



DELAWARE  
COUNTY *Ohio*

# EMERGENCY RESPONSE BOOK



# EMERGENCY RESOURCES

Building Name:

Department/Floor:

Building Address:

## NON-EMERGENCY 911 DISPATCHERS

740-368-1911

## NON-EMERGENCY SHERIFF'S OFFICE

740-833-2800

## SECURITY - COURTHOUSE

740-833-2878

## SECURITY - HAYES BUILDING

740-833-2876

## SECURITY - WILLIS BUILDING

740-833-2985

## FACILITIES

740-833-2280

## HUMAN RESOURCES

740-833-2120

## SAFETY COORDINATOR

740-833-2114

## DELCO ALERTS

Get notified by phone or email  
of local weather warnings and  
safety concerns



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# ASSISTING OTHERS

Always ask individuals whether they need assistance and how you can help before any attempt to assist them.

Assistance may be needed by individuals who

- Use mobility devices such as wheelchairs, walkers, or canes
- Are deaf or hard of hearing
- Are blind or have low vision
- Do not speak or understand English
- Have cognitive, intellectual, or developmental disabilities

If Unable to Evacuate

- Individuals should shelter in the **STAIRWELLS** of the building. These are **DESIGNATED AREAS OF RESCUE** that emergency responders are trained to check. If someone is sheltering in a Designated Area of Rescue, **911 MUST BE CALLED** and told the specific location of the individual (which stairwell and floor).

Important Notes

- See **EVACUATION** page 6
- See **SHELTER IN PLACE** page 8



## Assisting Others





# NOTES:

**Nearest Designated Area of Rescue:**

**Evacuation Route:**

**Alternate Evacuation Route:**

**Evacuation Meeting Location:**

**Additional Notes:**

# EVACUATION

**Method of Notification:** *County Phone System, Delco Alerts*

## Evacuating

1. Evacuation may require the use of the nearest stairwell. Should your exit be blocked, the nearest alternative route should be used.
2. DO NOT USE ELEVATORS during an emergency evacuation.
3. Do not return to your work area to collect personal belongings. Proceed immediately to an exit.
4. Close all doors behind you, when practical, as you leave an area.

## Counting Employees

- Upon evacuation, employees will be counted by department leaders to ensure everyone has exited the building. Employees should tell their supervisor or the next person in charge when they safely reach the **Evacuation Meeting Location**. Directors, or their designee, will then inform 911 dispatchers and first responders if anyone remains in the building or if everyone has evacuated.

## Important Notes

- See **ASSISTING OTHERS** page 4



# Evacuation



# NOTES:

**Evacuation Route:**

**Alternate Evacuation Route:**

**Evacuation Meeting Location:**

**Nearest Designated Area of Rescue:**

**Additional Notes:**

# SHELTER IN PLACE

**Method of Notification:** *County Phone System, Delco Alerts*

## Sheltering in Place

During certain emergencies, evacuation may not be a good option and it may be safer to stay sheltered inside the building.

## Directions

1. Stop operations in the building
2. If there are visitors in the building, ask them to stay and provide shelter
3. Close and lock all doors, windows, and other openings to the outside

## Examples

- HAZMAT Incident
- Active Aggressor/Shooter when evacuation is not possible

## Important Notes

- See ASSISTING OTHERS page 4
- See ACTIVE AGGRESSOR/SHOOTER page 32



# Shelter in Place



# NOTES:

**Doors to Lock:**

**Windows to Lock:**

**Additional Notes:**



# FIRE

## Method of Notification: *Fire Alarm*

### If you see a fire or smell smoke

1. Pull Fire Alarm
2. Evacuate immediately, notify others as you go
3. Call 911 when safe to do so
4. Report to your Evacuation Meeting Location

### Evacuation Tips

1. Exit and stay out until advised it is safe to return
2. DO NOT use elevators
3. Feel closed doors before opening them. If they are HOT or smoke is visible, DO NOT open
4. DO NOT break windows
5. If caught in heavy smoke, take short breaths and crawl to escape
6. If possible, shut doors behind you as you leave to contain the fire/smoke

### Important Notes

- See FIRE EXTINGUISHER page 12
- See EVACUATION page 6





## NOTES:

**Nearest Fire Alarm:**

**Nearest Fire Extinguisher:**

**Evacuation Route:**

**Alternate Evacuation Route:**

**Evacuation Meeting Location:**

**Additional Notes:**

# FIRE EXTINGUISHER

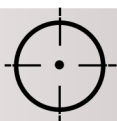
## Only Use If

1. 911 has been notified
2. You have been trained
3. Fire is small and contained, little smoke or flames
4. The extinguisher is the proper type for the fire and is fully charged
5. You have your back to an unobstructed exit
6. Everyone else has left the area

## Directions



**P**ull the pin in the handle



**A**im the nozzle at the base



**S**queeze the handle slowly



**S**weep nozzle side to side

If you cannot control the fire within 30 seconds or you have used an entire fire extinguisher, close the doors to the area, and evacuate immediately.

## Important Notes

- If you are uncomfortable using a fire extinguisher, evacuate immediately!
- See [FIRE](#) page 10



# Fire Extinguisher



# NOTES:

**Nearest Fire Alarm:**

**Nearest Fire Extinguisher:**

**Evacuation Route:**

**Alternate Evacuation Route:**

**Evacuation Meeting Location:**

**Additional Notes:**

# MEDICAL EMERGENCY

If someone is injured or becomes ill

1. Call 911 and provide:
  - a. Location of the injured/ill person
  - b. Details of the injury or illness
2. Send someone to the front entrance to guide EMS to the victim
3. Do not move an injured person unless they are in immediate danger
4. Avoid contact with blood or bodily fluids (there are gloves in the first aid kits in your area)
5. Provide CPR or First Aid as appropriate. 911 dispatchers can instruct you on how to help.



Do you know where your first aid kit is and what is in it?

## Important Notes

- See **CPR** page 16
- If assistance is needed for cleaning, please contact **Facilities (740-833-2280)**







# NOTES:



**First Aid Kit Location:**



**AED Location #1: & #2:**

**Additional Notes:**

# CPR

## Before starting CPR

1. Call 911 & get the AED (can be done by someone else)
  - a. 911 dispatchers can tell you what to do
2. Is the area safe for you?
3. Check if the person is responsive
4. Check if the person is breathing

**IF UNRESPONSIVE AND NOT BREATHING  
NORMALLY, START CPR!**

## NO TRAINING? FOLLOW THESE STEPS!



Push hard and fast on the center of the person's chest



Give 100-120 compressions a minute (to the beat of "Stayin' Alive," by the Bee Gees)



As soon as the AED arrives, turn it on and follow the audible instructions

## Important Notes

- See MEDICAL EMERGENCY page 14





# NOTES:



**First Aid Kit Location:**



**AED Location #1: & #2:**

**Additional Notes:**

# SEVERE WEATHER / TORNADO

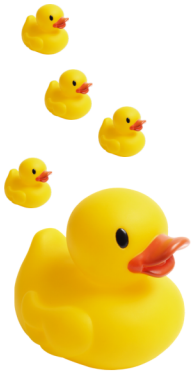
**Method of Notification:** *County Phone System, Delco Alerts, Wireless Emergency Alerts, Outdoor Warning Sirens, Media Outlets, NOAA Weather Radio*

## Definitions

- **TORNADO WATCH:** A tornado is **POSSIBLE**
- **TORNADO WARNING:** A tornado is **EXPECTED**
- Severe Weather watches and warnings are the same

## WARNING Issued

1. Go to the designated tornado shelter in your building
2. DO NOT use the elevator as tornadoes can cause power failures, stranding you in the elevator



**D** Go DOWN to the lowest level

**U** Get UNDER something sturdy

**C** COVER your head

**K** KEEP sheltered until it passes

## Important Notes

- See **ASSISTING OTHERS**  
page 4





## NOTES:

**Designated Tornado Shelter:**

**Alternate Tornado Shelter:**

**Additional Notes:**



## Outside or Driving Tips

- Try to find a sturdy building where you can shelter
- DO NOT take shelter under a bridge or overpass
- Find a deep ditch to lie in
- If remaining in a vehicle, buckle your seatbelt, put your head below the level of the window, and cover your head



# NATURAL DISASTER

**Method of Notification:** *County Phone System, Delco Alerts, Wireless Emergency Alerts*

## Earthquake

1. Take cover beneath a desk or table. Protect your head and neck
2. Stay away from windows and objects that could fall on you
3. DO NOT USE ELEVATORS
4. Stay inside, do not run outside, as falling debris could cause serious injury
5. ONLY evacuate the building if directed by first responders
6. If outdoors, stay in an open area and avoid areas with overhead electrical transmission lines

## Flooding

1. Move to higher ground
2. If flooding is significant or you are trapped, call 911
3. When practical, secure important documents, and turn off electrical equipment
4. DO NOT walk through floodwater
5. DO NOT drive through floodwater

## Important Notes

- See SEVERE WEATHER/TORNADO page 18, UTILITY FAILURE page 22, FIRE page 10, and ASSISTING OTHERS page 4





## NOTES:

**Evacuation Meeting Location:**

**Designated Area of Rescue:**

**Nearest Fire Alarm:**

**Additional Notes:**



## Outside or Driving Tips

- If roadway is flooded, call 911 to report
- DO NOT drive through flood water
- If floodwater rises around your vehicle:
  - Moving Water – stay in vehicle
  - Non-Moving Water – exit and go to higher ground

# UTILITY FAILURE

**Method of Notification:** *County Phone System, Delco Alerts*

## Natural Gas Leak

- Evacuate immediately
- DO NOT USE any electrical equipment including your CELL PHONE and light switches
- DO NOT PULL THE FIRE ALARM
- DO NOT USE ELEVATORS
- Once you have safely evacuated, Call 911

## Elevator Failure

- If someone else is trapped:
  - Call 911 and tell the person help is on the way
  - DO NOT try to force the door open
- If you are trapped:
  - Call 911 and tell the Dispatcher:
    - Name and address of the building
    - Location of the elevator in the building
    - If a medical emergency exists
- *The alarm button will only alert people in the area*

## Electrical, Plumbing, or other Utility Issues

- Call 911 if there are any life safety emergencies, otherwise contact Facilities (740-833-2280)

## Important Notes

- See EVACUATION page 6
- See ASSISTING OTHERS page 4





# NOTES:

**Evacuation Route:**

**Alternate Evacuation Route:**

**Evacuation Meeting Location:**

**Additional Notes:**

# SUSPICIOUS MAIL/PACKAGE

## What to do

1. STOP! Do not handle, open, or touch the item
2. Isolate the item and evacuate the area
3. Wash your hands with soap and water after you have evacuated
4. Call 911, notify a supervisor, and security if present

## Possible Indicators

- Foreign mail, air mail, special delivery
- Restrictive markings such as confidential, personal, etc.
- Excessive postage
- Handwritten or poorly typed addresses
- Incorrect titles or titles but no names
- Misspelling of common words
- Oily stains or discolorations
- Crystallization on packaging
- No return addresses
- Excessive weight, tape, or string
- Lopsided, uneven, rigid, or bulky
- Protruding wires or tin/aluminum foil
- Marked as “fragile” or “hand stamp only”

## Important Notes

- See EVACUATION page 6
- See ASSISTING OTHERS page 4





# NOTES:

**Evacuation Route:**

**Alternate Evacuation Route:**

**Evacuation Meeting Location:**

**Additional Notes:**

# FIRST AMENDMENT AUDITORS

These individuals may appear suspicious, but often they are trying to provoke an employee. They may be seen recording in and around buildings.

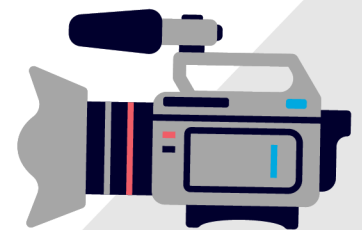
*Recording, including recording employees, is legal in public areas. They do not have the right to access employee only areas.*

## How to Respond

- Respond professionally, as you would with any other member of the public
- Answer work-related questions
- If they ask personal questions, like your political affiliation, or other offensive questions
  - Tell them that you will only answer work-related questions
- If they tell you they don't need help and are only here to film:
  - Tell them they have a right to do so and ask that they stay in public areas
- Contact a supervisor, security, and/or law enforcement if their behavior becomes threatening, hostile, or unsafe

## Important Notes

- See **SUSPICIOUS PERSON**  
page 28





# NOTES:

**Additional Notes:**



# SUSPICIOUS PERSON

## Suspicious Person

- Ask if you can help them or if they are here to meet with someone
- Be polite and listen to the person's concerns
- Do not attempt to make contact if they seem unapproachable
- Call 911 and notify a supervisor

## Note the Person's Features

- Race
- Gender
- Hair features
- Facial features
- Clothing
- Other distinguishing information
- Where person was last seen

## Important Notes

- See **ASSISTING OTHERS** page 4
- See **ACTIVE AGGRESSOR/SHOOTER** page 32



# Suspicious Person



# NOTES:

**Distinguishing Features:**

**Last Known Location of Person:**

**Additional Notes:**

# BOMB THREATS

## Threat by Message

1. Call 911
2. DO NOT delete the message
3. Handle mail or notes as little as possible

## Threat by Phone

1. Remain calm
2. Attract attention of co-worker if possible
  - a. They can contact 911 while you are on the phone
3. Complete the Bomb Threat Checklist
4. Do not hang up phone, even if the caller does, experts can often trace the location
5. Do not alert the caller that they could be traced
6. Pay attention to the caller and background sounds

## Caller's Voice

- Angry, Crying, Loud, Nasal, Rapid, or Deep Breathing
- Calm, Soft, Laughter, Excited, Distinct, or Disguised
- Coughing, Accent, Lisp, Stutter, Slurring, or Raspy

## Background Noises

- Animal, House, Kitchen, and Street noises
- PA systems, Static, or Conversations
- Music, Vehicles, Motors, Factory, Office, or Airport

## Important Notes

- See **SUSPICIOUS MAIL/PACKAGES**  
page 24
- Review the **BOMB THREAT CHECKLIST**  
page 29





# BOMB THREAT CHECKLIST

Date:

Time Call Received:

Time Caller Hung Up:

Phone # Where Call Received:

## Ask the Caller

Where is bomb located?

When will it go off?

What does it look like?

What kind of bomb is it?

What will make it explode?

Did you place the bomb? YES ☐ NO ☐

Why?

What is your name?

Exact words of the threat:

## Information about the Caller

Where is the caller located? (Background Noise/ Voice)

Estimated age:

Is voice familiar? Who does it sound like?

Other:

# ACTIVE AGGRESSOR/SHOOTER

**Method of Notification:** *County Phone System, Delco Alerts, County Email*



**RUN**

- Have an escape plan
- Evacuate
- Leave any belongings behind
- Help others if possible
- Do not move wounded people



**HIDE**

- Find a place outside the shooter's view
- Lock doors & block them with furniture
- Keep your options open for escape
- Silence your phone



**FIGHT**

- Fight only as a last resort
- Incapacitate or disrupt the shooter

## Once Law Enforcement Arrives

- Follow all instructions of the police officers
- Drop anything you're holding
- Keep your hands visible

## Important Notes

- See **SHELTER IN PLACE** page 8
- *Push Panic Button, if available*



# Active Aggressor



# NOTES:

**Escape Route:**

**Alternate Escape Route:**

**Hiding Spot:**

**Alternate Hiding Spot:**

**Additional Notes:**



# DELAWARE COUNTY

*Ohio*

EMERGENCY  
RESPONSE BOOK