



# **Technical College** System of Georgia

## **The Technical College System of Georgia TCSG System Office Emergency Procedures Plan 2022-2023**

Reviewed: \_\_\_\_\_  
Emergency Manager Date

Reviewed: \_\_\_\_\_  
Director of Public Safety/Chief of Police Date

Reviewed: \_\_\_\_\_  
General Counsel Date

Approved: \_\_\_\_\_  
Commissioner Date

Latest Revisions: 30MAR2022

## Emergency Services Telephone Numbers

Police: **Dial 9-911**

Fire: **Dial 9-911**

Ambulance: **Dial 9-911**

Building Security (Lobby Desk):

M-F 6:30 AM - 6:00 PM **Dial 404-679-1680 or 9-404-320-7765**

All other days/times Dial 9-911

### Building Safety Directors:

Contact if you detect an urgent building emergency (in descending order until you reach one) as well as after contacting appropriate emergency service(s) if indicated:

1. Commissioner: Greg Dozier  
Office: 404-679-1601      Mobile: 706-819-3675
2. General Counsel: Josh McKoon  
Office: 470-701-1631      Mobile: 706-442-9130
3. Director of Public Safety/Chief of Police: Jennifer Ziifle  
Office: 404-679-1606      Mobile: 404-775-2054
4. Emergency Manager: Lisa Anne Beck  
Office: 404-679-1666      Mobile: 770-617-8824
5. Assistant Commissioner, Administrative Services: Penni Haberly  
Office: 404-327-6929      Mobile: 478-213-1645 or 404-989-9103
6. Executive Director of Internal Affairs: Brad Sims  
Office: 404-679-1784      Mobile: 404-861-4529

### Building Safety Coordinators:

Trained in basic emergency procedures:

First Floor: Montevia Gamble

Second Floor: Lisa Anne Beck

Third Floor: Rachelle Taylor, Danielle Jackson

Fourth Floor: Randy Dean

Fifth Floor: Charlene Wiley

**Emergency Procedures Plan**  
Technical College System of Georgia  
System Office  
1800 Century PL NE  
Atlanta, GA 30345-4304

### Purpose of Emergency Procedures Plan

The purpose of the Emergency Procedures Plan (EPP) is to ensure:

1. Prompt notification and efficient, safe and orderly Evacuation, Seek Shelter, Secure-in-Place (Lockdown) of the TCSG System Office building and building occupants (including all visitors) in the event of an emergency.
2. Appropriate promulgation of procedures for dealing with emergencies occurring within or outside of the building.

This EPP applies to all occupants of and visitors to the TCSG System Office designated workspace. A fully approved copy of this EPP is available digitally as well as hard copy upon request.

### Designated Roles and Responsibilities

**Commissioner:** Overall responsibility for implementing and activating the EPP. The following individuals, as described below, are delegated responsibility and authority by the Commissioner to perform designated roles as delineated.

**Building Safety Directors:** Designated by the Commissioner and responsible for implementing all procedures within the EPP. Building Safety Directors will coordinate an adequate number of Building Safety Coordinators, assure that occupants and visitors are familiar with the EPP and act as liaisons with public safety agencies and building management.

**Building Safety Coordinators:** Assist in the implementation of the EPP through appropriate training and by communicating evacuation routes, shelter locations and secure-in-place (lockdown) procedures. During emergencies, if possible, Building Safety Coordinators (BSCs) will don a safety vest and brief Building Safety Directors on the status of emergencies. In addition, if possible, BSCs will ensure all individuals are alerted of an emergency; evacuation routes are clear of obstructions; all persons have moved to safe locations and all corridor doors are closed after occupants have evacuated.

**Emergency Aides:** Assist, if possible, self-identified occupants challenged by emergency procedures during emergencies. (See Appendix G for additional information.)

**Employee Supervisors (or their designees):** Stationed during evacuation procedures at designated assembly areas outside the building to verify that occupants are in a safe location and to provide information and instructions to occupants.

**Executive Director of Communications/Public Relations:** All requests for information from media representatives are to be directed to the Executive Director of Communications/Public Relations.

**Director of Public Safety/Chief of Police:** Monitor all emergency events; coordinate personnel response and recovery with TCSG leadership and external resources as necessary; and supervise development of policies and procedures for emergency response.

**Emergency Manager:** Responsible for non-law enforcement emergency preparedness, related health and safety training, drills and exercises, equipment evaluation and record keeping.

### **Types of Emergency Procedures**

**Evacuation —** All occupants and all visitors must leave the building quickly using designated evacuation routes and report to their supervisor or designee at assembly areas. Evacuation may be indicated in the event of fire, explosion or hazardous materials spill or leak.

**Seek Shelter —** All occupants and all visitors must move to an interior designated building shelter for protection. Seek Shelter may be indicated in the event of a severe weather warning (such as a Tornado Warning).

**Secure-in-Place (Lockdown) —** All occupants and all visitors should lock and barricade doors to prevent access and intrusion. Secure-in-place may be indicated in the event of intruders within the building or outside danger outside the building such as in extreme cases of hazardous materials spill/leak or civil unrest.

### **Preparation and Planning for Emergency Procedures**

The following protocols are in place to prepare for emergency procedures:

- ◆ Exits are clearly marked, operable and evaluated regularly.
- ◆ TCSG notification system protocol is tested regularly.
- ◆ Doors and elevators allowing access to each floor have functioning locks and electronic access points and are evaluated regularly.

## Procedures Plan

- ◆ Fire extinguishers, AEDs, first aid kits and evacuation chairs are evaluated regularly.
- ◆ Emergency Procedures Maps are posted on all floors, exits, elevators and selected meeting areas indicating the occupant's present location on the floor; exit door locations; suggested evacuation routes; as well as the location of fire extinguishers, fire alarm pull down stations, AEDs, evacuation chairs and first aid kits.
- ◆ Shelter locations within the building are identified on the Emergency Procedures Maps and occupants have been trained to locate these sites.
- ◆ Secure-in-place (lockdown) locations within the building have been identified and occupants have been trained to locate these sites.
- ◆ Occupants must not block exits, hoses, extinguishers, corridors or stairs by storage or rearrangement of furniture or equipment.
- ◆ All Building Safety Coordinators, Emergency Aides and Supervisors are trained to their specific roles and responsibilities.
- ◆ All occupants are trained at least annually in Evacuation, Seek Shelter and Secure-in-Place (Lockdown) procedures.
- ◆ All new occupants are trained regarding emergency building procedures.
- ◆ Assembly areas have been identified outside the building.
- ◆ Protocol is shared with Building Management and Building Security addressing appropriate measures are taken to secure facilities and notify appropriate authorities.
- ◆ Training in CPR, AED, First Aid, use of evacuation chair and fire extinguishers is offered to interested occupants.

### Notification Methods for Emergencies

Multiple notification methods will be used whenever possible to ensure that all occupants are notified as promptly as possible of any emergency that requires action. Treat all notifications as a "valid" emergency; delay can cause serious consequences to your personal safety.

**Evacuation**

For emergencies requiring Evacuation, the primary notification method will be the fire alarm warning system. In the event of an observed fire or explosion the fire alarm pull down station should be activated. Fire alarms will give both audible and visual warnings.

As a secondary notification method requiring Evacuation, the TCSG notification system will be activated and/or an emergency email message will be sent.

As tertiary notification methods requiring Evacuation, a bullhorn or word-of-mouth may be used. Building Safety Coordinators will be responsible for this method of notification.

**Seek Shelter**

For emergencies requiring Seek Shelter procedures, the primary notification method will be activation of the TCSG notification system and/or an emergency email message will be sent.

Secondary notification methods requiring Seek Shelter procedures will be by bullhorn or word-of-mouth.

**Secure-in-Place (Lockdown)**

For emergencies requiring Secure-in-Place (Lockdown) procedures, the primary notification method will be activation of the TCSG notification system and/or an emergency email message will be sent.

Secondary notification methods requiring Secure-in-Place (Lockdown) procedures will be by megaphone or word-of-mouth if deemed safe in a given situation.

**Specific Emergency Procedures****Fire or Explosion:**

- ◆ **Anyone** who receives information about or observes an emergency should immediately call 911.
- ◆ When reporting a fire or explosion to 911, give your name, building address (1800 Century PL NE) and exact location of the fire or explosion within the building. Use a mobile phone if you have one while you Evacuate. Give as many details as you can. Stay on the line with 911 until the dispatcher directs you to hang up or if you are in imminent danger.

## Procedures Plan

- ◆ If possible, pull the fire alarm pull down station device and notify a Building Safety Director as well as building security.
- ◆ When notified to Evacuate the building, do so in a calm, orderly fashion:
  - Walk, don't run; take all visitors with you.
  - Use the stairs, do not use elevators.
  - Keep conversation levels low.
  - Take only what you need including outer garments and personal items.
  - Close all doors behind you.
  - Assist others in need of assistance. Use evacuation chairs if needed (found outside stairwells on Floor 5) if you have been trained.
  - Go to a designated assembly area and report to your supervisor or designee.
- ◆ Know primary and secondary routes out of the building; there are only two stairwells in the building at the east and west ends of the building. Do not attempt to exit to the roof unless directed to do so by emergency services.
- ◆ Go to your designated assembly area at the front of the building and assemble with your co-workers as far away from the building as is possible.
- ◆ Persons self-identified and challenged by emergency procedures will have Emergency Aides, if previously, assigned to help ensure assistance will be available to them in an emergency. Please assist anyone who is challenged by evacuation procedures as you are able.
- ◆ Follow any instructions given in the assembly areas, do not leave until you are given the "all clear" to be released or to re-enter the building.

**Severe Weather (such as Tornado Warning):**

- ◆ Do not leave the building.
- ◆ Go to an identified shelter location (restrooms); inside the building, preferably in an interior hall on a lower floor.
- ◆ Stay away from glass windows and glass doors.
- ◆ Stairwells are not recommended due to potential for roof collapse and vortex threat.
- ◆ Assist others needing assistance if possible.
- ◆ If a tornado strike is imminent, duck and cover away from any glass and preferably under a desk or other barrier device.
- ◆ Once in a shelter location, wait for instructions by emergency services, Building Safety Directors or Building Safety Coordinators.

## **Active Shooter: (GLECP 6.17)**

A copy of the US Department of Homeland Security (DHS) Active Shooter Event: A Quick Reference Guide is found in Appendix D.

In the event of an active shooter, you have three options:

1. Run
  - ◆ Have an escape route and plan in mind
  - ◆ Leave your belongings behind
  - ◆ Evacuate regardless of whether others agree to follow
  - ◆ Help others escape, if possible
  - ◆ Do not attempt to move the wounded
  - ◆ Prevent others from entering area where the active shooter may be
  - ◆ Keep your hands visible
  - ◆ Call 911 when you are safe
2. Hide
  - ◆ Hide in an area out of the shooter's view
  - ◆ Lock door or block entry to your hiding place
  - ◆ Silence your cell phone (including vibrate mode) and remain quiet
3. Fight
  - ◆ Fight as a last resort and only when your life is in imminent danger
  - ◆ Attempt to incapacitate the shooter
  - ◆ Act with as much physical aggression as possible
  - ◆ Improvise weapons or throw items at the active shooter
  - ◆ Commit to your action, your life depends on it

If you witness an intruder or outside danger and are in a position to do so, notify 911 and then building security at (404) 320-7765 or 404-679-1680. When reporting an intruder or outside danger to 911, give your name, building address (1800 Century PL NE) and your location within the building. Give as many facts about the intruder's location, number and physical description of intruders, number and types of weapons as well as a description of any victims as you can. Stay on the line with 911 until the dispatcher directs you to hang up or if you are in imminent danger.

The first responders to arrive on the scene will not stop to help the injured. Expect rescue teams to follow initial first responders. These rescue teams will treat and remove injured.

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



## Procedures Plan

**When law enforcement arrives:**

- ◆ Remain calm and follow instructions
- ◆ Drop items in your hands (e.g., bags, jackets)
- ◆ Raise hands and spread fingers
- ◆ Keep hands visible at all times
- ◆ Avoid quick movements toward officers, such as holding on to them for safety
- ◆ Avoid pointing, screaming, or yelling
- ◆ Do not ask questions when evacuating

**Bomb Threat:**

A copy of the US Department of Homeland Security (DHS) Bomb Threat Call Procedures/Checklist is found in Appendix E.

If you receive a bomb threat or other threatening telephone call, use the checklist found in Appendix E to document information received, call 911 by land line (not mobile device), a Building Safety Director by land line and building security by land line. Do not automatically activate the TCSG notification system or pull the fire alarm pull down station device. The order to Evacuate, Seek Shelter or Secure-in-Place (Lockdown) will be made by emergency services, the Building Safety Directors or building security.

- ◆ Quickly examine individual work areas for immediately visible additional devices or suspicious packages. Report anything out of the ordinary to emergency services after you leave the building.
- ◆ DO NOT open drawers or file cabinets and DO NOT approach any potential explosive devices.
- ◆ DO NOT use mobile phones or radios as these may trigger explosive devices.
- ◆ If directed to do so, evacuate the building to an assembly area at least 1000 feet from the building. (The Department of Revenue serves as an alternate assembly area.)
- ◆ In the event of an explosion be aware that additional devices may also be present.

**Suspicious Package Threat:**

A copy of the US Department of Homeland Security (DHS) Suspicious Package Response Checklist is found in Appendix F.

If you discover a suspicious package, leave the package where it was found, do not disturb it. Use the checklist found in Appendix F to document information, contact a Building Safety Director and appropriate agency as listed on the Suspicious Package Checklist in Appendix F.

### **Civil Unrest or other Danger Outside of the Building:**

- ◆ Remain in the building.
- ◆ Stay away from windows.
- ◆ Prepare to Evacuate, Seek Shelter or Secure-in-Place (Lockdown) if instructed to do so.

### **Elevator Entrapments:**

- ◆ Press the “Alarm” button. This activates a local bell within the building and sends an electronic signal that the specific elevator is in alarm mode.
- ◆ Pick up the emergency telephone located in the elevator within the door marked “Phone”. This telephone is a direct line to the elevator company. The company representative will determine if there is an entrapment and will provide appropriate response personnel.
- ◆ Stay calm. Help is on the way.
- ◆ If you are not trained to aid in elevator entrapments, do not attempt to assist.

### **Suspected or Actual Hazardous Material Spill or Leak:**

- ◆ Anyone suspecting or observing a hazardous material spill or leak should notify building security stating the location and severity of the spill or leak along with an identification of the material spilled or leaked if known.
- ◆ Notify a Building Safety Director.
- ◆ The order to Evacuate, Seek Shelter or Secure-in-Place can be made by the building engineer, building security, emergency services, the Commissioner, Building Safety Directors or Building Safety Coordinators.

### **Appendices:**

**A - Emergency Instructions to Visitors to the System Office of the Technical College of Georgia (1800 Century PL NE) and Suggested Template of Health and Life Safety Talk**

**B – Emergency Building Procedures (Quick Facts Version)**

**C – TCSG Emergency Notification System Protocols**

**D – US Department of Homeland Security (DHS) Active Shooter Event: How to Respond**

**E – US Department of Homeland Security (DHS) Bomb Threat Call Procedures/Checklist**

**F – US Department of Homeland Security (DHS) Suspicious Package Response Checklist**

**G- Employees Requesting Assistance during Emergencies  
And Employees Volunteering to Serve as Emergency Aides (Assisting)  
Others during Emergencies**

**Emergency Instructions to Visitors  
The System Office of the Technical College System of Georgia  
(1800 Century PL NE, Atlanta, GA 30345)**

In the event of an emergency in this building, please follow the following directives of the TCSG System Office Emergency Procedures Plan. A copy of this Plan is posted in the back of this meeting room.

If evacuation is indicated, upon hearing the alarm or other notification, proceed to the nearest stairwell and exit the building unless otherwise directed by a Building Safety Coordinator (who may be identified by a safety vest), the individual conducting your meeting or by emergency services. Please go with the individual conducting your meeting so all participants may be accounted for.

You should acquaint yourself with the location of the nearest stairwell, as well as a potential secondary evacuation route. The Emergency Procedures Map posted in this meeting room will indicate these as well as your present location on the floor; exit door locations; suggested evacuation routes; as well as the location of fire extinguishers, fire alarm pull down stations, AEDs, evacuation chairs and first aid kits.

If you need assistance during emergency procedures or have questions, please inform the individual conducting your meeting.

**Health and Life Safety Talk**

*{The following is a suggested template to brief visitors to our building.}*

Before we get started today, I want to share important health and safety guidelines with you.

1. If we need to evacuate, you will hear \_\_\_\_\_ (*indicate type of notification*). Please exit quickly \_\_\_\_\_ (*indicate direction, which staircase and area of assembly*).
2. If we need to seek shelter, you will hear (*indicate type of notification*). Please go to \_\_\_\_\_ (*indicate direction, which shelter and assembly area.*).
3. If we need to lockdown or secure-in-place, you will be notified by \_\_\_\_\_ (*indicate type of notification.*) Please \_\_\_\_\_ (*indicate specific procedure.*)
4. The location of the nearest fire extinguisher, fire alarm pull station and AED is \_\_\_\_\_ (*indicate locations.*)
5. When on breaks take a moment to familiarize yourself with these guidelines and ask me any questions you may have.

## **Emergency Building Procedures**

### **Evacuate**

**Walk down stairs.**

**Take all visitors with you.**

**Exit front doors.**

**Move to front parking area as far from the building as possible.**

**Report to your supervisor or designee.**

### **Seek Shelter**

**Go to the interior of the building as far away from outside walls and any glass as is possible.**

**Take all visitors with you.**

**Cover your head with your arms and hands.**

**Wait for the all clear to sound.**

### **Secure-in-Place (Lockdown)**

#### **Secure-in-Place due to intruders/outside danger:**

**Go to room/space which locks or may be blocked from the inside out of intruder view.**

**Take all visitors with you.**

**Turn off light, silence cell phones including vibrate.**

**Communicate with an external contact and tell them where you are located if possible.**

**Remain secured in place until a member of emergency services comes to clear the building.**

#### **Secure-in-Place due to hazardous materials leak:**

**Seal the room/space with tape or other types of barriers (rolled clothing, rugs etc.).**

**Communicate with an external contact to tell them where you are located if possible.**

**Remain secured in place until a member of emergency services comes to clear the building.**

## **TCSG Emergency Notification Protocols (GLECP 6.17d)**

### **Introduction**

Emergency notification is based on the desire to inform people about dangerous situations that may have serious impacts. Notifying individuals of dangerous situations allows them to take action to protect themselves and the people around them. The TCSG System Office will strive to, as promptly as possible, and taking into account the safety of the TCSG community, determine the appropriate content of all notifications and initiate notification systems, unless issuing a notification will, in the professional judgment of responsible authorities, compromise efforts to assist a victim or to contain, respond or to otherwise mitigate the emergency.

### **Purpose**

The purpose of this document is to highlight the emergency notification systems utilized in the TCSG System Office and to assemble the policies and procedures for these notification systems into one document. The TCSG System Office emergency notification systems are complementary to one another. Also, as the TCSG System Office has several locations, emergency alerting protocols for each location may be implemented differently. It is important to organize the activation protocols and policies that govern each system.

### **Delegation of Authority:**

- The order of designated authority and succession for notification purposes is as follows:
  1. Commissioner Greg Dozier
  2. Chief Operating Officer Laura Boalch
  3. General Counsel Josh McKoon
  4. Director of Public Safety/Chief of Police Jennifer Ziifle
  5. Emergency Manager Lisa Anne Beck
  6. Executive Director of Internal Affairs Brad Sims
- Once notified, the authority above will then notify Commissioner Greg Dozier, as well as Executive Director of Communications/Public Relations Mark D'Alessio.
- The following individuals have authority to activate the notification system: Commissioner Greg Dozier, General Counsel Josh McKoon, Executive Director of Communications Mark D'Alessio, Chief Information Officer Steven Ferguson, Executive Director of Internal

**Affairs Brad Sims, Director of Public Safety/Chief of Police Jennifer Ziifle and Emergency Manager Lisa Anne Beck.**

- **The individual who activates the notification system will also cancel the notification when it is deemed appropriate to do so.**

**TCSG Notification Systems**

- **The TCSG notification system is capable of sending emergency notifications via phone, text, and emails to multiple locations. The system is only used when there is a severe threat to public safety and health and when immediate action is required. The system is tested regularly.**

**Enrollment in TCSG Notification System:**

- **Enroll by sending Helpdesk email with desired telephone numbers.**
- **All TCSG System Office Employees**
- **All Economic Development/Quick Start Employees**
- **All SBTCSG Membership**
- **All TCSG Presidents**



## US Department of Homeland Security (DHS) Active Shooter Event: How to Respond

# HOW TO RESPOND

## WHEN AN ACTIVE SHOOTER IS IN YOUR VICINITY

QUICKLY DETERMINE THE MOST REASONABLE WAY TO PROTECT YOUR OWN LIFE. CUSTOMERS AND CLIENTS ARE LIKELY TO FOLLOW THE LEAD OF EMPLOYEES AND MANAGERS DURING AN ACTIVE SHOOTER SITUATION.

<b>1. Run</b> <ul style="list-style-type: none"><li>• Have an escape route and plan in mind</li><li>• Leave your belongings behind</li><li>• Keep your hands visible</li></ul>	<b>2. Hide</b> <ul style="list-style-type: none"><li>• Hide in an area out of the active shooter's view.</li><li>• Block entry to your hiding place and lock the doors</li></ul>	<b>3. Fight</b> <ul style="list-style-type: none"><li>• As a last resort and only when your life is in imminent danger.</li><li>• Attempt to incapacitate the active shooter</li><li>• Act with physical aggression and throw items at the active shooter</li></ul>
--	--	---

**CALL 911 WHEN IT IS SAFE TO DO SO**

## HOW TO RESPOND WHEN LAW ENFORCEMENT ARRIVES ON THE SCENE

**1. HOW YOU SHOULD REACT WHEN LAW ENFORCEMENT ARRIVES:**

<ul style="list-style-type: none"><li>• Remain calm, and follow officers' instructions</li><li>• Immediately raise hands and spread fingers</li><li>• Keep hands visible at all times</li><li>• Avoid making quick movements toward officers such as attempting to hold on to them for safety</li></ul>	<ul style="list-style-type: none"><li>• Avoid pointing, screaming and/or yelling</li><li>• Do not stop to ask officers for help or direction when evacuating, just proceed in the direction from which officers are entering the premises</li></ul>
---	---

**2. INFORMATION YOU SHOULD PROVIDE TO LAW ENFORCEMENT OR 911 OPERATOR:**

<ul style="list-style-type: none"><li>• Location of the victims and the active shooter</li><li>• Number of shooters, if more than one</li><li>• Physical description of shooter/s</li></ul>	<ul style="list-style-type: none"><li>• Number and type of weapons held by the shooter/s</li><li>• Number of potential victims at the location</li></ul>
---	--

## RECOGNIZING SIGNS OF POTENTIAL WORKPLACE VIOLENCE

AN ACTIVE SHOOTER MAY BE A CURRENT OR FORMER EMPLOYEE. ALERT YOUR HUMAN RESOURCES DEPARTMENT IF YOU BELIEVE AN EMPLOYEE EXHIBITS POTENTIALLY VIOLENT BEHAVIOR. INDICATORS OF POTENTIALLY VIOLENT BEHAVIOR MAY INCLUDE ONE OR MORE OF THE FOLLOWING:

- Increased use of alcohol and/or illegal drugs
- Unexplained increase in absenteeism, and/or vague physical complaints
- Depression/Withdrawal
- Increased severe mood swings, and noticeably unstable or emotional responses
- Increasingly talks of problems at home
- Increase in unsolicited comments about violence, firearms, and other dangerous weapons and violent crimes

				
---	---	---	--	---

Contact your building management or human resources department for more information and training on active shooter response in your workplace.

# US Department of Homeland Security (DHS) Bomb Threat Call Procedures/Checklist

## BOMB THREAT PROCEDURES

*This quick reference checklist is designed to help employees and decision makers of commercial facilities, schools, etc. respond to a bomb threat in an orderly and controlled manner with the first responders and other stakeholders.*

Most bomb threats are received by phone. Bomb threats are serious until proven otherwise. Act quickly, but remain calm and obtain information with the checklist on the reverse of this card.

**If a bomb threat is received by phone:**

1. Remain calm. Keep the caller on the line for as long as possible. **DO NOT HANG UP**, even if the caller does.
2. Listen carefully. Be polite and show interest.
3. Try to keep the caller talking to learn more information.
4. If possible, write a note to a colleague to call the authorities or, as soon as the caller hangs up, immediately notify them yourself.
5. If your phone has a display, copy the number and/or letters on the window display.
6. Complete the Bomb Threat Checklist immediately. Write down as much detail as you can remember. Try to get exact words.
7. Immediately upon termination of call, **DO NOT HANG UP**, but from a different phone, contact authorities immediately with information and wait instructions.

**If a bomb threat is received by handwritten note:**

- Call \_\_\_\_\_
- Handle note as minimally as possible.

**If a bomb threat is received by e-mail:**

- Call \_\_\_\_\_
- Do not delete the message.

**Signs of a suspicious package:**

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

**\* Refer to your local bomb threat emergency response plan for evacuation criteria**

**DO NOT:**

- Use two-way radios or cellular phone. Radio signals have the potential to detonate a bomb.
- Touch or move a suspicious package.

## WHO TO CONTACT (Select One)

- 911
- Follow your local guidelines

For more information about this form contact the DHS Office for Bombing Prevention at [OBP@dhs.gov](mailto:OBP@dhs.gov)



**Homeland Security**

2014

## BOMB THREAT CHECKLIST

DATE: \_\_\_\_\_ TIME: \_\_\_\_\_

TIME CALLER HUNG UP: \_\_\_\_\_ PHONE NUMBER WHERE CALL RECEIVED: \_\_\_\_\_

### Ask Caller:

- Where is the bomb located? (building, floor, room, etc.) \_\_\_\_\_
- 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 Threat:

\_\_\_\_\_  
 \_\_\_\_\_

### Information About Caller:

- Where is the caller located? (background/level of noise) \_\_\_\_\_
- Estimated age: \_\_\_\_\_
- Is voice familiar? If so, who does it sound like? \_\_\_\_\_
- Other points: \_\_\_\_\_

Caller's Voice	Background Sounds	Threat Language
<input type="checkbox"/> Female	<input type="checkbox"/> Animal noises	<input type="checkbox"/> Incoherent
<input type="checkbox"/> Male	<input type="checkbox"/> House noises	<input type="checkbox"/> Message read
<input type="checkbox"/> Accent	<input type="checkbox"/> Kitchen noises	<input type="checkbox"/> Taped message
<input type="checkbox"/> Angry	<input type="checkbox"/> Street noises	<input type="checkbox"/> Irrational
<input type="checkbox"/> Calm	<input type="checkbox"/> Booth	<input type="checkbox"/> Profane
<input type="checkbox"/> Clearing throat	<input type="checkbox"/> PA system	<input type="checkbox"/> Well-spoken
<input type="checkbox"/> Coughing	<input type="checkbox"/> Conversation	
<input type="checkbox"/> Creaking voice	<input type="checkbox"/> Music	
<input type="checkbox"/> Crying	<input type="checkbox"/> Motor	
<input type="checkbox"/> Deep	<input type="checkbox"/> Clear	
<input type="checkbox"/> Deep breathing	<input type="checkbox"/> Static	
<input type="checkbox"/> Disguised	<input type="checkbox"/> Office machinery	
<input type="checkbox"/> Distinct	<input type="checkbox"/> Factory machinery	
<input type="checkbox"/> Excited	<input type="checkbox"/> Local	
<input type="checkbox"/> Laughter	<input type="checkbox"/> Long Distance	
<input type="checkbox"/> Lisp		
<input type="checkbox"/> Loud	<b>Other Information:</b>	
<input type="checkbox"/> Nasal	_____	
<input type="checkbox"/> Normal	_____	
<input type="checkbox"/> Ragged	_____	
<input type="checkbox"/> Rapid	_____	
<input type="checkbox"/> Raspy	_____	
<input type="checkbox"/> Slow	_____	
<input type="checkbox"/> Skewed	_____	
<input type="checkbox"/> Soft	_____	
<input type="checkbox"/> Stutter	_____	

## Appendix F

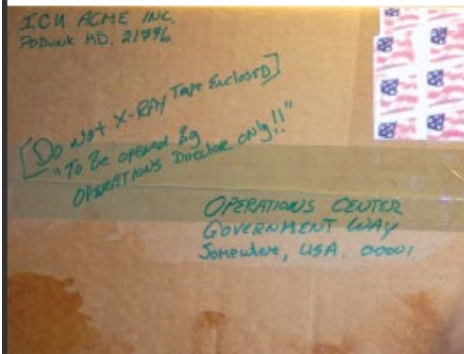
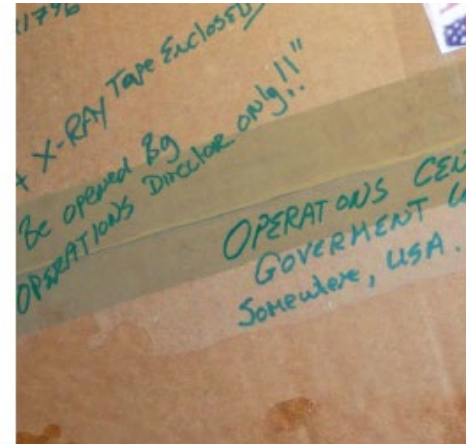
### US Department of Homeland Security (DHS) Suspicious Package Response Checklist

#### Characteristics of a Suspicious Package

Always remain aware!

Look for the anomalies:

- Rigid or bulky
- Lopsided or uneven
- Wrapped in string
- Badly written or misspelled labels
- Generic or incorrect titles
- Excessive postage
- No postage
- Foreign writing, postage, or return address
- Missing, nonsensical, or unknown return address
- Leaks, stains, powders, or protruding materials
- Ticking, vibration, or other sound



#### Response Checklist

Suspicious Packages and Mail



U.S. Department of Homeland Security  
Office of Security  
Phone: (202) 447-5010  
E-mail: [OfficeofSecurity@dhs.gov](mailto:OfficeofSecurity@dhs.gov)



Homeland Security

# CHECKLIST OF ACTIONS TO TAKE

1. Leave the mail piece or substance where it was found. Do not disturb. Do not try to clean up the substance.
2. Clear the immediate area of all persons and keep others away.
3. Instruct people in the immediate area to wash hands and other exposed skin with soap and water.
4. Direct these people to a designated area away from the substance to await further instruction.
5. List the names of the persons in the immediate area of the mail piece or substance.
6. Cordon off the immediate area.
7. Shut down all equipment in the immediate area and HVAC systems (heating, ventilation, and air conditioning).
8. If possible without disturbing the mail piece or substance, document:

Location of mail piece or substance:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Description of substance:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Description of mail piece (markings, labels, declarations, postage):

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Addressee's name and address:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Mailer's name and address:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

9. Contact and pass information to the appropriate agency. A list of Contacts in Case of Emergency is provided at right.
10. Take actions and make appropriate notifications as directed or as published in your local emergency plan.

## Contacts in Case of EMERGENCY

### FEDERALLY LEASED OR OWNED FACILITIES

#### Life-threatening Emergencies

Dial 911 & follow your building's procedures, then:  
Notify the Federal Protective Service (FPS)  
National Toll Free Number:  
1-877-4FPS-411 (1-877-437-7411)

#### Non-Life-threatening Emergencies Security Issues

Contact local building security management representative, then call:  
Federal Protective Service (FPS)  
National Toll Free Number:  
1-877-4FPS-411 (1-877-437-7411)

### NEBRASKA AVENUE COMPLEX PROCEDURES

#### Medical Emergencies

Dial 911, then call:  
NAC Security Desk  
Phone: (202) 282-9700

#### Non-Life-threatening Emergencies

NAC Security Desk  
Phone: (202) 282-9700

#### NON-FEDERAL BUILDINGS

Dial 911 or follow your building's procedures.



**Appendix G**

**Employees Requesting Assistance during Emergencies and  
Employees Volunteering to Serve as Emergency Aides  
(Assisting) Others Requesting Assistance during Emergencies**

**SAMPLE MEMORANDUM AND FORMS****DATE:** XXXXXXXXXX**TO:** All TCSG System Office Employees**FROM:** XXXXXX**SUBJECT:** Self-Identification of Employees Requesting Assistance during Emergencies and Employees Volunteering to serve as Emergency Aides

An essential component in a comprehensive plan is the self-identification of employees who may require assistance in an emergency that involves evacuation of the building or rapid movement to a safe area. In addition, it is vital that additional employees volunteer to serve as Emergency Aides to assist those employees in need of such assistance.

The need for assistance may be either permanent or temporary. An example of a temporary need for assistance includes recuperation from medical procedures or illness resulting in reduced mobility. When considering your personal situation and then completing this form if you determine that you have need for assistance, please evaluate your status thoroughly and honestly. You might not think that you need assistance, but, for example, a heart condition, asthma or pregnancy might reduce your mobility or stamina to the point that you might need assistance during an emergency, or your hearing loss might limit your ability to respond to an audible alarm or evacuation information. You may also want to consult your health care provider(s) for their considered opinion.

Please describe the type of assistance you think you may need in an emergency (on Form 1). **It is not necessary to give medical details or provide documentation.**

If you want colleagues to assist you, you can either select someone or choose from a list of volunteer Emergency Aides Human Resources has on file. If you choose colleagues yourself, please include their names, telephone numbers and office numbers. You should select both a primary and a secondary person to aid you.

If you are willing to volunteer to serve as an Emergency Aide, please complete Form 2. The TCSG System Office will provide the necessary training and support particular to the needs of that individual.

Please complete the appropriate attached form and return it to the Director of Human Resources.

**You will be contacted by one of these individuals to discuss your situation and to ensure that your needs will be met.**

This information will be kept confidential according to the Federal Privacy Act (P.L. 93-579). It will be used only to provide assistance in the event of an emergency.

It is our goal to protect every employee, client, and visitor safely and effectively during an emergency and to preserve each person's personal dignity in the process.

It is our responsibility to provide a safe place for you to work. However, we need your assistance in helping us plan for emergencies that may occur.

Thank you.



Technical College System of Georgia <b><u>EMERGENCY SITUATION INFORMATION</u></b> <b><u>Employee Requesting Assistance during Emergency (Form 1)</u></b>	
	Date
Name	
Office Phone Number	Office Email Address
Address	
City	
Supervisor	
<p><b>Do you need assistance during an emergency? (Circle One) YES NO</b></p> <p><b>If yes, describe the type of assistance you anticipate needing. Please do not give medical details unless necessary to identify the type of assistance needed.</b></p>	
<p><b>Do you wish to choose a volunteer Emergency Aide from the list in Human resources? (Circle One) YES NO</b></p> <p><b>If no, list the names and phone numbers of two coworkers you wish to assist you.</b></p>	
<p><b>Do you wish to be evacuated/taken to shelter or secure locations during drills? (Circle One) YES NO</b></p>	
<p>The purpose of this form is to identify employees who need assistance during an emergency.</p> <p>This information will be given to the Director of Human Resources and the Human Resource Officer to who will contact you to discuss your request and will notify the Emergency Manager. All information will be kept confidential pursuant to the Federal Privacy Act (P.L.93-579)</p> <p>If you have any questions, please contact: Director of Human Resources</p>	





Technical College System of Georgia	
<b><u>EMERGENCY SITUATION INFORMATION</u></b>	
<b><u>Employee Volunteering to Serve as an Emergency Aides (Form 2)</u></b>	
	Date
Name	
Office Phone Number	Office Email Address
Address	
City	
Supervisor	
<b>Are you willing to give assistance to an employee during an emergency?</b> (Circle One) YES NO	
If yes, describe the type of assistance you would be willing to give.	
<b>Do you wish to place your name on a list of volunteers to assist other employees in need of assistance?</b> (Circle One) YES NO	
The purpose of this form is to identify employees who are willing to serve as Emergency Aides to assist other employees who need assistance during an emergency.	
This information will be given to the Director of Human Resources and the Human Resource Officer to who will contact you to discuss your request and will notify the Emergency Manager. All information will be kept confidential pursuant to the Federal Privacy Act (P.L.93-579)	
If you have any questions, please contact: Director of Human Resources	