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## PURPOSE OF HANDBOOK

The purpose of this handbook is to have a basic course of action to respond to emergency situations that may be encountered by Federal employees during various situations. This document provides guidance and general procedures required to eliminate or reduce the potential harm to Federal employees from the effects of natural or manmade disasters within the workplace and to limit the interruption of critical government services to the people of Cleveland.

This handbook was developed through the Cleveland Federal Executive Board Emergency Preparedness Committee in an effort to have a "template" useful to all Federal agencies (regardless of mission). This handbook may serve as an agency's "plan" or be used to update a current plan. Agency-specific requirements should be added to each section as required.

Any questions or comments concerning this handbook should be sent to

Cleveland Federal Executive Board  
Attn Emergency Preparedness Committee  
1240 East Ninth Street  
Room 747  
Cleveland OH 44199

## **FIRE**

### **ALL EMPLOYEES SHOULD**

- Know the location of fire alarm boxes
- Know how to reach stairways from your workarea and other areas of the building you may frequent
- Know the Occupant Emergency Program (OEP) staff
- Follow directions given by OEP staff and/or the automated announcements during emergency situations
- Know how to assist visitors, contract personnel, and/or service personnel in following directions when given instructions to evacuate the area
- Be familiar with evacuation routes and plans
- Participate in fire drills

## **FIRE**

(AJC FEDERAL BUILDING)

**If you suspect a fire** (unusual odors, noise, etc.) *contact the Control Center at 216-522-7280.*

### **IF YOU DISCOVER A FIRE**

1. **Activate the nearest fire alarm box.** The alarm will sound on all floors and a message regarding the situation will be broadcasted.
2. **Notify the floor warden of the location of the fire.** If you cannot locate the floor warden, contact the Control Center at 216-522-7280.
3. **Follow subsequent direction of OEP staff.**

The AJC Building's Fire Management System activates when a manual pull station has been activated. During an actual emergency, a broadcast message will inform building occupants of the nature and status of the emergency, and advise what action to take under guidance of OEP staff.

When an alarm sounds, occupants should quietly wait for direction and follow the instructions given in the announcement under guidance of the floor warden. Individuals will follow the directions given over the Fire Management System and/or by OEP staff regarding partial or total evacuation of their floors.

The Cleveland Fire Department (CFD) is automatically signaled when an alarm is pulled in the AJC Building. When the CFD arrives, it assumes charge, and further guidance will be given by CFD personnel.

When an emergency is over, the Control Center will make an "all clear" announcement.

Instructions could be adapted for other buildings depending on the existence and type of fire alarm/automated management system.

## BOMB THREATS AND SUSPICIOUS PACKAGES/PERSONS

Bombing and the threat of being bombed are harsh realities in today's world. Every employee must do his or her part to ensure a safe environment. Bombs can be constructed to look like almost anything and can be placed or delivered in any number of ways.

As an occupant of this building, you need to offer assistance to unfamiliar persons and **IMMEDIATELY report any suspicious packages/persons to \_\_\_\_\_**. If you feel uncomfortable approaching an unfamiliar person, contact \_\_\_\_\_.

What is a bomb threat? A bomb threat is considered to be any indication (verbal, written, called in, or mailed) that a potential explosive has been or will be placed in or around the facility.

What is a suspicious package? A suspicious package is considered to be any package or container with contents that cannot be identified or the owner cannot be found.

***UNDER NO CIRCUMSTANCES SHOULD A SUSPICIOUS PACKAGE BE TOUCHED! IF YOU DO NOT KNOW WHAT IT IS OR WHAT IT DOES—DO NOT TOUCH IT!***

A person receiving a bomb threat by phone should

- **STAY CALM AND NEVER HANG UP THE PHONE!** If the capability exists, tape the call.
- Attempt to get the exact location within the building where the bomb has been (or is going to be) placed.
- Using the Bomb Threat Card, attempt to get as much information as possible about the caller (e.g., voice peculiarities, race, sex, group affiliation, etc.).
- **LISTEN** for noises in the background or for other clues that might indicate the caller's identification and location. Once the caller has

hung up, you should **NOT HANG UP THE PHONE!** The line needs to be left open so an attempt can be made to trace the call.

- **IMMEDIATELY** go to another phone in your area and call \_\_\_\_\_.
- Notify your supervisor of the situation.

A person receiving a letter, card, or fax announcing a bomb threat should

- Deliver it **IMMEDIATELY** to \_\_\_\_\_.
- **A SUSPECTED LETTER BOMB SHOULD NEVER BE HANDLED!**  
**IMMEDIATELY CALL** \_\_\_\_\_.

*Become familiar with the (agency/facility) Bomb Threat Management Plan!*



## **BOMB THREATS**

*What is a bomb threat? A bomb threat is considered to be any indication (verbal, written, called in, or mailed) that a potential explosive has been or will be placed in or around a facility.*

If you receive a bomb threat by phone

- **STAY CALM** and **DO NOT** hang up the phone.
- Complete the “Bomb Threat Checklist” (last page of booklet).
- Attempt to detain the caller as long as possible, obtaining as much information on the type, location, and timing of the device.
- If the capability exists, tape the call.

- Once communication is terminated, **DO NOT** hang up the phone.
- Deliver the checklist to \_\_\_\_\_ informing them of the location of the phone line.
- If necessary, be available for further questioning.

If you receive a bomb threat by fax

- **IMMEDIATELY** deliver the communication to \_\_\_\_\_.



## SUSPICIOUS PACKAGES/PERSONS

*What is a suspicious package? A suspicious package is considered to be any package or container with contents that cannot be identified or the owner cannot be found.*

- **DO NOT TOUCH THE ITEM! IMMEDIATELY** call \_\_\_\_\_.
- **DO NOT ANNOUNCE THAT THERE IS A POTENTIAL EXPLOSIVE!**
- Attempt to cordon off the area as much as possible in order to prevent accidental contact by other personnel.
- If you see a suspicious person(s), you may ask if they need help, but **DO NOT** approach them in an attempt to remove them from the area. **IMMEDIATELY** call \_\_\_\_\_ to attend to the person(s).

**A SUSPECTED LETTER BOMB SHOULD NEVER BE HANDLED!  
IMMEDIATELY CALL \_\_\_\_\_.**



## BUILDING CLOSURE/EMERGENCY DISMISSAL

### I.

The Cleveland Federal Executive Board has established a procedure for making recommendations concerning the status of the AJC Federal Building and government services in the greater Cleveland area. The FEB can only make recommendations. The final decision concerning work hours remains with each individual agency.

If the weather or some other event is forecasted or becomes so severe that it could jeopardize the health and safety of Federal employees or those receiving services from Federal agencies, the FEB Policy Committee will convene a conference call. At the start of this call the situation will be presented to all participants. This information may include a weather forecast from the National Weather Service, a highway report from the State Highway Patrol, or other information obtained from the city. Once presented, the policy board will discuss the situation and make a recommendation to maintain normal work hours or modify them in some way. Again, these are recommendations and individual agency policies take precedence over any recommendation by the FEB.

### II.

Once a decision is made, local radio and television stations will be notified. Also, each agency's official point of contact is notified of the FEB's recommendation so that they can make a decision for their specific agency. At this time each agency will begin its own notification procedures if necessary. The following radio and television stations will provide information concerning the status of Government offices in the Greater Cleveland area:

AM Radio	FM Radio	Television
WTAM-1100	WMMS-100.7	WKYC-3
WKNR-1220	WQAL-104.0	WEWS-5
WHK-1420	WMJI-105.7	WJW-8
WJMO-1490	WLTF-106.5	WOIO-19

### III.

A government services status message can also be heard by calling 216-902-6185. This message will be updated if a determination by the FEB Policy Committee is made that a recommendation for modification to the work schedule should be advised. You should listen to the complete message and also be aware of any of your specific agency policies before acting on any of the information provided in this recording. Messages you could hear are

1. "Federal agencies participating in the Cleveland Federal Executive Board Emergency Dismissal Plan will be open today."

This means that the AJC Federal Building is open and you should report as normal.

2. "Federal agencies participating in the Cleveland Federal Executive Board Emergency Dismissal Plan will be open today (date). However, a delayed arrival policy is in effect."

This means that the AJC Federal Building is open and you should report to work in accordance with the time delay and your agency's policy.

3. "Federal agencies participating in the Cleveland Federal Executive Board Emergency Dismissal Plan will be open today (date). However, a liberal leave policy is in effect."

This means that the AJC Federal Building is open, but leave will be granted on request to MOST employees. This may not be the case for all employees and you should check with your supervisor for your agency's policy.

4. "Federal agencies participating in the Cleveland Federal Executive Board Emergency Dismissal Plan will be closed today (date)."

This means that the AJC Federal Building is closed.

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**ANTI-TERRORIST  
EMERGENCY TELEPHONE LISTING  
FOR BIOLOGICAL THREATS  
(USE OF ANTHRAX OR OTHER ACUTE INFECTIOUS DISEASES)  
OR EXPLOSIVE, CHEMICAL, AND OTHER TYPES OF WEAPONS**

Overview

The Emergency Response and Preparedness Program is designed to limit the opportunity or impact of biological, chemical, or explosive weapons used by terrorists. It coordinates the efforts of the Ohio Department of Health, Centers for Disease Control and Prevention (CDC), local police and fire departments, and other agencies to enable a more efficient and prompt response to life threatening situations. In the event of a terrorist threat using biological, explosive, or chemical weapons contact the applicable group IMMEDIATELY.

**BIOLOGICAL EXPOSURE OR THREAT**

Local police department telephone number	<b>911</b>
CDC 24-Hour Emergency Telephone Emergency Response Coordination Group (F-38)	<b>404-639-0615</b>
National Center for Environmental Health CDC 4770 Buford Highway, Atlanta, GA 30341-3724	<b>770-488-7100</b>
For planning or threat consultations during normal business hours (8:00 a.m. to 4:30 p.m. Eastern Time) Telephone: 770-488-7100 Fax: 770-488-7107	
Regional Number for CDC University Hospital: Dr. Barbara Gripshover, Infectious Diseases and Immunology	<b>216-844-5876</b>
CECOMS Cuyahoga County Emergency Services—HAZ-MAT	<b>216-711-3635</b>

## CHEMICAL EXPOSURE OR THREAT

Local fire department telephone number	911
Local police department telephone number	911
CECOMS	
Cuyahoga County Emergency Services—HAZ—MAT	216-711-3635
Ohio Department of Health (ODH) Emergency Response and Preparedness Program Staffed by Santosh Kumar, E-mail: <a href="mailto:swagner@gw.odh.state.oh.us">swagner@gw.odh.state.oh.us</a>	
Emergency Response and Preparedness Program, ODH P.O. Box 118, Columbus, OH 43266-0118 Fax: 614-644-7740	614-466-5599
Chemical emergency spill, leak, exposure, or accident CHEMTREC	800-424-9300



## BOMB THREATS AND SCARES

Bomb Squad	911 or 216-623-5644
Local police department telephone number	911
U.S. Postal Inspectors who respond to mail bomb threats and suspect parcels: <b>24-hour number</b>	216-443-4000
<b>P.H. DRODOFSKI</b> Page: 440-979-7761	216-443-4025

O.P. SUBOYU 216-443-4515  
Page: 440-962-6196

R.A. GATZ 216-443-4143  
Page: 440-979-3696

Military Explosive Ordnance Unit 609-562-3542  
542nd ORD DET, EOD CONTROL TEAM 609-562-5940  
Fort Dix, NJ 08640-6140



## WEAPONS OF MASS DESTRUCTION CONTINGENCY PLAN

Coping with real or suspected attacks or threats using biological,  
chemical, or radioactive agents or materials

Bioterrorism, the use of infectious diseases to purposely infect humans, is an egregious act against all people, regardless of age, gender, lifestyle, ethnic background, and socioeconomic status. Postally delivered anthrax spores have caused the deaths of several people, and there is no guarantee that there will not be other attacks using anthrax or other agents. The unfitting use of infectious disease will cause suffering and death and impose an enormous financial burden on society. Although some diseases have been conquered by modern advances such as antibiotics and vaccines, new ones are constantly emerging (such as HIV/AIDS, Legionnaires' disease, Lyme disease, and hantavirus pulmonary syndrome), while others re-emerge (mutate) in drug-resistant forms (such as malaria, tuberculosis, and bacterial pneumonia).\*

\* Biologically hazardous materials are one of the three categories of weapons of mass destruction (WMD). The other two categories are chemical and radiological (or radioactive) materials.

***Chemical and radiological agents and materials can also be deadly. Chemical and radiological agents can be aerosols, powders, liquids, or solids. Radioactivity can be detected only by using Geiger-Muller counters and other special sensors. Any person or persons who may have touched a suspected contaminated letter or package should wash their hands after leaving the area and wait for further instructions from management or outside emergency response experts.***

If an item is suspected of being contaminated with any of the WMD agents, the following procedures should be followed:

- Immediately notify your supervisor.
- Isolate and cordon off the area where damaged or suspicious packages lie. (Internal spill/leak response teams should not handle suspect packages, clean areas, or take any response action other than to isolate, retreat, and notify management of the location and condition of the package.)
- Shut down all air-handling equipment, including heaters, heat pumps, air conditioning, fans, etc.
- Evacuate the area/floor and account for all personnel.
- Notify the Federal Protective Service at 216-522-2375.
- Notify the Federal Bureau of Investigation at 216-522-1400. Ask for the Duty Agent or Weapons of Mass Destruction Coordinator.
- Call the managers listed for your facility:

Federal Building:

Full name, position \_\_\_\_\_

Address \_\_\_\_\_

Telephone number \_\_\_\_\_

Pager or alternate phone \_\_\_\_\_

The emergency telephone numbers listed for the following are listed on the attached:

- CDC (national or regional) for required notification and assessment
- ODH to coordinate other agency's and the general public's response
- Fire department for spill assessment and cleanup
- Police department for public safety
- Cuyahoga County Emergency Services for spill response and cleanup
- Make a list of the names, addresses, and home phone numbers of all persons known to have come into contact with the letter/parcel
- Attempt to notify employees identified as having contact with suspect packages and have already left the building to remove, bag, and seal their work clothing, shower as soon as possible, and await further information



## NATURAL DISASTERS

Tornadoes, severe thunder and lightning storms, floods, and snow and ice storms are all considered natural disasters.

### **General**

#### ***Shelter in designated areas***

In most cases, sheltering in designated areas within the facility will provide the greatest protection for personnel. In the AJC Federal Building, employees should take initial cover in the interior spaces away from windows. All employees should remain alert and follow instruction passed either through announcements or given by floor wardens.



## Exceptions

### *Shelter in place*

If warning time does not permit moving to the designated shelter areas, personnel should take cover away from windows, under and/or behind heavy furniture or other interior structures that may provide greater protection from potential airborne projectiles and debris created by the disaster.

### *Floods*

Usually sufficient warning of a flood hazard is provided to allow evacuation to safety. If there is insufficient time to conduct a safe evacuation, individuals should seek safety in the upper levels of the facility and wait for directions from emergency personnel.

## Warnings

Under no circumstances should evacuation be considered if personnel would be required to move through or become overtaken by the occurring or impending natural event.



## PERSONAL PREPAREDNESS

### I.

Personal preparedness is one of the easiest and most often overlooked steps that a person could do to minimize the effects of various events that an individual could encounter. Whether it be inclement weather, personal injury, or some other negative event, basic personal preparedness can assist in minimizing the effects of the event and assist in getting through the event and back to normal.

### II.

The following items should be accessible in case there is an unexpected situation:

***On your person***

1. A list of allergies or allergy alert tags
2. A list of medications currently being taken
3. Doctor or medical insurance information

***In your office***

1. A list of emergency contact numbers
2. A flashlight if there is a loss of power

***In your car***

1. A first aid kit
2. A blanket
3. Drinking water
4. A signaling device to draw attention if car is disabled
5. A hat and gloves (winter)

***In your home***

1. Emergency food and water
2. First aid supplies
3. Medications
4. List of emergency phone numbers
5. Battery-operated radio

***The following records should be kept:***

1. Financial, including bank accounts, credit cards, and other accounts
2. Inventory of valuables
3. Insurance policies and name of insurance agent
4. Certificates, including birth, marriage, etc.

## VIOLENCE IN THE WORKPLACE AWARENESS

### **Purpose**

To ensure that we maintain a safe and healthful workplace, to minimize or eliminate violent behavior, to minimize the severity of injuries resulting from violent behavior, and to ensure that employees exposed to violent behavior receive appropriate medical care and counseling.

### **Background**

Violent behavior of beneficiaries, visitors, volunteers and/or employees is an occupational health hazard. Workplace violence is preventable and most acts of violence in the workplace have warning signs (verbal and nonverbal). Prevention of violence in the workplace greatly enhances services provided by allowing staff to safely interact with beneficiaries, visitors, volunteers, and other employees. Additionally, preventive measures reduce costs associated with work-related injuries.

Violent behavior will not be tolerated in any federal facility. Persons engaging in violent behavior should be reported to the appropriate authorities and prosecuted to the fullest extent of the law.

### **Responsibility**

- Follow safe work practices
- Recognize unsafe conditions and immediately take corrective action to eliminate those unsafe conditions under the control of the employee
- Report unsafe conditions to supervisory personnel
- Report work-related injuries to supervisory personnel
- Attend training related to violent behavior prevention when offered

Medical Care/Counseling: Any employee who is injured on the job may be provided emergency medical care by the Branch Medical Clinic, if in the AJC Federal Building. If the employee cannot go, medical personnel may come to the workarea. Medical assistance can be obtained by calling 216-522-5900 or 911 depending on the nature and location of the emergency. Calls to the medical clinic should use the same discretion that would be used to call for an ambulance.

Supervisors should contact their agency's human resource management liaison prior to recommending counseling for employees/volunteers that have been identified as having the potential to engage in violent behavior. Supervisors of employees and/or volunteers who are victims of violent behavior or assault and/or battery or who have witnessed violent behavior or assault and/or battery in the workplace should contact their agency's Employees Assistance Program (EAP). The EAP will provide initial counseling, assessment, and, if additional counseling is required, refer the employee/volunteer to community-based resources for further treatment.

## BOMB THREAT CHECK LIST

Be **CALM**. Be **COURTEOUS**. **LISTEN**. Do not interrupt the caller. If possible, get the attention of a supervisor or coworker by prearranged signal or note.

**THE CALL:** Time/Date \_\_\_\_\_ Received on phone line \_\_\_\_\_

Caller's exact words: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Keep the caller on the line as long as possible. Ask to have the message repeated. Try to get answers to these questions:

1. When is the bomb going to explode? \_\_\_\_\_
  2. Where is the bomb? \_\_\_\_\_
  3. What does it look like? \_\_\_\_\_
  4. What kind of bomb is it? \_\_\_\_\_
  5. What will cause it to explode? \_\_\_\_\_
  6. Did you place the bomb? Why? \_\_\_\_\_
  7. Where are you calling from? \_\_\_\_\_
  8. What is your name and address? \_\_\_\_\_
- Time caller hung up \_\_\_\_\_

**CALLER'S VOICE** (circle all that apply)

<i>VOICE</i>	<i>ACCENT</i>	<i>SPEECH</i>	<i>MANNER</i>	<i>LANGUAGE</i>
loud	African-American	fast	calm	foul
soft	British	slow	angry	poor
deep	Southern	lisp	excited	fluent
raspy	European	nasal	rational	broken
familiar	Hispanic	slurred	irrational	emotional
pleasant	Asian	stutter	coherent	repeating
high-pitched	New England	distinct	incoherent	excellent
	Other _____	intoxicated	laughing	reading statement
				righteous
				impediment

**BACKGROUND NOISE** (circle all that apply)

music	mixed	voices	children	street traffic
quiet	bedlam	animals	PA system	office machines
party	trains	aircraft	telephones ringing	factory machines
other _____				

**REPORT** the call immediately to the proper local authority and your command duty officer.  
 Person receiving call (name and phone number) \_\_\_\_\_  
 Person(s) reported to \_\_\_\_\_

