

# Community Connector Emergency Action Plan



**CITY OF  
BANGOR**

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## 1. Purpose

The City of Bangor, Community Connector Emergency Action Plan has been created to communicate the immediate actions to be taken by employees during an emergency event. These actions are designed to enhance the safety of employees and visitors, minimize loss and assist first responders. We all have responsibility to know how to respond in an emergency. By knowing your surroundings, identifying evacuation routes and becoming familiar with this plan, Community Connector employees are better prepared to appropriately respond when emergency conditions arise. If you have questions regarding this Emergency Action Plan, please contact the Compliance Officer.

This plan establishes actions that need to be taken for the following events:

- If you Discover a Fire or Smell Smoke
- Medical Emergency
- Bomb Threat
- Suspicious Package
- Public Disturbance
- Active Shooter
- Gas Leak
- Chemical Spill
- Power Outage

## 2. Reporting an Emergency

In an emergency, employees are encouraged to call 911 to request assistance from the City's first responders. When using an office phone or a cell phone, you can call 911 directly. You do not need to dial "9" to reach an outside line. As you report the incident, tell the dispatcher your name, location and nature of the emergency. Be prepared to answer any questions he or she may have. Employees will also notify their supervisor of the emergency situation. A supervisor will report the emergency to the City Manager's office.

### 3. Community Connector Fire Alarm System

The Community Connector Office is equipped with a fire alarm system that is monitored by an outside company. When the fire alarm system is activated, an audible alarm will sound and strobe lights will flash. If you hear or see a fire alarm, never assume the alarm is a false alarm. Immediately evacuate the building and report to the designated assembly area. There are two ways the fire alarm system can be activated, by a smoke detector or through an alarm pull station located near the exits of the building. If an employee uses an alarm pull station to activate the alarm, he or she should immediately evacuate the building and call 911 from a safe location to report the emergency.



Fire Alarm Strobe Light

### 4. Evacuation and Accountability

## EVACUATION PLAN

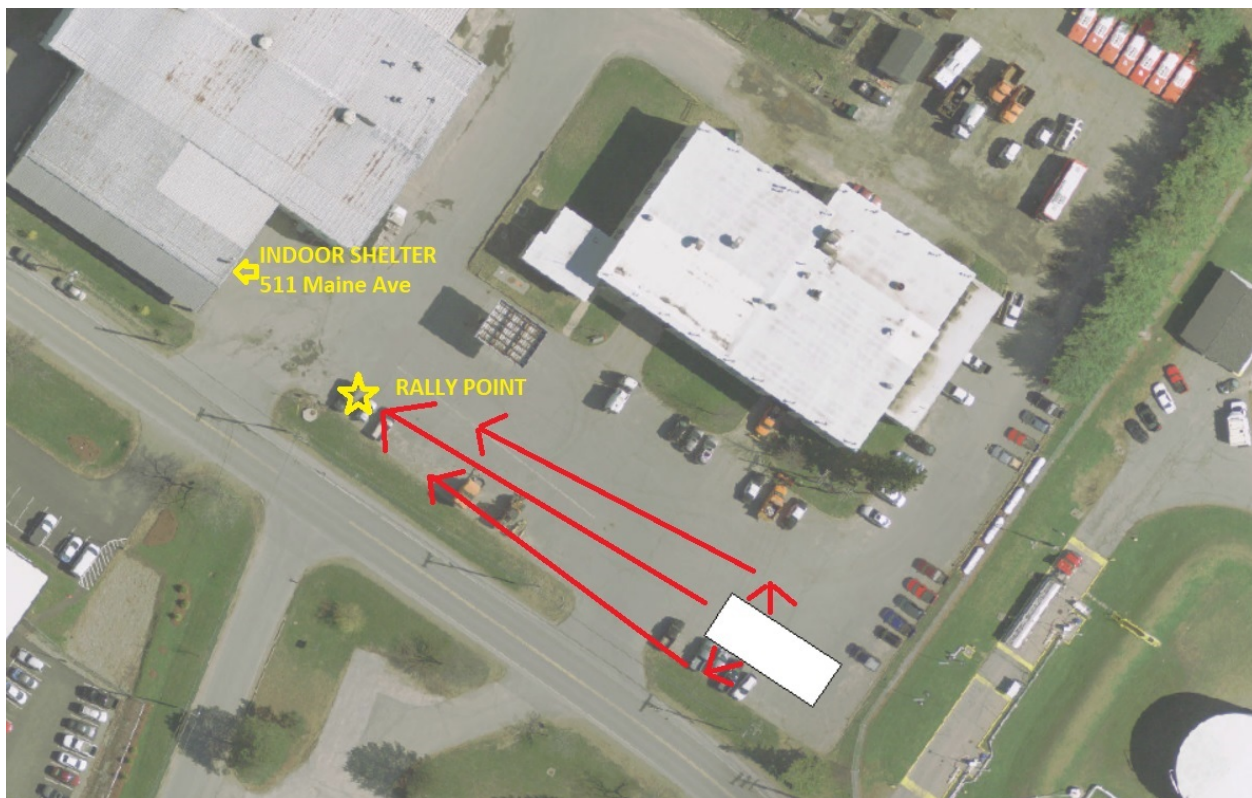


Community Connector Evacuation Map

When the fire alarm system is activated, occupants are required to immediately evacuate the building. The primary route for evacuation should be followed unless an unsafe condition blocks

the path. If this occurs, use the next safest route to leave the building. Individuals have a responsibility to familiarize themselves with the location of exits for their office area. A building map, is posted in the reception area. Knowing your exit routes before an emergency will help with an efficient evacuation. If it is safe to do so, conduct a quick sweep of your office area before leaving the building. The last person to leave a room should turn off the light(s) and close the door. As you are leaving the building, and if it is safe to do so, assist disabled individuals and visitors to safely evacuate.

Once outside of the building, immediately go to the designated assembly area, located at the west end of the Fleet Maintenance parking lot, near the sewer department building. Be aware of your surroundings as you evacuate, first responders' vehicles will be arriving at the scene and may stage in multiple areas. If possible, avoid walking near the emergency response vehicles.



Community Connector Assembly Location

Before the Supervisor leaves the building, he/she will do a sweep of the building before leaving, if it is safe to do so. At the assembly point, report to the supervisor to let him or her know that you have evacuated the building safely. During inclement weather, the supervisor will direct you

to proceed to the Sewer Department at 511 Maine Avenue once everyone has been accounted for. Do not leave the assembly area without being instructed to do so. Occupants must not reenter the building until the first responder in charge of the incident (i.e. Incident Commander) communicates to the supervisor that it is safe to do so.

## **Bus Barn**

Employees who are working in the cold or warm storage bus barn and detect signs of a fire (i.e. smoke, heat or flames) should notify people in the near vicinity and evacuate the building through the nearest exit. There are not fire alarm pull stations in this building. Pedestrian doors are to be used as the primary exits, although overhead doors are a second option. If the employee has a cell phone, he/she should call 911 to report the emergency and then notify his/her supervisor. Employees should not attempt to remove any buses from the barn. The rally point for any incidents in the bus barn is the driver's room of the Community Connector office building.

### **4.1 Special Assistance during an Evacuation**

If, for any reason, you believe you require special assistance during an evacuation please identify yourself to your supervisor. A plan can be developed to provide assistance during an evacuation. The departmental supervisor is required to communicate this plan to the Department of Safety and Environmental Management. The first responders will also be made aware of your situation to better plan their response during an emergency situation.

## **5. Responding to Emergencies**

### **5.1 If you discover a fire or smell smoke**

If you discover a fire or smell smoke, activate the fire alarm system by pulling the closest pull station to begin the evacuation of the building. If safe to do so, confine the fire by closing doors as you leave the area. Call 911 from a safe location and report the following information:

- Your location (i.e. 475 Maine Avenue)
- Location of the fire or smoke
- Size or type of fire

As you evacuate, approach closed doors with caution. If the door has a window, peer through the window to determine conditions on the other side. If the door does not have a window,

make sure you briefly touch the door to feel if it is hot. Remember, while evacuating NEVER OPEN A HOT DOOR. Smoke or fire on the other side could blast through with tremendous force and heat. As you are exiting the building do not block or wedge exit doors in an open position. The doors must remain closed to keep smoke out.

The Community Connector Office is not equipped with a building sprinkler system.

## 5.2 Medical Emergency

If a medical emergency occurs, immediately call 911 to request medical assistance. When reporting a medical emergency, be prepared to provide the following information:

- Location of injured or ill person
- Nature of injury or illness
- Age of injured person
- Sex of injured person
- Current condition
- Any known medical history

Remain with the injured or ill person and do not move them unless they are in immediate danger of further injury. Send a person to the parking lot to meet the first responders. This person will escort the first responders to the location of the injured person. An emergency may occur that necessitates immediate first aid and/or subsequent medical attention. As a “Good Samaritan” you may provide first aid or CPR to a victim. The Community Connector Office is equipped with a first aid kit that is located in the driver’s room. First Aid / CPR / AED training is available through the Fire Department upon request.

Community Connector employees are trained to clean-up blood and other potentially infectious materials. Prior to clean-up operations, employees will section off the contaminated area to prevent others from coming in contact with the blood or body fluid. If the contamination is too large to clean-up, a supervisor will contact an outside company to assist with the clean-up efforts.

## 5.3 Bomb Threat

While not common, bomb threats can happen at Community Connector. Most bomb threats will be received by a telephone call to someone at Community Connector. If you receive a bomb threat by phone, call 911 and evacuate the building. If you receive a written bomb threat, notify your supervisor immediately. Do not handle the document. Law enforcement may want to examine it for fingerprints. Try to remember when you first noticed the written threat and all persons who handled the note.

## 5.4 Suspicious Packages

Not all dangerous packages or envelopes look suspicious, and not all suspicious looking packages are dangerous. You must always use your best judgment. If you are concerned for any reason, do not handle the package. Notify your supervisor if you believe there is a suspicious package in your area.

### **Characteristics of Suspicious Packages/Letters include:**

- No return address
- Odd smell or sounds coming from the package
- Oily stains, leaking or seepage from the package
- Wires protruding from the package
- Written directions indicating only a specific person is to open the package
- Packages that are addressed to a title only, without a name, or incorrect titles
- Restrictive markings, like “personal,” “private” or “to be opened only by...”
- Excessive postage, no postage or non-canceled postage
- Excessive use of tape or unprofessionally wrapped packages
- A rigid or bulky envelope
- Misspelled words, poor handwriting, printing or typing
- Postmark showing a very different location than return address

### **If your supervisor determines that the package or letter is suspicious:**

- Evacuate the immediate area or room.
- Call 911 to report the situation.



- Do not attempt to further handle the package until it has been deemed safe by responding personnel. This will keep fingerprints to a minimum and will assist the police in identifying potential offenders.
- Do not attempt to destroy the package on your own.
- Determine who else in the office may have legitimately handled the package and be ready to communicate this information to law enforcement.

## 5.5 Public Disturbance

It is possible that you may encounter an individual at Community Connector that becomes argumentative, upset, or confrontational. However, these emotional encounters do not necessarily constitute an emergency situation. Community Connector employees should stay calm, be polite and not provoke the individual. If the situation starts to escalate, ask him or her if he would like to speak to your supervisor. It is often a good idea to have more than one person in the room to deescalate a situation. If the person becomes threatening, verbally abusive or tries to become physical, attempt to remove yourself from the situation and call 911.

## 5.6 Active Shooter

Active shooter scenarios are often unpredictable and evolve quickly. Because active shooter situations are often over within minutes, employees should try to remain calm and be prepared to quickly determine the most reasonable way to protect yourself until first responders arrive. If you are in harm's way, you will need to decide what the safest course of action is based on the scenario that is unfolding before you.

**“Run”** – if there is an accessible escape path, attempt to evacuate the area:

- Have an escape route and plan in mind
- Evacuate regardless of whether others agree to follow
- Leave your belongings behind
- If possible, and if it does not jeopardize your safety, help others escape
- If possible, prevent others from entering an area where the active shooter may be
- Keep your hands visible at all times, to show law enforcement that you are not a threat
- Follow the instructions of any law enforcement officer
- Call 911 when safe to do so

**“Hide”** – If evacuation is not possible, find a safe place to hide where the active shooter is less likely to find you. Your hiding place should:

- Be out of the active shooter's view

- Provide protection if shots are fired in your direction
- Not trap you or restrict your options for movement

To prevent an active shooter from discovering your hiding place or from entering your hiding place, you should:

- Lock the door
- Silence your cell phone; even the vibration setting can give away a hiding place
- Block the door with heavy furniture
- Hide behind large items (i.e. desk, file cabinet)
- Close, cover and move away from windows
- Remain quiet

If safe to do so, call 911 to alert police to the active shooter's location. If you cannot speak, leave the line open and allow the dispatcher to listen.

**“Fight”** – As a last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter by:

- Acting as aggressively as possible against the active shooter
- Throw items and use improvised weapons (i.e. pen, scissors)
- Yell and scream
- Fully commit to your actions

If safe to do so, call 911 and be prepared to provide the dispatcher as much information as possible, including:

- Location of the active shooter (i.e. building, office, etc...)
- Number of shooters
- Physical description of the shooters
- Number and type of weapons held by the shooters
- Number of potential victims at the location

When law enforcement arrives, it is their objective to eliminate the threat as soon as possible. The first officers to arrive to the scene will not stop to help injured persons. Expect to see officers in different uniforms, plainclothes or in tactical gear. They may respond alone or as part of a response team. Officers will take command of the situation by shouting orders and/or physically directing individuals to a safe place or the ground. It is important that you:

- Remain calm and follow instructions
- Put down any item and immediately raise your hands while spreading your fingers

- Avoid making any sudden movements
- Keep your hands visible at all times
- Avoid pointing, screaming or yelling

## 5.7 Gas Leak

The Community Connector Office furnace that operates on natural gas, which is supplied into the building through an underground pipe. If you discover a gas leak or smell natural gas, exit the building and activate the fire alarm via the fire alarm pull station as you are leaving the building. Call 911 from a safe location and report the emergency. Locate your supervisor at the designated assembly location and report the emergency.

## 5.8 Chemical Spills

The City of Bangor divides chemical spills into two categories: incidental and major spills. Depending on the size of the spill, hazards associated with the material, and the location of the spill, assistance may be needed to clean the spill. Incidental spills are defined as a spill that does not pose a significant safety or health hazard to employees in the immediate vicinity, nor does it have the potential to become an emergency within a short period of time. A major spill is defined as a spill requiring the involvement of individuals outside the work area that creates an incident beyond the level of training of the workers involved. Factors that clearly indicate a major spill are:

- The spilled material or chemical is highly toxic, reactive, or poses an immediate and/or significant risk to health.
- The release poses a serious threat of fire and explosion.
- Involves injury to personnel.
- The need for employees to evacuate the area.
- Response and cleanup are beyond the expertise and ability of personnel in the immediate area or equipment and materials to clean up the spill are not adequate or readily available.
- The situation is unclear, unknown chemical or data is lacking regarding incident.

### **Incidental Spills**

For incidental spills please follow the procedure below:

- Alert persons in the area that a spill has occurred and have them move away from the spill.
- Evaluate the toxicity, flammability, and other hazardous properties of the chemical as well as the size and location of the spill to determine whether evacuation or additional assistance is necessary. Consult your Safety Data Sheet (SDS) for additional information.

- If additional assistance is necessary, evacuate the room and contact Safety and Environmental Management. This is a major spill.
- If spilled material is flammable, turn off ignition and heat sources.
- Put on the proper personal protective equipment (PPE) such as goggles, gloves, lab coat or apron, etc. before beginning cleanup.
- Stop the source of the spill if possible.
- Using the appropriate absorptive materials from your chemical spill kit, slowly add the absorbent on and around the spill preventing the chemical from spreading. Add additional absorbent to completely cover the spill and allow the chemical to fully penetrate into the absorbent. Pillows or pads can be used to absorb the chemical once it is encircled to prevent it from spreading.
- Sweep up the absorbent material from the outside working towards the middle.
- Scoop up and deposit the material into a leak-proof container or bag. Used pads or pillows can also be placed in the same container or bag.
- Seal the bag or container, label it, and contact Safety and Environmental Management for disposal.
- Wash the contaminated area with soap and water.
- Restock any spill materials or supplies that you may have used.

## Major Spills

For major spills the procedure below should be followed:

- Evacuate the area immediately. If safe to do so, turn off potential ignition sources and close doors on the way out.
- Attend to any injured or contaminated persons and remove them from the location of the incident.
- Use eyewash in other areas as needed to rinse spilled chemicals off people.
- If the spill is safely contained within a room, post a person outside that room to prevent someone else from entering.
- Contact Safety and Environmental Management
- For situations that threaten health and safety of City personnel, activate the fire alarm, evacuate the building and report to the assembly area.

## 5.9 Power Outage

Community Connector is equipped with a backup generator which provides power to the building when the regular power supply is interrupted. The generator does not necessarily provide power to every room within the building. However, it does provide power to locations that are the highest priority, such as the evacuation routes. In the event of a failure

of the backup generator, it is essential for all building occupants to remain calm and wait for the power to return. If there is an emergency situation employees will be notified.

## **6. Critical Shutdown Procedures**

Community Connector does not have any critical shutdown procedures that must be implemented before evacuating the building.

## **7. Training**

Initial and annual training will be provided by Safety and Environmental Management or the Community Connector Compliance Officer. The training presentation will cover the specifics of this plan and will allow an opportunity for employees to ask questions. An evacuation drill will be scheduled annually.

## **8. Program Review**

Safety and Environmental Management will conduct a periodic review of the Community Connector Emergency Action Plan, including the training program to ensure compliance with 29 CFR 1910.38.