

**Town of East Lyme  
Building Emergency Procedures  
Manual  
2016-2021**



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Building Emergency Procedures Manual Sub-Committee**

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Town of East Lyme  
Building Emergency Procedures Manual  
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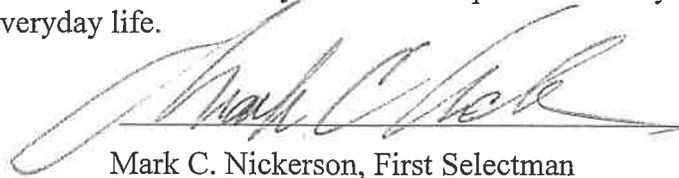
The members of the Town's Health and Safety Committee are committed to the health, safety and well-being of our employees, visitors and citizens of East Lyme.

Members of the Health & Safety Building Emergency Procedures Manual Committee have spent many months compiling material in an effort to inform you about important safety precautions, instructions and recommendations that should be followed in the event of several different types of emergency situations.

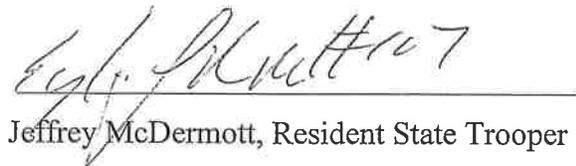
Please take the time to review this document in its entirety. The saying "knowledge is power" rings true in many situations. Though the risk of some of the events listed in this manual happening here is quite low, nothing is a guarantee. Being informed and knowing what to do in the event of any type of emergency is key to reducing the risk of injury or even death.

This manual will be updated every five years. If you feel information should be added that was missed, or changed to reflect your specific building, we encourage all employees to forward your ideas to any active member of the Health and Safety Committee. Working together, we can all be informed employees in an environment that promotes safety first in the work place.

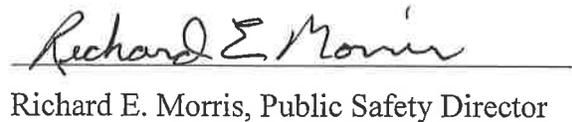
Our hope is that you take away information that will instill a renewed sense of security, and provide you with the resources you need to implement what you learn from this manual into your everyday life.

  
Mark C. Nickerson, First Selectman

15/11/16  
Date

  
Jeffrey McDermott, Resident State Trooper

15/12/16  
Date

  
Richard E. Morris, Public Safety Director

15/10/16  
Date

  
Julie C. Wilson, Health & Safety Co-Chair

15/11/16  
Date

  
Anna Hartung, Health & Safety Co-Chair

15/12/16  
Date



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Day to day we hear of natural and manmade disasters that happen around the world. Each one of us has at one time or another probably wondered what we would do if we found ourselves in one of these situations. This document is a modified version of building emergency procedures that were developed for a city hall in Minneapolis. You're Health and Safety Committee believes this is valuable information that would be beneficial in keeping you and visitors of our Municipality safe in the event of a natural or manmade disaster. This information is not in any way intended to scare or alarm you. It is; on the contrary, provided with the best of intentions to keep you safe. We hope that you will take the time to read this document and be informed on how to protect yourself and those around you in the unlikely event the unexpected happens here.

**Emergency Scenarios** fall under a handful of general categories; Fire, Medical Emergency, Severe Weather, HAZMAT, Utility Failure, Bomb Threat and Violent Incidents. Within these few categories however hundreds of different scenarios are possible. Because it is impractical to plan for every scenario; it is imperative our response actions are practical. It is assumed that the following emergencies may result in one or more of the following situations:

- Major damage to Town facilities and property.
- Multiple and severe casualties to employees or clients.
- Complete loss of utilities and communications.
- Long term emergency response, rescue and recovery operations.

The Town of East Lyme's goal is to educate the employee population on the dangers associated with these emergencies, along with how to prepare and protect themselves and others in the event that one should occur.

### **Fire**

- ***When you hear the fire alarm, evacuate immediately to a designated safe area marked on the map on the last page of this booklet!***
- ***Intentional disregard to evacuate Town facilities during a fire alarm can potentially put First Responders at risk.***

Fire is generally misunderstood by many people and is tragically taken for granted on occasion. It is important for employees to understand a few simple facts about the characteristics of fire:

1. **Fire is fast;** in less than 30 seconds a small flame can turn into a major fire.
2. **Fire is hot;** heat is more threatening than flames. A fire's heat alone can kill. Room temperatures in a fire can be 100 degrees at floor level and rise to 600 degrees at eye level. Inhaling this super hot air will scorch your lungs. This heat can melt clothes to your skin. In five minutes a room can get so hot that everything in it ignites at once: this is called flashover.
3. **Fire is dark;** it starts bright, but quickly produces black smoke and complete darkness. Most fires produce an immense amount of smoke that is highly toxic. The result can be disorientation, unconsciousness and death depending on the amount of ingestion. In fact, smoke is responsible for more fire fatalities than flames.



## Medical Emergency

*Most important is the immediate notification (911) to emergency responders who are trained to handle medical emergencies.*

### When you call 911:

1. Stay calm! Speak slowly and clearly.
2. Be sure to give your location including the town (*especially if calling from a cell phone*), street address and the exact location of the patient (for example: "upper level of the Town Hall in the Town Clerks office", or "behind the Town Hall in the Pavilion").
3. Give as much detail as possible to the 911 dispatcher, including:
  - a. Gender, approximate age, what happened and condition of the patient.
  - b. Your name and the telephone # you are calling from if requested.
  - c. If possible, assign someone to meet the emergency medical personnel when they arrive at your location so that they can bring them directly to the patient.

Medical Emergency situations will vary and can potentially occur at any time. As Town employees we have certain responsibilities should a medical emergency arise involving a fellow worker or client. In most cases employees may be called upon to provide basic first aid and comfort until emergency responders arrive.

The Town of East Lyme and your Health & Safety Committee are committed to providing all employees training in First Aid/CPR and the use of AED equipment annually.

## HAZMAT Incidents

- In the event of a HAZMAT incident, *no employee should attempt to clean up a spill or chemical agent!*
- If you see or are directly involved with a HAZMAT situation, *immediately call 911 to report.*

### When you call 911:

1. Stay calm! Speak slowly and clearly.
2. Be sure to give your location including the town (*especially if calling from a cell phone*), street address and the exact location of the incident (for example: "Field Services Building in the vehicle wash bay", or "In the parking lot to the right of the Field Services Building").
3. Give as much detail as possible to the 911 dispatcher, including:
  - a. What type of chemical/agent has been spilled (if known).
  - b. If anyone has been exposed to this chemical/agent.
  - c. Your name and the telephone # you are calling from if requested.
  - d. If possible, assign someone to meet the emergency response personnel when they arrive at your location so that they can bring them directly to the location of the incident.



A HAZMAT incident can range from a minor gasoline spill to a major release of toxic chemical or biological hazardous material. Town facilities store various types of hazardous materials depending on the operation or function of a particular Department. In addition, large quantities of hazardous materials are transported daily across the I95 corridor as well as via railways along the coastline of our town.

HAZMAT incidents or releases are most often caused as a result of transportation accidents or because of mishandling or improper storage methods in the work environment.

The Town of East Lyme Fire Departments have the primary responsibility for responding to hazardous materials incidents. They are trained and equipped to handle all aspects of HAZMAT response and recovery operations.

HAZCOM refers to an OSHA requirement regarding an employee's Right to know regarding the identities and hazards of the chemicals to which they are exposed in the workplace. In addition, the need to know extends to protective measures to prevent the negative effects of chemicals present.

Department Heads play an important role in making employees aware of hazards in the workplace and the appropriate control measures needed to protect themselves. For this reason, Safety Data Sheets (SDS) are available for review by all employees. These should be kept in the individual departments near where the potentially volatile hazards are stored or used. The SDS instructs employees on how to use, handle, and store chemicals safely. They contain important information, such as:

- Identity of the chemical, with its chemical and common name.
- Hazardous ingredients.
- Physical and chemical characteristics.
- Fire and explosion hazard data.
- Reactivity data.
- Health hazard data.
- Precautions for safe handling and use.
- Control measures.
- Emergency and first aid information.
- Name, address and phone number of the chemical manufacturer, importer or other responsible party who prepared the SDS.

In most cases the Department Head is responsible for keeping the SDS up-to-date. Refer to the map in the back of this booklet for your facility's SDS location.

**HAZMAT Response Levels are identified using the following criteria:**

**Response Level I:** An incident or threat of a release which can be controlled by the first response agencies and only requires evacuation of the involved structure or the immediate outdoor area. The incident is confined to a small area and does not pose an immediate threat to life or property.



**Response Level II:** An incident involving a greater hazard or larger area which poses a potential threat to life or property and which may require a limited evacuation of the surrounding area.

**Response Level III:** An incident involving a severe hazard or a large area which poses an extreme threat to life and property and will probably require a large scale evacuation, or an incident requiring the expertise and resources of regional, state, federal or private agencies.

### **Severe Weather**

*Each building has a designated Shelter in Place location. Refer to the map in the back of this booklet for the “Shelter in Place” locations within your facility. It is important for each employee to know the location/s of the nearest weather related Shelter-In-Place areas.*

Severe weather activity for northern tier states usually refers to winter storm, tornado and flash flooding scenarios. However other less likely forms of severe weather should be considered as well; such as lightning strikes and extreme heat or cold. In most cases the response to severe weather is sheltering in one form or another. When advanced notice is available and it is warranted, employees may be instructed to stay home or leave work early depending on travel conditions.

### **Tornado**

*If a tornado is imminent, employees will be instructed to move to their “Shelter in Place” locations. Even with advances in meteorology, warning times may be short or sometimes not possible. Lives are saved when individuals receive and understand the warning, know what to do, and know the safest place to go.*

Tornado season is generally March through August. They tend to occur in the afternoons and evenings with 80 percent of all tornadoes striking between noon and midnight. The biggest threat to building occupants is being struck by flying debris either outside of the facility or inside near windows and doorways.

**Tornado Watch** generally means that conditions are favorable for tornado activity to occur. This is the best time to prepare for *possible* evacuation to the designated shelter area.

**Tornado Warning** means that a tornado has actually been spotted, or is strongly indicated on radar, and you should immediately evacuate to your safe shelter. Should high winds hit or a tornado touch down in the immediate area; please allow time for a damage assessment to be conducted before exiting the safe shelter area. You may still be at risk of being struck by falling debris, downed power lines or gas leaks if you leave the shelter prematurely.

### **Winter storm**

Department Heads of affected Town of East Lyme facilities will communicate any facility closings to their employees. Winter storm events are common in this region of the country. The leading cause of death during winter storms is traffic accidents. For this



reason you will be notified of any closure of Town Offices for non-essential personnel in a timely manner. The basis for making that decision will come from The First Selectman or his designated appointee.

***The basic winter storm categories are:***

- ***Winter Storm Watch*** means a winter storm is possible in our area.
- ***Winter Storm Warning*** means a winter storm is headed for our area.
- ***Blizzard Warning*** means strong winds, blinding wind-driven snow and dangerous wind chills. In addition sustained winds of at least 35 miles per hour are to be expected for several hours.

**Flooding**

Flooding, like winter storms requires timely notification and precautionary steps as you travel to and from work. Floods are the most common and widespread of all natural disasters--except fire. Most communities in the United States can experience some kind of flooding after spring rains, heavy thunderstorms, or winter snow thaws.

***Flash Flood waters can be extremely dangerous. The force of just six inches of swiftly moving water can knock people off their feet. Cars can easily be swept away in just 2 feet of moving water. Obviously the best response to any signs of flash flooding is to move immediately and quickly to higher ground.***

**Utility Failures**

All town buildings where employees report for work are currently equipped with generator backup power. ***Any utility failures even those that may seem insignificant, or generator failure should be reported to the Building Maintenance Supervisor immediately.***

Utility failures have the potential to cause a significant adverse impact on our business operations. Power failures often create a “domino effect,” disrupting a variety of other services and utilities. Common utility failures may result in the loss of;

- Electricity
- Communication systems
- HVAC systems
- Water supply\Fire Alarm systems

**Workplace Violence**

There are certain protective actions that can be taken to minimize residual harm to others in the building. The challenge is ensuring facility occupants are sheltered from the incident area until the Police arrive to make the facility and surrounding area safe. In most cases the Department Head actions will involve;

- Ensuring neighboring departments or facilities are notified of the violent event and location.



- Shelter occupants within their immediate work area by locking themselves in to prevent the incident from spreading throughout the facility.
- Initiate a partial or full evacuation of the facility to a safe area away from the violent event.

Workplace Violence incidents have become all too familiar in today's workplace. Across the nation, various forms of violence including homicide occur at work on a regular basis. Each year over 600 workers are murdered by coworkers, family members, or acquaintances while they are at work. The Town of East Lyme is no exception and must be prepared to react to such events. (See pg. 19: Coping with Threats and Violence)

Should a violent event occur within our facilities actions must be taken to protect ourselves, fellow employees and clients from harm. In most workplaces, a specific individual or small group is the intended target. Residual injuries or deaths to unintended targets (people) usually occur because of their close proximity to crime scene and the exit path of the assailant. When a violent event occurs it will usually happen without warning and be completed within a few short minutes. Most facility occupants will not even be aware of the incident, certainly in larger facilities.

### **\*Active Shooter**

#### **Evacuate**

If there is an accessible escape path, attempt to evacuate the premises. Be sure to:

- Have an escape route and plan in mind
- Evacuate regardless of whether others agree to follow
- Leave your belongings behind
- Help others escape, if possible
- Prevent individuals from entering an area where the active shooter may be
- Keep your hands visible (be sure nothing is in your hands)
- Follow the instructions of any police officers
- Do not attempt to move wounded people
- Call 911 when you are safe

**If evacuation is *not* possible, 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 entering your hiding place:**

- Lock the door
- Blockade the door with heavy furniture



**If the active shooter is nearby:**

- Lock the door
- Silence your cell phone and/or pager
- Turn off any source of noise (i.e., radios, televisions)
- Turn off the lights.
- Hide behind large items (i.e., cabinets, desks)
- Remain quiet.

**If evacuation and hiding out are not possible:**

- Remain calm
- Dial 911, if possible, to alert police to the active shooter's location
- If you cannot speak, leave the line open and allow the dispatcher to listen.

Getting into a physical altercation with an active shooter is about the second worst thing you can do, but the worst thing you can do is just cower and die. If you're unarmed, the only recourse you'll have (provided you've put yourself in a position to do so) is to do like the bystanders did when U.S. Representative Gabrielle Giffords was shot, and take him down unarmed. The more prepared you are to do that, the more likely it is that you'll be successful in saving your life and the lives of those around you.

**\*\*When the police arrive on scene, do the following:**

- Follow ALL of their commands. You may be handcuffed and frisked. This is standard operating procedure. Remember, the arriving police officers don't know who the shooter(s) are! Don't be insulted or resist. The police will figure out you are an innocent bystander soon enough.
- Try to recall as much as you can about the shooter. Where did you see him last? What does he look like? Was there more than one? What was he wearing?
- Provide them with as much information as you can about the layout of the area. If you can remember which doors you barricaded or which windows you opened, tell them.
- If you cannot recall much, it is very understandable and nothing to be ashamed of. You just lived through a traumatic event. Your brain and body will be in overload mode. It is very common to not be able to remember details immediately after such an event.
- You may feel completely drained by all of this. Again, your body just dumped a lot of adrenaline into your system in a "Fight or Flight" reflex. When you are able to do so, eat and sleep.

Once you are out of harm's way, your ordeal is not over. You will most likely have a flood of thoughts and emotions that you may not fully understand or comprehend. You might feel anger, guilt, sadness, remorse, depression, etc. THIS IS NORMAL!

Talk to others about this. Seek help from counselors or other trained personnel. The "tough guy/I can handle it alone" will not help you. We now have a much better understanding of things such as Post Traumatic Stress Disorder, etc. There is no shame in it, and there is nothing "Manly or Tough" about not seeking help to deal with it. You owe



it not just yourself, but to your friends and family to work through all of this. There are trained professionals who can help you deal with everything you will be going through.

It is the hope of each and every member of your Health & Safety Committee that no one ever has to go through this type of tragedy. But if you do, hopefully you will now be better prepared to deal with this type of crisis.

**\*\*\*Our Local Law Enforcement Plan:**

***Important things to remember:***

- The first law enforcement officers to arrive are tasked with isolating, engaging or apprehending the suspect and ending the use of deadly physical force or violence. ***Their first priority is to STOP the shooter and prevent further harm.*** They will move toward the suspects and sound of weapons and/or immediate threat indicators. Be aware, these officers may bypass fleeing and injured victims in order to stop the suspect(s), and may bypass rooms unless there is a specific threat within the room. Again, it is not that they don't care about you, it is just their mission to stop the violence as quickly as possible, and to make it safe for Emergency Medical Service (EMS) to enter the building.
- Once an area has been cleared and is protected, EMS personnel will be escorted by additional law enforcement officers into the building. Their primary focus is to assist/evaluate the injured and move them to a secure area. Any uninjured personnel discovered during this search will be evacuated to the nearest exit if it is safe to do so.

***Pre-Plan! Know your surroundings!***

- Take a look around at your workspace.
- Where are the exits closest to you? This doesn't necessarily mean just doors! Many buildings have windows that are large enough for a person to escape. They may be locked on a regular basis. Be sure you know how to unlock and open these windows quickly. This will save valuable time should you ever need to make a quick exit.
- Remember, there are times during the day when you may be somewhere else in the building. Whenever you change locations, always be aware of the closest exits to where you are.
- Where are objects located that you could use to defend yourself as a last resort if you had no choice but to "fight back"?

***Knowing this information ahead of time will only help you to make good split decisions if you needed to act fast. Always remember...many people that have experienced this type of tragedy used to think "that won't ever happen here." The unfortunate truth is, it can. So give yourself the highest chance for survival, and be prepared!***



Here are a few video links that provide a lot of useful information should you ever find yourself in this situation. Please take the time to watch one or all. You will most likely learn something that could ultimately save your life!

Surviving an Active Shooter – Los Angeles County Sheriff's Department  
<http://www.activeshooter.lasd.org/>

RUN. HIDE. FIGHT Surviving an Active Shooter Event – www.ReadyHoustonTX.gov  
<https://www.youtube.com/watch?v=5VcSwejU2D0>

Options for Consideration Active Shooter Training Video – U.S. DHS  
<https://www.youtube.com/watch?v=oI5EoWBRYmo>

Active Shooter Emergency Preparedness – www.sorm.state.tx.us  
<https://www.youtube.com/watch?v=vK9lMgzwMXA>

*(Source Information)*

*\*Department of Homeland Security*

*\*\*Graywolfsurvival.com*

*\*\*\*LEC, Fire Chiefs and EMS Providers of New London County*

### **Suspicious Mail or Packages**

Suspicious mail or packages are a concern for all employees especially those who work in areas where bulk mail is handled on a daily basis. The primary threat associated with suspicious mail is the potential for explosives or bio/chemical agents to be detonated or released within our facilities. Even small packages can be packed with enough explosive material to cause major damage. Anthrax and other deadly agents can easily be distributed through our mail system. It is not uncommon for government facilities and employees to be targeted. For this reason employees should be trained to recognize and report suspicious packages.

#### ***Characteristics of suspicious letters or packages include the following indicators:***

- Excessive postage and/or postmarks or stamps that do not match the sender address.
- Handwritten or poorly typed addresses.
- Incorrect titles or titles without names.
- Spelling errors in common words.
- Lumpy or uneven envelopes, oily stains, discolorations and odors.
- Absence of a sender address.
- Exposed pieces of cable or aluminum foil.
- Excessive use of packing materials such as adhesive tape, rubber bands, string, etc.
- Handle the package with care, do not shake or bump it.

If you encounter an item showing one or more of the characteristics mentioned above take the following steps:

1. Isolate the package and ensure employees remain a safe distance away.
2. Do not open, inspect or smell the package.
3. Notify 911 and explain the details of the package that raised suspicion and request Police respond to investigate.



4. If any substance has spilled out onto a surface, ***do not try to clean it up***. Cover the spill immediately. Any employee exposed should NOT leave the room. Doing so could potentially spread the unidentified substance.
5. Keep all doors and windows closed and prevent others from entering the area. Notify the Building Maintenance Supervisor @ 860-884-0736 to turn off local fans or ventilation units in the area immediately.
6. If possible, without leaving the room, wash your hands with soap and water to prevent spreading any powder to your face. Remove contaminated clothing as soon as possible and place it in a plastic bag or in a sealable container.
7. Notify all employees who were or may have handled the suspicious item to ensure they take measures to decontaminate.
8. Follow instructions of emergency personnel.

The police or local FBI agency will determine if the mail or package warrants further safety and security measures. This could range from simply sealing up the package in a plastic bag to removal and detonation.

### **Bomb Threats**

Bomb threats unfortunately are a common reality in our society and in particular for employees of government office buildings. Bomb threats can come from a variety of sources; pranksters, disgruntled employees, radical and terrorist organizations. Each has their own reasons or agenda for making the threat and in some cases carrying out that threat. While the physical safety of facility occupants is most important; the psychological effect bomb threats can impose on employees in particular should not be ignored.

The first step in being prepared to respond to bomb threats is to accept the reality that bombings although remote are a possibility in our work place. A plan of action is extremely important as it sends an important message to the perpetrators that we are prepared and take bomb threats seriously.

Receiving a Bomb Threat is a rare occurrence for most people with the exception of Law Enforcement Officials and 911 Operators. Never assume that the call is a prank. Receiving such a call is very unsettling for most people. However, if you receive the call, you potentially are responsible for the safety of everyone in that building, so remain calm.

You now have the responsibility of conveying the caller's threat. The information you convey will be used by law enforcement personnel to determine if the threat is or is not credible. Ultimately this will determine whether to evacuate the facility or remain in place.

***Take the time to familiarize yourself with the bomb threat checklist on page 20 of this booklet. Consider keeping a copy under your phone for quick access. Following the instructions on this checklist will help to ensure the right questions are asked and key information is recorded.***



The decision to conduct a Bomb Search is in most cases dictated by the credibility of the threat. Other factors to consider are detonation time, location and device type when this information is provided by the caller.

***There are two general types of bomb searches;***

1. A cursory (conducted by employees of the affected area)
2. An in-depth search conducted by the MPD Bomb Squad.

Employees of the facility receiving the threat are in the best position to conduct an initial or cursory search of their facility. They have a good understanding and a picture of what belongs or is suspiciously out of place. The Police will not likely be able to recognize if something is out of place in your work area or facility.

The aim of a cursory search is to quickly walk through and identify any object which is not normally found in your immediate or surrounding area. Employees at no time are bound to participate in such a search if they feel their safety may be at risk. Explosive devices can range the very sophisticated/well placed to the crudely improvised in plain sight. Realistically most of us will likely recognize the crude explosive devices we can readily spot.

There most likely is no time; nor is it safe to attempt an in-depth search for the more sophisticated type devices. Examples of crude devices we might look for include;

- Containers or piping wrapped in duct tape, with wires or a timing device attached.
- Handbags, backpacks or briefcases for which an owner is not readily identifiable.
- Old car tires or out of place containers of various sizes near entrances or parking areas.

**IF YOU SEE SOMETHING....SAY SOMETHING!**

- **Do not touch it or allow anyone near it.**
- Back away a safe distance.
- Call 911

At that point the Police will assist in the search; they will assess the device and call in bomb technicians to deal with the situation if warranted. If the decision is made to evacuate based on a bomb threat, employees should bring all personal belongings with them; handbags, briefcases, or backpacks. This will help in identifying suspicious objects that may be in the evacuated area.

**Evacuating Facilities**

Evacuating Facilities in many cases is a complex task depending on the size of the facility, nature of business conducted there and the emergency scenario. Whenever the fire alarm sounds evacuation is automatic. However in almost every other instance the evacuation of a facility requires a conscience decision.



The Authority to Evacuate normally rests with the Authority Having Jurisdiction (AHJ) of the affected facility(s). Unless specifically instructed by Emergency Response Personnel, the decision to evacuate is primarily the responsibility of the facility director.

The Decision to Evacuate is based on a set of criteria for a general emergency scenario; above all else the safety of personnel is the first consideration. The AHJ must have as much fact based information about the incident as possible in order to make the right decision. Clear and concise communication is essential. Depending on the scope of the event, information may come in from a variety of sources. In reality, gathering and disseminating pertinent information in a timely manner is difficult. It is the AHJ's responsibility to quickly sort through hearsay and second-hand information and provide a factual account of the event for the First Selectman, and Emergency Responders. A total facility evacuation requires a certain amount of coordination (time permitting). The Town of East Lyme has several facilities, some having multiple Department Heads. In effect no one entity is in charge. Attempting to coordinate with several individuals may cause a critical delay in evacuating people to safety.

A designated Town of East Lyme Staff Member (ELSM) will respond to the primary evacuation points (during any evacuation) with an evacuation checklist. The Department Heads will report to the (ELSM) as to the status of their immediate employees. The Member will then make note of that status on the checklist and forward information to the Public Safety Official of any department or floor that is not yet clear.

Re-Entry into the building after an evacuation (of any kind) at locations that typically serve large numbers of clients is a concern. Re-entry must be controlled by the AHJ after the evacuation is terminated. When possible the majority of employees should be in place before allowing clients to enter. Employees should display their ID badges to assist the Public Safety Officials with recognition.

Bomb Threat Evacuation Criteria is largely based on information gathered during the initial bomb threat call or delivered message. Although all bomb threats should be taken seriously, at some point a distinction has to be made as to whether the threat is credible or not. The following is a general criteria guideline:

**Credible Threat:**

- A suspicious device is located.
- Caller/message relays specific knowledge of the facility or business operations.
- Caller/message identifies a specific area or person(s) as a target.
- Caller/message relays a specific reason for making the threat.
- Caller's voice is recognized as that of a current or former employee.
- Caller is recognized as an individual who has made previous threats.
- Caller relays specific information about the explosive device.

**Non-Credible Threat:**

- Caller is thought to be intoxicated or a juvenile prankster.
- Caller/message relays no specific information other than making the threat.
- This criteria is evaluated to assist in determining the credibility of a bomb threat and which evacuations actions to take.



*Evacuation options for a bomb threat are fairly limited and straight-forward.*

- Take no actions to evacuate.
- Conduct a search and not evacuate.
- Conduct a search and evacuate.
- Evacuate immediately.

The most important concern is that the threat is investigated and a decision is made and communicated to the occupants as quickly as possible.

### **Sheltering In Place**

Sheltering in place is the weather related act of moving building occupants away from areas near windows and upper floor levels during severe weather involving high winds. All Town facilities have designated shelter areas and are usually located in the lower levels or interior rooms of buildings. Find the map of your facility in the back of this booklet and familiarize yourself with the location of the shelter area(s) in your building.

The authority and decision to initiate sheltering actions will follow the same guidelines used for bomb threat evacuations. The only exception is the criteria used to make the decision. In this case Tornado Warnings or high winds automatically dictate sheltering actions be taken immediately.

Lockdown Sheltering-In-Place is also a viable option if it is not safe to evacuate in the event of an Active Shooter, gunman in the building or other fluid violent event taking place in a certain section of the building. However, as discussed previously, an order to perform a Lockdown Shelter-In-Place involves employees locking themselves in their own department work space by locking their doors, closing blinds, turning off all cell phone ringers, lights and devices that emit noise such as radios etc. and retreating to a designated safe location within your department work space.

### **EARTHQUAKE SAFETY PROCEDURES**

Unlike hurricanes and some other natural hazards, *earthquakes strike suddenly and without warning*, therefore, prepare yourself with the knowledge of what to do if we experience an earthquake. Yes, there is a fault line that runs through Connecticut. It is not out of the question that an earthquake could happen here.

The best way to protect yourself from potential injury during an earthquake is by being aware and prepared. Since knowledge and preparation are keys to your survival during and after any natural disaster, you should take steps to become informed.

#### ***Earthquake Safety Guidelines***

Remain Calm. Sound usually precedes earthquake motion by a split second. If you have developed the correct earthquake responses in your mind before a quake, this split second is enough time to activate your automatic reactions. If you stay calm, you will be better able to assess your situation. The rolling and roaring may terrify you, but unless something falls on you, the sensations probably won't hurt you. Try talking yourself through the violent motion phase. This will release stress and others may take courage



and follow your reasoned restraint. Think through the consequences of any action you plan to take.

If you are indoors, stay there. If you are in danger of falling debris:

1. Get under a sturdy table or desk.
2. Brace yourself in an inside corner away from windows.
3. Move to an inner wall or corridor. (A door frame or the structural frame or inner core of the building are its strongest points and least likely to collapse. They will also break the impact of any falling objects).
4. Watch for falling objects - plaster, bricks, light fixtures, books etc.
5. Stay away from tall shelves, cabinets and other furniture, which might slide or topple over.
6. Stay away from windows, sliding glass doors, mirrors.
7. Don't be alarmed if the fire alarm or sprinklers go off.
8. Do Not Rush Outside. Stay on the same floor that you are on. Stairways may be broken and exits jammed with people.
9. Do not use elevators as the power for elevators may go out and leave you trapped.

The greatest danger from falling debris is just outside door-ways and close to outer walls. If for safety reasons you must leave the building, choose your exits as carefully as possible.

If you are outside, stay there. Move away from the building, garage, walls, power poles and lampposts. Electric power lines are a serious hazard - stay away from fallen lines. If possible, proceed cautiously to an open area.

If you are in a moving car, stop. Stop as quickly as safety permits in the best available space. Stay in your car. Don't stop where buildings can topple down on top of you. A car is an excellent shock absorber and will shake a lot on its springs during an earthquake, but it's a fairly safe shelter from which to assess your situation.

Again, the chances that we will experience an earthquake with damaging effects here is quite slim, however; not out the question. As we have seen in recent years, extreme weather events are on the rise. The more prepared you are with how to protect yourself, the higher the likelihood you will come out unharmed.

### **Annual Drills**

Emergency exercise drills will be conducted semi-annually. Aside from an actual emergency, exercise drills are the only method available to test our emergency response plan. These drills identify shortcomings as well as positive aspects to build on. Most importantly drills serve to maintain the knowledge, skills and abilities required for emergency responders to perform effectively during an actual emergency.

***At least two of the following drills will be conducted semi-annually:***

- Fire Evacuation (full facility evacuation). – Fire Alarm
- Bomb Threat (full facility evacuation). – Fire Alarm
- Severe Weather (Shelter in safe room) – Intercom notification
- HAZMAT Release (partial or full evacuation) – Fire Alarm
- Security Incident/Event (Shelter in place / evacuation) – “Lock Down”



The Town of East Lyme Fire Department personnel, Fire Marshal and the East Lyme Dispatch Center will be consulted prior to initiating any fire drill involving an actual alarm activation or facility evacuation. As a courtesy the Department Heads within each facility will be notified in advance.

**\*Millstone Power Station Emergency**

A severe nuclear power plant emergency would most likely not be a sudden event. It would probably take hours or days to develop. This would enable state and local officials to take necessary public protective actions in a timely manner. To ensure safety at a nuclear power plant, the concept of “defense in depth” is employed. This means there are several levels of protection, or barriers, each of which is independent of the others. Thus, if one should fail, others would continue to protect the plant, its workers, and the general public. Even if some systems failed, the remaining ones would dramatically slow down the rate of a radioactive release. A nuclear power plant cannot explode like an atomic bomb. The fuel in a nuclear power plant is too low in concentration to create the rapid release of energy necessary for an explosion. Incidents like the one in Chernobyl cannot occur in the United States. The plant did not have containment barriers as are required in the U.S. The April 1986 disaster was the product of a severely flawed reactor design and serious mistakes made by the plant operators who violated procedures intended to ensure safe operation of the plant.

***What Happens During A Nuclear Power Plant Emergency?***

A nuclear power plant emergency could result in the release of radioactive material. Normally, this radioactive material is contained within the plant by a number of protective barriers and systems. In the unlikely event that protective barriers or systems fail to work properly, radioactive material in the form of gases or small particles could escape from the plant into the air. This could result in the public being exposed to radioactive contamination and receiving a dose of radiation.

***How Will You Know That An Emergency Exists?***

Local or State Officials will alert the public if an emergency exists at Millstone Station. They may use several methods to alert and notify including: CT Alert (automated telephone calls or texts), Social Media, News Media, the Emergency Alert System (EAS) on radio and televisions (Page 16) and emergency sirens. Sirens are not a signal to evacuate. They are a signal to turn on your radio or television and tune into an Emergency Alert System (EAS) station near you. A steady tone for three minutes (that may be repeated) signals a nuclear plant emergency. These sirens are maintained and routinely tested throughout the year by Millstone Power Station.

***What Should You Do In a Nuclear Power Plant Emergency?***

Stay calm, and remember that a nuclear power plant emergency would most likely take hours to develop into a situation that could affect public health and safety. You will be kept informed by local and State officials throughout the emergency.



***You may be instructed to:***

- MONITOR AND PREPARE to follow instructions from public officials.
- Ingest your potassium iodide (KI) tablets.
- Stay indoors and take shelter.
- Evacuate to a reception center (see page 17).

Other things you should do in any emergency: Monitor the news and social media for updates and guidance. Check with your neighbors to make sure they are aware of the emergency. Do not use the telephone unless it is absolutely necessary. Telephone lines are needed by local officials to respond to the emergency. (Consider a short text message instead of a call.) Please do not call local authorities unless you need special assistance.

***The Emergency Alert System (EAS)***

The EAS allows local and State officials to interrupt radio and television programming with emergency information and instructions. In the event of an emergency, you should tune in to your local EAS radio or TV station.

<u>Primary EAS Radio Stations</u>	<u>Other EAS Radio Stations</u>	
WTIC – 1080 AM & 96.5 FM (Hartford)	WXLM–980 AM	WMRD–1150 AM
WDRC – 1360 AM & 102.9 FM (Hartford)	WICH–1310 AM	WLIS–1420 AM
WCTY – 97.7 FM (Norwich)	WNPR– 89.1 FM	WPKT–90.5 FM
WWRX–107.7 FM	WNLC–98.7 FM	WKNL–100.9 FM
	WMOS–102.3 FM	WIHS–104.9 FM
	WQGN–105.5 FM	WBMW–106.5 FM

<u>EAS TV Stations</u>	
WFSB – Channel 3	WVIT – Channel 30
WTNH – Channel	WHPX – Channel 26
WTIC – Channel 61	

***If you are instructed to “Shelter in Place”***

Shelter in place may be recommended during a nuclear power station event. Shelter in place means going indoors and remaining indoors until the emergency is over. Such action will reduce an individual’s exposure to radiation resulting from a radioactive release of short duration.

***If you are instructed to “Evacuate”***

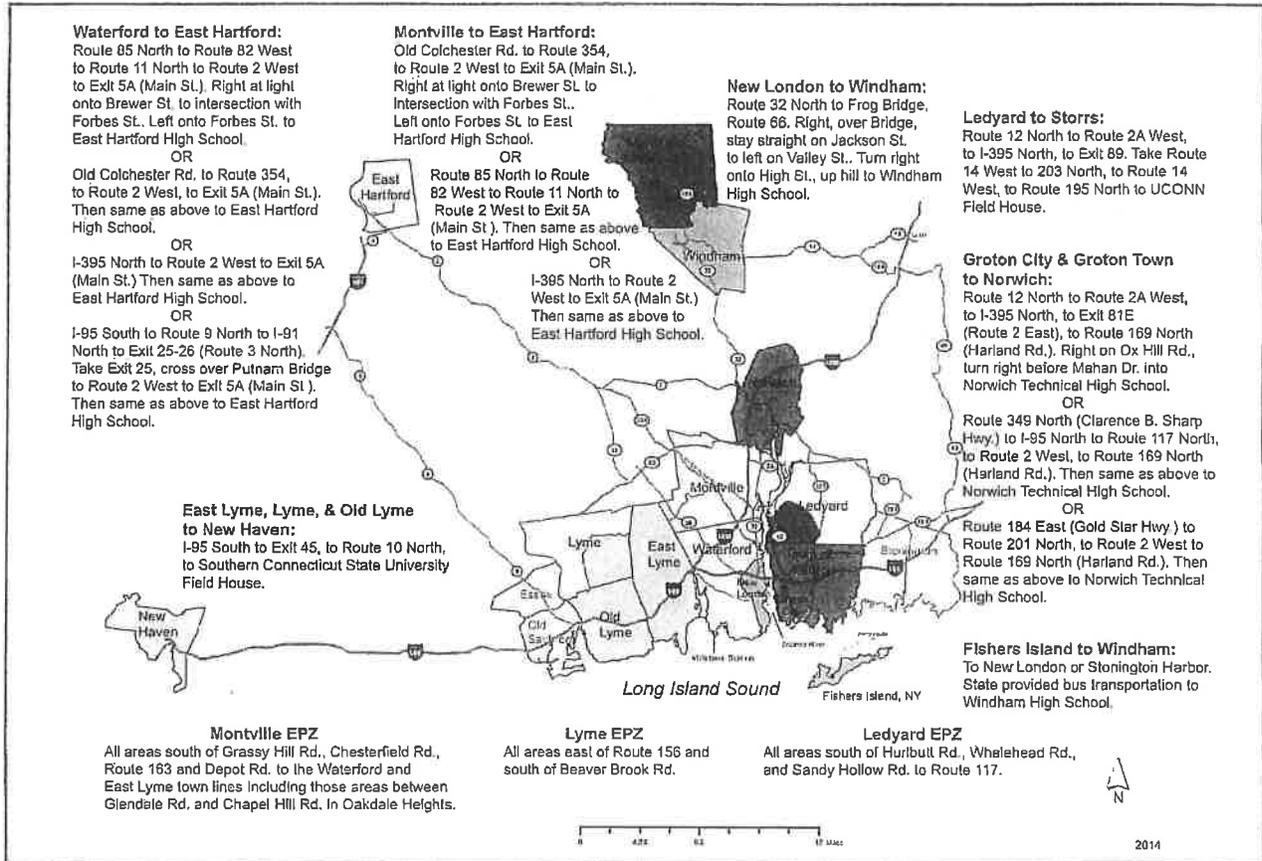
Go to your assigned evacuation reception center (page 17). Follow evacuation routes described.



**The Evacuation Reception Center for East Lyme is:**

Southern Connecticut State University, Moore Field House  
 125 Wintergreen Ave.  
 New Haven, CT 06515

Evacuation Map





### **Building Emergency Procedures Manual Review**

An Emergency Evacuation Plan Review will be conducted by members of the Department of Public Safety, The Health and Safety Committee and the Department Heads in charge of each facility. As a minimum, areas of review should include policy & procedures, emergency exercise drills and security awareness training.

A thorough policy and procedure review will be done every five years by the Health & Safety Committee. Any change in policy, procedure or facility design will be accounted for with each revision. Once the revised plan is completed and approved by the First Selectman, Director of Public Safety and the Resident Trooper, page inserts reflecting revisions will be promptly distributed to employees through their supporting Department Heads. Destroy all obsolete pages to avoid confusion (a common mistake in many organizations).

Any newly hired employee will receive a copy of this document upon hire from the Human Resources Department. These employees are required to review this document in its entirety and direct any questions they may have to their Department Head.

Employees are encouraged to provide input during the emergency planning process. If you feel you have pertinent information that should be included in the next annual review, please contact any Health and Safety Committee member. All suggestions / recommendations will be reviewed with the Public Safety Director and appropriate personnel.



## **COPING WITH THREATS AND VIOLENCE**

### **For an angry or hostile encounter**

- Stay calm by taking deep, slow breaths
- Listen attentively
- Maintain eye contact
- Be courteous and patient
- Keep the situation in your control
- Maintain a calm, quiet tone of voice
- Attempt to avoid arguing or making statements that might intensify the individual's angry/hostile demeanor

### **For a person shouting, swearing, and threatening**

- Signal a coworker that you need help. Predetermine what that signal will be
- Have someone call 911
- Do not make any calls yourself
- Avoid statements and/or behaviors that could escalate the individual's threatening statements/behavior

### **For someone with a weapon**

- Stay calm - Maintain eye contact
- Stall for time
- Keep talking...but follow instructions of the person with the weapon
- Don't risk harm to yourself and others
- Don't ever try to be a hero - Never try to grab a weapon
- Watch for a safe chance to escape, then call 911 if they have not already been contacted

### **Telephoned Suicide or Bomb Threats**

- Stay calm. Keep talking
- Do not hang up
- Signal a coworker or supervisor to call 911
- Ask the caller to repeat the message; write it down
- For a bomb threat, ask where it is and when it will go off; repeat these questions if necessary
- Listen for background noises; write down what you hear
- Write down whether it is a man or a woman; pitch or tone of voice or accent; anything you notice
- Try to get the caller's name, location, and phone number



**TELEPHONE BOMB THREAT CHECKLIST**

**KEEP CALM:** Do not get excited or excite others.

**TIME:** Call received \_\_\_\_\_ am/pm Terminated \_\_\_\_\_ am/pm

**EXACT WORDS OF CALLER:** \_\_\_\_\_

**DELAY: ASK CALLER TO REPEAT.**

**Questions you should ask:**

- A. Time bomb is set to explode? \_\_\_\_\_
- B. Where located? Floor \_\_\_\_\_ Area \_\_\_\_\_
- C. Kind of bomb? \_\_\_\_\_
- D. Description? \_\_\_\_\_
- E. Why kill or injure innocent people? \_\_\_\_\_

**Voice description:**

- \_\_\_ Female \_\_\_ Calm \_\_\_ Young \_\_\_ Refined
- \_\_\_ Male \_\_\_ Nervous \_\_\_ Middle-Aged \_\_\_ Rough
- \_\_\_ Old

**Other Descriptors:**

- Accent \_\_\_ Yes \_\_\_ No Describe \_\_\_\_\_
- Speech Impediment \_\_\_ Yes \_\_\_ No Describe \_\_\_\_\_
- Unusual Phrases \_\_\_\_\_
- Recognize Voice? If so, who do you think it was? \_\_\_\_\_

**BACKGROUND NOISE**

- \_\_\_ Music \_\_\_ Running Motor (Type) \_\_\_\_\_
- \_\_\_ Traffic \_\_\_ Whistles \_\_\_ Bells
- \_\_\_ Horns \_\_\_ Aircraft \_\_\_ Tape Recorder
- \_\_\_ Machinery \_\_\_ Other \_\_\_\_\_

**ADDITIONAL INFORMATION**

- A. Did caller indicate knowledge of the facility? If so, how? In what way?  
\_\_\_\_\_
- B. What line did call come in on? \_\_\_\_\_
- C. Is number listed? \_\_\_ Yes \_\_\_ No Private Number? Whose? \_\_\_\_\_

**Signature** \_\_\_\_\_ **Date** \_\_\_\_\_



## Emergency Contact Information

**For all Emergency Fire, EMS & Police matters:  
CALL 9-1-1**

**After calling 9-1-1, the following people should be notified:**

- First Selectman.....860-691-4110
- Fire Marshal/Public Safety Director.....860-739-2420
- Director of Public Works.....860-691-4102

**Important Note:** As mentioned earlier in the manual, when calling from a landline in East Lyme or Niantic, your call will be answered by an East Lyme Dispatcher. When calling from a cell phone, your signal may be picked up by tower in a different town, depending on your location. This is important to remember so if you do dial 911 from a cell phone, be sure to give your location first!!

To ensure that you get an East Lyme Dispatcher when calling from a cell phone to report an emergency in East Lyme or Niantic, you may want to add the direct emergency line to our 911 center (*to be used for emergencies only!*) to your contact list.

If you wish to add this information to the contacts in your cell phone, we suggest you set up the contact as follows and add it to your “favorites” for quick access:

Contact Name: EL Emergency Line  
Contact Number: 860-739-7171

*Remember, this number should only be used if you are calling from a cell phone within the Town of East Lyme / Niantic and have an emergency requiring Police, Fire or Medical Assistance.*

If you need to reach an East Lyme Dispatcher for a NON-Emergency, please call 860-739-3419