.gov	216-987-7032
SMBC	Adrienne Gathy	3	Adrienne.Gathy@jfs.ohio.gov	216-987-6602
SMBC	Gwendolyn Armah	2	Gwendolyn.Armah@jfs.ohio.gov	216-987-6979
SMBC	Tanisha Henry	2	Tanisha.Henry@jfs.ohio.gov	216-987-7384
HOME SUPPORT	Lorsonja Moore	2	Lorsonja.Moore@jfs.ohio.gov	216-263-4674
OPTIONS	Kathy King	2	Kathy.King@jfs.ohio.gov	216-443-6996
OPTIONS	Vanessa Anderson	2	Vanessa.Anderson@jfs.ohio.gov	216-420-6803
OPTIONS	Patricia Miller	2	Patricia.Miller@jfs.ohio.gov	216-420-6831

Department	Alternate Floor Captain	Floor	E-mail	Phone
APS	Jainice Belcher	3	jainice.Belcher@jfs.ohio.gov	216.698.8930
APS	Larry Vavro	3	Lawrence.Vavro@jfs.ohio.gov	216.420.6741
APS	Danette Allums	3	danette.allums@jfs.ohio.gov	216.420.6770
SMBC	James Jones	3	James.Jones@jfs.ohio.gov	216.987.8208
SMBC	Gina Hill	3	gina.hill@jfs.ohio.gov	216.987.6621
SMBC	Camile Anderson	2	camille.anderson@jfs.ohio.gov	216.443.7179
SMBC	Tyisha Taylor-Babb	2	Tyisha.Taylor-Babb@jfs.ohio.gov	216.987.8316
HOME SUPPORT	Charise Walker	2	charise.walker@jfs.ohio.gov	216.420.6801
OPTIONS	Alicia Lewis	2	Alicia.Lewis@jfs.ohio.gov	216.420.6727
OPTIONS	Leslie Gaskins	2	leslie.gaskins@jfs.ohio.gov	216.420.6745
OPTIONS	Maria Daniels	2	maria.daniels@jfs.ohio.gov	216.420.6845

Table Updated: 07/16/2018

Appendix 12 – Procedures for IOU Clients

Emergency Procedures for Clients Served Through

THE OLDER AMERICANS ACT (OAA)

(Applies only to DSAS IOU clients served through WRAAA/ODA)

The provider has an emergency preparedness plan which includes their willingness to cooperate with the WRAAA and ODA to assess the extent of a disaster impact upon persons aged sixty years and over, and to coordinate with public and private resources in the field of aging in order to assist older disaster victims, whenever the President of the United States declares that the service area is a disaster area.

Appendix 13 – Important Phone Numbers

Please note, in the event of an emergency, always dial 9-1-1 first.

In order to obtain additional information concerning the roles, responsibilities, or procedures mentioned in this EAP, please contact the Office of Environmental Health & Safety, or CCOEM listed below:

Department/Agency	Name/Contact	Phone Number
DSAS Security Desk	N/A	216-561-5630
CC Protective Services	N/A	216-443-2141
Sheriff's 24/7 Radio Room	N/A	216-443-6085
Cleveland Fire	N/A	216-664-6800
Ambulance Service	N/A	9-1-1
CCOEM	Mark Christie	216-443-5700
Office of Environmental Health & Safety	Jay Medlock	440-420-2438

***Note:** If you are calling from a desk phone, you must dial 9 first to reach an outside line, even if you are dialing 9-1-1. Therefore, you must dial 9-9-1-1.

For a copy of the County Emergency Preparedness Guide or to see if your department has an established Continuity of Operations Plan (COOP), please contact CCOEM at ema@cuyahogacounty.us or at the number listed above.