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From: Mills, Alberta E. <AMills@cpsc.gov>
Sent: Fri, Jan 27, 2017 9:49 am
Subject: FOIA Request 17-F-00196

In response to your FOIA request (17-F-00196) submitted to the U.S. CPSC, please find attached a copy of the CPSC's Occupant Emergency Plan (OEP) Handbook as requested.

Best regards,
Alberta

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Appendix A

U.S. CONSUMER PRODUCT SAFETY COMMISSION

DECEMBER 2015

OCCUPANT EMERGENCY PROGRAM HANDBOOK for BETHESDA TOWERS



OFFICE OF THE EXECUTIVE DIRECTOR
DEPUTY EXECUTIVE DIRECTOR FOR OPERATIONS SUPPORT
OFFICE OF FACILITIES SERVICES
4330-4340 EAST WEST HIGHWAY
BETHESDA, MD 20814

U.S. CONSUMER PRODUCT SAFETY COMMISSION

OCCUPANT EMERGENCY PROGRAM (OEP)

FOREWORD

This handbook describes the Occupant Emergency Program (OEP) for employees of the U.S. Consumer Product Safety Commission (CPSC) who are located at Bethesda Towers. There are separate OEP Handbooks for the other Washington DC area CPSC Facilities – 5 Research Place in Rockville and the Sample Storage Facility in Gaithersburg, Maryland, (see Appendix C). It provides guidance to assure maximum protection of life and property during emergencies in accordance with 41 CFR 102-74.

OCCUPANT EMERGENCY PROGRAM

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SECTION 1 - REFERENCE

A. Emergency Telephone Numbers - General

Ambulance.....	9-911
Bomb Disposal/GSA.....	202-708-1111
Bomb Disposal/Local.....	9-911
Building Manager/GSA	202-219-3367
GSA Bethesda Customer Service Center	301-504-0020
Property Manager/Lessor (Bethesda Towers)	301-565-5100
Lessor/DataWatch Systems (24-hour emergency number)	800-899-9872
Fire Department	9-911
Hazardous Materials Information/GSA.....	202-708-5236
CPSC Security Guard/Bethesda Towers	301-504-7721 (Desk), 202-520-9447(Cell)
Poison Control Center.....	202-625-3333
Police Services/Federal Protective Service	202-708-1111
Police Services/Local Police Department.....	9-911
Potomac Electric Power Company	202-872-3432/3
Sibley Hospital	202-896-4000 (Main), 202-896-4080 (Emergency)
Suburban Hospital.....	301-530-3100 (Main), 301-530-3880 (Emergency)
Washington Gas Light Company (MD)	703-750-2500
Washington Suburban Sanitation Commission.....	301-699-4555
Federal Employee Assistance Program	1-800-222-0364

SECTION 2 - OCCUPANT EMERGENCY PROGRAM ORGANIZATION

A. Occupant Emergency Program Officials for CPSC Bethesda Towers

1. Facility:

U.S. Consumer Product Safety Commission
4330-4340 East West Highway
Bethesda, Maryland 20814

2. Command Center/Alternate Command Center, depending on the situation:

Command Center: Designated Official, Office of the Executive Director, 836A, 301-504-7854.

Alternate Command Center: Building Manager's office, West Tower, 4350, Suite 400, 301-986-9517;
DataWatch Systems, 800-899-9872 (24-hour emergency number).

Alternate Command Center: Bethesda-Chevy Chase High School, Assistant Principal's office, 4301
East West Highway, Bethesda, MD 20814, 240-497-6310, 240-497-6300 (main number).

3. OEP Officials:

Designated Official: Executive Director, Office of the Executive Director (EX).

Deputy Designated Official: Deputy Executive Director for Operations Support, Office of the
Executive Director (EX).

Deputy Designated Official: Director, Office of Facilities Services (EXFS).

Occupant Emergency Coordinator: Chief, Facilities Services (EXFS).

Floor Team Coordinator: The Office of Information Technology Services (EXIT)

Damage Control Leader: Administrative Services Specialist, Office of Facilities Services (EXFS).

Medical Coordinator: Administrative Services Specialist, Office of Facilities Services (EXFS).

Administrative Officer: Administrative Services Specialist, Office of Facilities Services (EXFS).

Building Official: Bethesda Towers Property Manager, Moore & Associates.

Technical Advisor: Bethesda Towers Lead Engineer, Moore & Associates.

SECTION 2 - OCCUPANT EMERGENCY PROGRAM ORGANIZATION

B. Occupant Emergency Program Teams for CPSC Bethesda Towers

1. Command Center Team

OCCUPANT EMERGENCY PROGRAM COMMAND CENTER TEAM

Designated Official: Executive Director

Patricia Adkins, EX, Room 836A, 301-504-7582, (cell) 301-325-7815

Deputy Designated Official: Deputy Executive Director

DeWayne Ray, EX, Room 836B, 301-504-7547, 240-882-6227 (cell)

Deputy Designated Official: Director, Office of Facilities Services

Douglas Brown, 301-504-7846, 202-302-9745 (cell)

Occupant Emergency Program Coordinator: Branch Chief

Iris J. Parks, EXFS, Room 519B, 301-504-7078, 240-882-5441 (cell)

Floor Team Coordinator: Administrative Services Technician

Constantia Demas, EXFS, 519-06, 301-504-7544 (cell)

Damage Control Leader: Physical Security Officer

Ronald Welch., EXFS, 519-05, 301-504-7091, 240-882-6187 (cell)

Medical Coordinator: Administrative Services Specialist

Ronald P. Welch., EXFS, 519-05, 301-504-7091, 240-882-6187 (cell)

Administrative Officer: Administrative Services Technician

Constantia Demas, EXFS, 519-06, 301-504-7544 (cell)

Building Official: Bethesda Towers Property Manager

**Nadia Saah, Moore & Associates, 4350 (West Tower), Room 400,
301-565-5100 DataWatch Systems, 800-899-9872 (24-hour number)**

Technical Advisor: Bethesda Towers Lead Engineer

**David Latney, Moore & Associates, 301-565-1000, DataWatch Systems, 800-899-9872
(24-hour emergency number)**

SECTION 2 - OCCUPANT EMERGENCY PROGRAM ORGANIZATION

B. Occupant Emergency Program Teams for CPSC Bethesda Towers(Cont'd)

Floor Teams

4 th	FM (N)	CPSC Guard	EXFS	Lobby	504-7721
5th	FM (N)	Gregory Grayson	FMPS	523-07	504-7725
	FM(S)	Isaac Pajuelo	EPDS	604-07	504-7449
North	SM#1	Linda Watson	EXFS	519-03	504-7115
	SM#2	Adriane Clark	FMFS	520-07	504-7201
	SM#3	Joseph Wagner	EXFS	519-02	504-7116
South	SM#1	Charles Smith	ECON	517-05	504-7701
	SM#2	Omar Stokes	EPDS	504-04	504-7652
	SM#3	Amy Kirshner	ECON	517-01	504-7705
6 th	FM#1	Troy Whitfield	CRE	6100	504-7548
North	SM#1	Salman Sarwar	CFL	610-42	504-7682
	SM#2	Justin Jirgl	CRE	610-29	504-7814
7th	FM (N)	Dennis Kacoyanis	GC	704C	504-7587
	FM (S)	Dennis Kacoyanis	GC	704C	504-7587
North	SM#1	Nancy Lowery	COAB	720B	504-7254
	SM#2				
South	SM#1	Sam Simmons	MMC	700	504-0087
	SM#2				
8 th	FM (N)	Harpreet Singh	EXHR	815	504-7650
	FM (S)	Donna Simpson	EXRM	838A	504-7218
North	SM#1	Darlene Copeland	ITIM	820-17	504-6884
	SM#2	Randy Butturini	ESEE	814	504-7562
South	SM#1	Beth Schwab	EXRM	838B	504-7214
	SM#2				

FM – Floor Monitor
 SM –Stairwell Monitor
 (N)– North
 (S)- South

SECTION 2 - OCCUPANT EMERGENCY PROGRAM ORGANIZATION

C. Duties of the Command Center Team

All emergency operations are directed from the building's Command Center, staffed by the Command Center Team. Duties of the Command Center Team members are listed below.

1. Designated/Deputy Designated Official

- Assesses available information.
- Develops emergency plans.
- Activates OEP Teams.

2. Occupant Emergency Coordinator

- Reports to Designated/Deputy Designated Official.
- Assists the Designated/Deputy Designated Official and represents him/her during his/her absence.
- EXFS maintains a current list of team personnel and coordinates updates to the OEP as necessary.
- Selects, organizes, and trains staff.
- Coordinates with Bethesda Towers building management.
- Directs occupants during emergencies.
- Identifies available medical emergency services.
- Coordinates with emergency response services.

3. Floor Team Coordinator

- Reports to Occupant Emergency Coordinator.
- Controls planned movement of occupants.
- Coordinates evacuation and is advised by Floor Monitors when floors have been evacuated.

4. Damage Control Team Coordinator

- Reports to Occupant Emergency Coordinator.
- Identifies and reports status of utilities, fire protection, communications, and other emergency equipment in the building.
- Maintains emergency call list for utilities and hazardous substances.
- Makes recommendations regarding use of facilities and equipment.
- Directs damage control team activities.

5. Medical Coordinator

- Reports to Occupant Emergency Coordinator.
- Identifies available medical emergency services.
- Maintains first aid equipment.
- Arranges CPR, first aid, and other paramedical training.
- Maintains a list of personnel with CPR and paramedical training.

6. Administrative Officer

- Reports to Occupant Emergency Coordinator.
- Records enacted emergency procedures.
- Maintains OEP records and updates them as needed.
- Provides required administrative services, including emergency team equipment.

SECTION 2 - OCCUPANT EMERGENCY PROGRAM ORGANIZATION

C. Duties of the Command Center Team (Cont'd.)

7. Technical Advisor

- Assists the Occupant Emergency Coordinator and the Damage Control Coordinator.
- Provides information and advice to Occupant Emergency Coordinator about the building and its operations prior to and during emergencies.

D. Duties of the Floor Teams

1. Floor Monitor

- Reports to Floor Team Coordinator.
- Activates Stairwell Monitors and Employee Assistance Monitors.
- Supervises Floor Team.
- Coordinates emergency activities on assigned floor.
- Checks offices on his/her floor to ascertain the whereabouts of all employees or to assure all employees have evacuated the building.
- Checks all elevator lobbies for all employees needing assistance and use radio to inform the Floor Team Coordinator.
- Assures team vacancies are filled and notifies Floor Team Coordinator of all changes.

2. Stairwell Monitor

- Reports to Floor Monitor.
- Stations self in hallway at stairwell door, **not** inside stairwell.
- Maintains smooth flow of traffic into stairwell.
- Assures stairwell doors are neither blocked nor causing hazard for evacuees.
- Restricts use of elevators.
- Gives evacuees clear, calm instructions.

3. Employee Assistance Monitor (if assigned)

- Reports to Floor Monitor.
- If evacuation is required, determine whether the person needing assistance can exit the building safely, possibly after other employees have cleared the stairs, or if the employee will need to stay in the building until emergency evacuation personnel arrive.
- If a person needing assistance can not exit the building without the help of emergency evacuation personnel, then accompany the person needing assistance to a safe location (see SECTION 3 B. of this Directive) and wait until emergency evacuation personnel arrives.
- Report the location of person needing assistance, both before and after evacuation, to the Floor Monitor, Occupant Emergency Coordinator, or other member of the Command Center Team.

SECTION 3 - EMERGENCY PROCEDURES

A. General Emergency Evacuation Procedures

1. Personnel authorized to order evacuation:

- Designated Official - Executive Director, Office of the Executive Director.
- Deputy Designated Official - Deputy Executive Director for Operations Support, Office of the Executive Director.
- Deputy Designated Official –Director, Office of Facilities Services.
- Bethesda Towers Property Manager - Moore & Associates.
- Fire Official in Charge.
- Federal Protective Service (FPS).
- Montgomery County Police (MCP).

2. Evacuation Signals

- a) Complete Evacuation. Alarm pull stations and fire extinguishers are located near all stairwells. When activated, a "whooping," intermittent alarm and audio instructions are heard, along with flashing lights on affected and adjacent floors only. Activating alarm **does not** call the fire department; call 911.
- b) Partial Evacuation. Person(s) authorized to order evacuation should contact Floor Monitors of affected areas.
- c) Should the intercom system of the building become disabled, EXFS will contact office and division directors by telephone if an evacuation is ordered. Should CPSC's telephone system become disabled as well, EXFS will send messengers to each office.

SECTION 3 – EMERGENCY PROCEDURES

B. Evacuation Procedures for Those Needing Assistance to Evacuate the Building

This is the CPSC's emergency evacuation plan for persons needing assistance to evacuate Bethesda Towers, 4330 and 4340 East West Highway, Bethesda, MD. Questions regarding this plan can be directed to CPSC's Disabled Employees' Coordinator, Kathleen V. Buttrey, at 301-504-7771. She may also be contacted for information on the disabled or physically-challenged employees and their Employee Assistance Monitors.

1. When Alarm Sounds

In the event of an alarm, an announcement will be made notifying employees if they are required to evacuate the building. If evacuation is required, employees must immediately begin evacuation. Employees must close, but not lock, their office doors as they leave. Employees who require assistance to evacuate the building are to go to the nearest North Tower elevator lobby (see paragraph 3 below). All other employees are to evacuate the building through the stairwells.

2. Alarm Pull Stations And Fire Extinguishers

Alarm pull stations and fire extinguishers are located adjacent to all stairwell doors. Employees should not stop during an evacuation to use either an alarm or fire extinguisher unless the fire is in their immediate area. Every employee's primary responsibility in the event of an evacuation is to leave the building as quickly as is safely possible.

3. Evacuation Routes

When possible, employees requiring assistance to evacuate the building will be evacuated through the elevators in the North Tower elevator lobbies. The glass lobby doors and stairwell doors are fail-safe and will automatically unlock when the fire alarm is activated. For safety reasons, the elevators will automatically go out of service when the evacuation alarm is sounded. However, once fire department personnel arrive and determine that it is safe to use the elevators they will be brought back into service.

Persons located on floors 4-8 needing assistance to evacuate the building should proceed to the nearest NORTH TOWER elevator lobby to await evacuation by the fire department. The fire department will be informed that CPSC employees may be found on floors **4-8** NORTH TOWER elevator lobbies.

In the event that the nearest NORTH TOWER elevator lobby is damaged, on fire, or poses a safety hazard, persons needing assistance to evacuate the building should proceed to the nearest SOUTH TOWER elevator lobby to await evacuation by the fire department or proceed down the stairs.

Persons needing assistance to evacuate the building may bring an office chair with them to the elevator lobby to sit in while awaiting evacuation.

Visitors needing assistance to evacuate the building should follow the above procedures. Visitor escorts will remain with them until evacuation is complete.

SECTION 3 – EMERGENCY PROCEDURES

B. Evacuation Procedures for Those Needing Assistance to Evacuate the Building (Cont'd.)

If the fire department determines that the elevators may not be safely operated, they will dispatch fire department personnel to the elevator lobbies and physically transport persons needing assistance to evacuate the building through the stairwells. In the event that the stairwells are damaged, the fire department will escort persons needing assistance from the elevator lobby to the appropriate office for evacuation through a window via a hoist and lift.

4. Employee Assistance Monitors

Persons needing assistance who have an assigned Employee Assistance Monitor should be accompanied by their Employee Assistance Monitor who will remain with them until emergency personnel arrive and safely evacuate the person or until the emergency drill is over, whichever is applicable. The Employee Assistance Monitor will report the status of the person they were assisting to the Floor Monitor or the Occupant Emergency Coordinator or other member of the Command Center Team once outside.

Visitor escorts will serve as the Employee Assistance Monitors for visitors needing assistance to evacuate the building.

5. Floor Monitors

Floor Monitors are responsible for overseeing and coordinating evacuation activities, conducting a final pass-through of all offices on their floor, ensuring that everyone receives the necessary assistance as appropriate, ensuring all doors to the elevator lobbies are closed, and reporting the floor evacuation status to the Floor Team Coordinator at the Command Center outside of the building. This includes reporting the number of employees needing assistance to evacuate the building and their location.

6. Two-way Radios, and Flashlights, Vests and Whistles

Elevator lobbies will be equipped with two-way radios in a plastic box, on the left side of the wall near the glass doors, where the Occupant Emergency Coordinator may be reached.

Each Floor Monitor and Employee Assistance Monitor is issued two-way radios. These radios will be stored in a pre-determined location in the office so that in the absence of a Floor Monitor or Employee Assistance Monitor, their duties may be assigned to other employees. This will facilitate communication with the Floor Team Coordinator, rescue personnel, and those persons needing assistance.

All members of CPSC's Command Center and Floor Teams will be issued flashlights and reflective safety apparel and whistles.

7. Meeting Places

After evacuating the building, employees should proceed West on East West Highway if they evacuate via the South Tower or East if they evacuate via the North Tower. If an employee is not able to reach either gathering spot, the employee should contact the Floor Team Coordinator or leave a message to make their whereabouts known.

SECTION 3 – EMERGENCY PROCEDURES

B. Evacuation Procedures for Those Needing Assistance to Evacuate the Building (Cont'd.)

BACKGROUND: HOW THIS PLAN WAS DEVELOPED

The CPSC reviewed and updated its emergency evacuation plan so that it effectively addresses the specific needs and preferences of individual employees and its office location. As of January 20, 2012, the CPSC's Bethesda Towers workforce includes no individuals who use automatic or manual wheelchairs, two individuals who are blind or visually impaired, and several individuals with other impairments that require assistance in evacuating the building. Our agency is located on the 4th, 5th, 6th, 7th and 8th floors of the North Tower, 4330 East West Highway, Bethesda, MD 20814, and the 5th, 6th, 7th and 8th floors of the South Tower, 4340 East West Highway, Bethesda, MD 20814.

To review and revise our evacuation plan, our agency first organized a small emergency evacuation committee. This committee began by meeting with staff to discuss evacuation issues in general. Subsequently, the committee met with building management, other agencies and groups, and individuals needing assistance evacuating the building. The group also reviewed current emergency preparedness literature and plans from other agencies.

SECTION 3 - EMERGENCY PROCEDURES

C. Procedures for Fires

1. Employees

a. Discovery of Fire:

- 1) Close door to fire area, pull down the lever in the nearest fire alarm station, immediately call the fire department on 911 (please note that activating the fire alarm **does not** call the fire department), and notify the CPSC Guard at 301-504-7721 (desk) or 202-520-9447 (cell). Fire alarm pull-stations are adjacent to all stairwell exits. Give exact location of the fire, e.g., 4330 East West Highway, Bethesda, Maryland, North Tower, Room 425, and the cause of fire if known, e.g., trash can, electrical product.
- 2) For electrical fires, unplug equipment if possible. Extinguish fire with the available, approved fire extinguishers. **Never use water on electrical fires.** Fire extinguishers are adjacent all stairwell exits.

b. Hearing Fire Alarm:

- 1) Secure classified or sensitive material in approved containers; lock all safes. Close, **but do not lock doors.**
- 2) Pick up only your personal valuables (no coffee cups, food, etc.). Walk from office and evacuate the building via the nearest stairwell.
- 3) Descend the stairs in single file holding onto the handrail. Walk briskly. Every second counts! Remain quiet so instructions can be heard.
- 4) Unless otherwise directed by a Stairwell Monitor, exit and move away from the building. See Section 3 A., "General Emergency Evacuation Procedures," paragraph 3.a), for instructions on where to proceed once you exit the building.
- 5) After exiting the building, remain away from the building until the Occupant Emergency Coordinator or other member of the Command Center Team gives instructions.

2. Command Center Team

a. Designated/Deputy Designated Official:

- 1) Activate OEP Team.
- 2) Go to Command Center.

b. Occupant Emergency Coordinator:

- 1) Report to Designated/Deputy Designated Official at Command Center.
- 2) Verify fire department response.
- 3) Verify call to FPS, 202-708-1111 and MCP, 911.
- 4) Verify call to building management, 301-565-5100 or Data Watch Systems, 800-899-9872, 24-hour emergency number.

c. Floor Team Coordinator:

- 1) Activate Floor Team.
- 2) Go to Command Center.
- 3) Verify occupant status.
- 4) Inform or instruct occupants.

SECTION 3 - EMERGENCY PROCEDURES

C. Procedures for Fires (Cont'd.)

- d. Damage Control Team Coordinator:
 - 1) Go to Command Center.
 - 2) Activate Damage Control Team, Administrative Services Specialist, Office of Facilities Services (EXFS), as necessary.
 - 3) Determine building conditions (environmental/structural).
 - 4) Report to Occupant Emergency Coordinator.
 - 5) Verify activation of emergency systems, e.g., sprinkler system (automatic), emergency power, and alarm system life safety mechanisms.

- e. Medical Coordinator:
 - 1) Go to Command Center.
 - 2) Advise regarding medical assistance.

- f. Administrative Officer:
 - 1) Go to Command Center.
 - 2) Record alarm time and actions taken.

3. Floor Team

- a. Floor Monitor:
 - 1) Activate fire alarm if required.
 - 2) Evacuate floor occupants.
 - 3) Supervise evacuation.
 - 4) Inspect floor to assure total evacuation.
 - 5) Report status of floor evacuation and location of any persons needing assistance to Floor Team Coordinator Command Center.
 - 6) Ensure persons needing assistance are assisted to evacuate.

- b. Stairwell Monitors
 - 1) Inspect stairwell for smoke or other obstruction. If obstructed, direct occupants to another stairwell.
 - 2) Keep occupants moving in a single file down the stairway.
 - 3) Report status to Floor Monitor.

- c. Employee Assistance Monitors
 - 1) If evacuation is required, determine whether the person needing assistance can exit the building safely, possibly after other employees have cleared the stairs, or if the employee will need to stay in the building until emergency evacuation personnel arrive.
 - 2) If a person needing assistance cannot exit the building without the help of emergency evacuation personnel, then accompany the person needing assistance to a safe location (see SECTION 3 B.) until emergency evacuation personnel arrives.
 - 3) Accompany person needing assistance to a safe area and wait for evacuation by emergency personnel.
 - 4) Report status and location to Floor Monitor or CPSC OEP officials as soon as possible.

SECTION 3 - EMERGENCY PROCEDURES

D. Procedures for Bomb Threat

1. Keep the caller on the line as long as possible. Ask the caller to repeat the message if necessary. Try to record every word by the caller.
2. If not indicated, ask the caller the location of the bomb or the time of possible detonation.
3. Inform the caller that the building is occupied and the detonation of a bomb could result in death or serious injury to many people.
4. Note any strange or peculiar background noises such as motors running, music, type of music, other noises, which would give a clue as to the location from which the call is made.
5. Listen closely to the voice for quality, accent, or speech impediment and whether the caller is male or female.
6. **Immediately after the caller hangs up, notify the Occupant Emergency Coordinator, 301-504-7078 or 240-882-5441 (cell). If he/she is not reached, call the Deputy Designated Officials, 301-504-7846 or 202-302-9745 (cell) and then the Designate Official 301-504-7547, 240-882-6227 (cell) until you reach one. The Designated/Deputy Designated Official will determine if alarm and evacuation is warranted and notify FPS and MCP.**

E. Procedures for a Suspected Bomb

1. Do not open the article, lay it down gently, and keep it level.
2. Evacuate the area.
3. Do not put it in water and do not lock it in a cabinet or drawer.
4. Do not handle it further, but record the sender, addressee, and postal information found on the piece.
5. Contact the sender and the addressee to determine the contents.
6. **If you cannot contact the sender and addressee or cannot confirm the contents, immediately contact the then the Occupant Emergency Coordinator, 301-504-7078/240-882-5441 (cell), the Designated Deputy Official, 301-504-7846 or 202-302-9745 (cell), and then the Designate Official 301-504-7547, 240-882-6227 (cell) until you reach one. The Designated/Deputy Designated Official will determine if alarm and evacuation is warranted and notify FPS and MCP.**

F. Procedures for Suspicious Mail/Parcel

1. Staff should immediately call the Occupant Emergency Coordinator, 301-504-7078 or 240-882-5441, in EXFS, room 425B. The Occupant Emergency Coordinator will determine if FPS and MCP should be called.

SECTION 3 - EMERGENCY PROCEDURES

F. Procedures for Suspicious Mail/Parcel (Cont'd.)

2. Procedures for Command Center Team if mail/parcel is determined to be potentially harmful.
 - a. Designated/Deputy Designated Official:
 - (1) Assemble Command Center Team.
 - (2) Determine if evacuation is needed.
 - (3) Sound alarm for evacuation, if appropriate.
 - (4) Reassemble Command Center Team in the Command Center if evacuation directed.
 - b. Occupant Emergency Coordinator:
 - (1) Brief Designated/Deputy Designated Official.
 - (2) Verify FPS notification and response, 202-708-1111 and MCP, 911.
 - (3) Go to Command Center if evacuation ordered.
 - c. Floor Team Coordinator:
 - (1) Activate affected Floor Teams.
 - (2) Go to Command Center.
 - d. Damage Control Coordinator:
 - (1) Prevent handling of suspicious mail/parcel by employees.
 - (2) Keep employees away from dangerous areas.
 - (3) Notify Damage Control Team if necessary.
 - (4) Go to Command Center to brief Command Center Team.
 - e. Medical Coordinator:
 - (1) Go to Command Center.
 - f. Administrative Officer:
 - (1) Go to Command Center.
 - (2) Record activities.
3. Procedures for Floor Teams.
 - a. Floor Monitor:
 - (1) Supervise evacuation.
 - (2) Inspect floor to assure total evacuation.
 - (3) Report status of floor evacuation and location of any persons needing assistance to Floor Team Coordinator in Command Center.
 - b. Stairwell Monitors:
 - (1) Inspect stairwell and evacuation route.
 - (2) Avoid using stairwell and elevators in immediate area of suspicious mail/parcel.
 - (3) Assist in supervision of evacuation.
 - (4) Report to Floor Monitor.
 - c. Employee Assistance Monitors:
 - (1) Accompany persons needing assistance to safe area (see SECTION 3 B. of this Directive) and wait for evacuation by emergency evacuation personnel.
 - (2) Report status and location to Floor Monitor or CPSC OEP officials as soon as possible.
4. General precautions for mail handling.
 - a. Examine unopened envelopes for foreign bodies or powders.
 - b. Use a letter opener to open mail; do not use your hands.
 - c. Consider precautions such as restricting the opening of mail to a limited number of trained personnel and/or requiring handlers to wear protective gloves and a protective mask.

SECTION 3 - EMERGENCY PROCEDURES

F. Procedures for Suspicious Mail/Parcel (Cont'd.)

5. Types of suspect mail:
 - a. Have excessive postage, no postage, or non-canceled postage.
 - b. No return address or fictitious return address.
 - c. Improper spelling of addressee names, titles, locations, or addressed to someone no longer with organization or otherwise outdated.
 - d. Unexpected envelopes from foreign countries.
 - e. Suspicious or threatening messages written on packages.
 - f. Postmark showing different location than return address.
 - g. Distorted handwriting or cut and paste lettering.
 - h. Unprofessionally wrapped packages or excessive use of tape, strings, etc.
 - i. Packages marked as “Fragile—Handle With Care” or “Rush—Do Not Delay” or with restrictive Endorsements, such as “Personal” or “Confidential.”
 - j. Packages that are discolored, oily, have an unusual odor, or crystallization on wrapper.
 - k. Rigid, uneven, irregular or lopsided packages.
 - l. Mail that appears to have been opened and resealed.
 - m. Packages with soft spots, bulges or excessive weight.
 - n. Protruding wires or aluminum foil.
 - o. Visual distractions.

6. For opened mail/packages that contain suspicious materials:
 - a. Do not panic.
 - b. Do not shake or empty the contents of the suspicious package.
 - c. Place the package in a plastic bag or some other type of container to prevent the leakage of contents. If no container is readily available, cover the package or envelope with anything available, e.g., trash can, clothing, paper, and do not remove the cover.
 - d. Isolate the package and close off the room by shutting all doors;
 - e. Leave the immediate area.
 - f. Keep others from entering the area.
 - g. Do not touch your eyes, nose, or any other part of your body.
 - h. Wash hands vigorously with soap and water.
 - i. Make a list of all people who had contact with the package.
 - j. If clothing is heavily contaminated, do not brush vigorously.
 - k. **Immediately report the incident to the Occupant Emergency Coordinator, 301-504-7078 or 240-882-5441 (cell) or the Deputy Designated Official, 301-504-7846 or 202-302-9745 (cell), and then the Designate Official 301-504-7547, 240-882-6227 (cell) until you reach one. The Designated/Deputy Designated Official will determine if alarm and evacuation is warranted and notify FPS and MCP.**

SECTION 3 - EMERGENCY PROCEDURES

G. Procedures for Bomb Explosion

1. Procedures for Command Center Team.
 - a. Designated/Deputy Designated Official:
 - (1) Go to Command Center.
 - (2) Activate Command Center Team.
 - (3) Determine if evacuation is warranted.
 - b. Occupant Emergency Coordinator:
 - (1) Go to Command Center.
 - (2) Verify FPS notification and response, 202-708-1111 and MCP, 911.
 - (3) Tell Floor Team Coordinator if evacuation has been directed.
 - c. Floor Team Coordinator:
 - (1) Activate Floor Monitors.
 - (2) Go to Command Center.
 - d. Damage Assessment Coordinator:
 - (1) Activate Damage Control Team.
 - (2) Conduct preliminary damage assessment, if possible.
 - (3) Brief the Command Center Team.
 - e. Medical Coordinator:
 - (1) Go to Command Center.
 - (2) Advise regarding medical assistance.
 - f. Administrative Officer:
 - (1) Go to Command Center.
 - (2) Record activities.
2. Procedures for Floor Teams.
 - a. Floor Monitor:
 - (1) Notify Floor Team.
 - (2) Supervise evacuation.
 - (3) Report status of floor evacuation and location of any disabled employees to Floor Team Coordinator in Command Center.
 - b. Stairwell Monitors:
 - (1) Inspect assigned stairwell.
 - (2) Report conditions to Floor Monitors.
 - (3) Assist in evacuation of occupants.
 - c. Employee Assistance Monitors:
 - (1) Accompany person needing assistance to safe area (see SECTION 3 B. of this Directive) and wait for evacuation by emergency personnel.
 - (2) Report status to Floor Monitor or CPSC OEP officials as soon as possible.
 - d. Damage Control Team:
 - (1) Control access to building.
 - (2) Report conditions of building to Command Center Team.
 - (3) Make recommendations for repairs and/or access to people needing help.

SECTION 3 - EMERGENCY PROCEDURES

G. Procedures for Bomb Explosion (Cont'd.)

- e. Damage Control Team Members:
- (1) Damage Control Team Leader.
 - (2) Bethesda Towers Lead Engineer.
 - (3) Property Manager.

H. Procedures for Nuclear, Biological, or Chemical Incident (NBC Weapon or “Dirty” Bomb)

When an NBC or “dirty” bomb is detonated, it scatters radioactive material fragments and airborne dust (or “dirt”). These devices can be of any size. If there were to be an explosion of such a device, only the proper authorities can confirm the presence of radiation. Physical damage, serious injury, and the loss of life are confined to the immediate vicinity of the explosion. The highest levels of contamination from radioactive fragments and dust would affect the adjacent area surrounding the blast as well as areas within a one-mile radius, but not seriously. Airborne radiated contaminants dissipate quickly, but the wind and weather conditions contribute in determining the extent of contamination.

Unusual odors, pools of liquid with no obvious source, fog/clouds indoors, unusual devices, things out of place, signs of explosives, individuals exhibiting unusual medical symptoms, and environmental signs (dead animals, birds, or insects in the area) may also be an indication of an NBC weapon.

This section lists recommendations and procedures to follow in the event of a “dirty” bomb explosion.

1. Protect yourself by covering your nose and mouth with a cloth, taking shallow breaths and do not panic.
2. If you are near the explosion and get covered with residue, do not leave the area so that properly trained emergency personnel can assist with decontamination procedures more quickly.
3. If you are indoors remain inside or if you are outside of the explosion area get inside and listen for further instructions.
4. Do not taste, eat, smell, or touch anything.
5. Follow directions to a safe place if available.
6. Make note of the location of the occurrence, number of victims, medical symptoms, type of vehicle or container, specific indicators of an NBC event, and when and where the incident occurred.

SECTION 3 - EMERGENCY PROCEDURES

H. Procedures for Nuclear, Biological, or Chemical Incident (NBC Weapon or “Dirty” Bomb) (Cont’d.)

- 7. Immediately report the incident to the Occupant Emergency Coordinator, 301-504-7078 or 240-882-5441 (cell) or the Deputy Designated Official, 301-504-7846, or 202-302-9745 (cell) and then the Designate Official 301-504-7547, 240-882-6227 (cell) until you reach one. The Designated/Deputy Designated Official will determine if alarm and evacuation is warranted and notify FPS and MCP.**
- 8. Strictly follow the directions of local authorities and emergency response teams so they may effectively control and manage the situation.**

I. Procedures for Workplace Violence

Procedures for threats or an escalating situation

1. For an angry or hostile customer or coworker:
 - a) Stay calm and listen attentively.
 - b) Maintain eye contact.
 - c) Be courteous and patient.
 - d) Keep the situation in your control.
2. For a person shouting, swearing, and threatening:
 - a) Signal a coworker or supervisor that you need help.
 - b) Do not make any calls yourself.
 - c) Have someone call FPS, 202-708-1111 and MCP, 911; or the contract guard, 301-504-7721 or 202-520-9447 (cell).
3. For someone threatening you with a gun, knife, or other weapon:
 - a) Stay calm and quietly signal for help.
 - b) Maintain eye contact.
 - c) Stall for time.
 - d) Keep talking—but follow instructions from the person who has the weapon.
 - e) Don’t risk harm to yourself or others.
 - f) Watch for a safe chance to escape the area.

Procedures if an incident occurs.

The Floor Monitors should try to determine the whereabouts of all employees on their floor, and give that information to the police.

1. Don’t use the elevators. If an incident occurs, the police will shut down the elevators, and you won’t be able to use them.
2. Be aware of floor exits. If you are aware of shooting on the other end of the floor, get off the floor as soon as possible.

SECTION 3 - EMERGENCY PROCEDURES

I. Procedures for Workplace Violence (Cont'd.)

3. Stay put. If there is not enough time to get off the floor, stay in your room, lock the door, and get under the desk or lock yourself in a closet. Shooters are opportunists. They don't normally kick or shoot down a door.
4. Don't make any movements. A shooter will instinctively aim at a moving target; don't make yourself one.
5. Stay low. Statistics show that most shots are fired waist-high or higher. If you are in an untenable situation, stay low to the ground, and lie still. Often the shooter will assume that he has already shot you. When victims thrash and cry, they attract attention.
6. **Immediately or as soon as possible, notify FPS 202 708-1111, MCP, 911 and the Occupant Emergency Coordinator, 301-504-7078 or 240-882-5441 (cell), or the Deputy Designated Official 301-504-7846 or 202-302-9745 and then the Designate Official 301-504-7547, 240-882-6227 (cell) until you reach one. The Designated/Deputy Designated Official will determine if alarm and evacuation is warranted and notify FPS and MCP.**

J. Procedures for Civil Disturbance

Riots, demonstrations, picketing, and labor disputes are considered civil disturbances. Parades and celebrations can also turn into threats to building security. All civil disturbances should be reported to the proper authorities. Listed below are procedures to follow and important information in case of such an occurrence.

1. **Report non-violent demonstrations, agitated demonstrations, or boisterous disturbances to the Occupant Emergency Coordinator, 301-504-7078 or 240-882-5441 (cell), or the Deputy Designated Official, 301-504-7846, or 202-302-9745 (cell) who will contact building management, FPS, and MCP if appropriate.**
2. Staff should remain inside with blinds closed if a disturbance occurs outside the building.
3. If there is a potential threat to any occupants or the building, building management will place the building on full electronic security, including the perimeter doors, elevators, and garage gates.
4. If a disturbance spreads to the interior of the building, staff should lock their suite doors and avoid confrontation with the demonstrators. **Immediately notify MCP, 911, FPS, 202-708-1111 and the Occupant Emergency Coordinator 301-504-7078 or 240-882-5441 (cell), or the Deputy Designated Official at 301-504-7846, or 202-302-9745 (cell) and then the Designate Official 301-504-7547, 240-882-6227 (cell) until you reach one.**

SECTION 3 - EMERGENCY PROCEDURES

K. Procedures for Elevator Entrapment

In order to protect the safety of all building occupants, it is extremely important that specific elevator emergency procedures be followed in the unlikely event that trouble is experienced with an elevator:

1. Press the telephone button located at the bottom of the panel. This connects to the DataWatch security monitor (on duty 24 hours a day). There will be a recorded announcement of an elevator emergency and the building and elevator number will be identified to DataWatch. DataWatch has speaker capability and can communicate with the passengers for safety assurance. During the hours of 8:00 a.m. to 5:30 p.m., building management and/or the engineer's office is notified; after hours the elevator maintenance company is directly contacted through DataWatch.
2. There is also an emergency back-up bell that passengers may use to alert others that the elevator has malfunctioned. Anyone observing elevator problems should contact the CPSC Guard on 301-504-7721 (desk) or 202-520-9447 (cell). Or if after hours, contact DataWatch Systems, 800-899-9872 (on duty 24 hours).
3. Members of the engineering staff will locate the elevator and attempt to put it in operation in order to free the passengers. PLEASE NOTE: THERE MAY BE INSTANCES WHEN THE ENGINEERING STAFF MAY NOT RELEASE THE PASSENGERS FROM THE ELEVATOR DUE TO SAFETY RISKS. PASSENGERS MUST ALWAYS FOLLOW THE DIRECTION OF THE BUILDING ENGINEER.
4. **UNDER NO CIRCUMSTANCES SHOULD A PASSENGER OR AN OBSERVER OUTSIDE OF THE ELEVATOR ATTEMPT TO FORCE OPEN ELEVATOR DOORS. THE CAPABILITY FOR PASSENGERS TO FORCE OPEN THE ELEVATOR DOORS HAS BEEN ELIMINATED. ALL PASSENGERS MUST WAIT FOR PROFESSIONAL ASSISTANCE TO FREE THEM FROM A TRAPPED ELEVATOR. NEVER ATTEMPT TO FREE YOURSELF.**
5. The most important point to remember is to REMAIN CALM. All Bethesda Towers elevators are equipped with numerous safety features as well as back-up safety equipment. Also, maintenance personnel are on-call 24 hours a day to ensure a prompt response to any elevator problem.

L. Procedure for Weather Emergency or Natural Disaster

Earthquake. During an earthquake you should stay away from glass, bookcases or other objects that may fall. If you are in the building when an earthquake strikes, move to a doorway or under a sturdy desk or table. If you are outdoors, move to an open area and avoid any structures, such as large windows, overhead power lines, or trees that may fall. Once the immediate tremors stop the designated official will determine if the building should be evacuated.

SECTION 3 - EMERGENCY PROCEDURES

M. Emergency Medical Equipment

1. Automated External Defibrillators (AED) and Cardio Pulmonary Resuscitation (CPR)

The AED is designed to be used by trained staff to treat victims who experience sudden cardiac arrest. It is to be applied only to victims who are unconscious, not breathing normally and not showing any signs of circulation, such as coughing and movement. The AED will analyze the heart rhythm and advise the operator if a shockable rhythm is detected. It will also charge to the appropriate energy level and advise the operator to deliver a shock.

The American Heart Association has certified the following staff as First Responders to administer AED/CPR. Notify the nearest available First Responder:

a. CPSC Headquarters First Responders

AED/CPR Certified First Responders

4th Floor	Room	Extension
Douglas Brown	519-A	X7846
Ron Welch	519-05	X7091
Dina Demas	519-06	X7544
Sandra King	519-07	X7656

5th Floor		
Akram Ahmad	523-03	X7884
Michelle White	502-04	X7422
Dennis Wierdak	506B	X7430
Charles Smith	517-05	X7701

6th Floor		
Theresa Nelson	613-28	X7509

7th Floor		
Kelly Moore	703-H	X7447

8th Floor		
Reagan O'Leary	820-17	X7786
Helen Springirth	838-C	X7235
Jonathan C. Thron	838-J	X7514

SECTION 3 - EMERGENCY PROCEDURES

M. Emergency Medical Equipment (Cont'd.)

2. First Aid Kits

a. CPSC Bethesda Towers First Aid Kits

First aid kits are available at the locations listed below:

<u>Org.</u>	<u>Room</u>	<u>Location</u>
EXFS	4 th Floor	Security Guard's post
OCM	Room 717	In copy area ,717
FMPB	Room 520	In file cabinet opposite 520-03
FMPS	Room 523	Inside the file room
CRM	Room 610	In closet in 610 reception area
EPHA	Room 502	Next to printers
EPDS	Room 504	Next to printers
GC	Room 702	next to printer
COIT	Room 724	In copy room
GCOS	Room 820-16	In top left cabinet

N. Remain in Place Procedures

When the Designated/Deputy Designated Official determines that CPSC staff will remain in place following an incident, the following responsibilities will be exercised:

1. CPSC

- a) Floor Team Coordinator and/or the Administrative Officer will distribute flashlights, batteries, and reflective vests to the emergency team members that do not already have them. First aid kits are available on every floor.
- b) Floor Team members will determine the names of all floor occupants who are present in the building.
- c) Floor Team members will advise the occupants of their respective floors to turn on radio, TV, or their computers to listen for emergency instructions.
- d) The Damage Control Team will collect visitor log and coordinate an accounting of visitors in CPSC spaces.

2. Building Management

- a) Shut down HVAC system, fans, vents, and all air handling equipment entirely.
- b) Lock all exterior doors, cover the gap at the bottom of the doors with rolled towels, and seal them with plastic sheeting and duct tape.
- c) Read the following script over the building intercom: “A hazardous situation (or bomb threat) has been detected outside (give a more precise location if available). For your safety, we are implementing “remain in place” procedures, which mean that we are recommending that you remain within the building until the threat passes. We will continue to update you on the situation.”

3. When the threat has passed

Building Management will:

- a) Announce over the building intercom that the situation is all clear.
- b) Have all occupants leave the building.
- c) Turn on the HVAC system to ventilate the building.

CPSC Floor Team Members will:

- a) Ensure all occupants of their respective floors have left the building.
- b) Ensure staff members remain outside until the building has been completely ventilated.
- c) Account for all employees and visitors.
- d) Debrief the Floor Team Coordinator and provide a written after-action report with issues that arose and any recommendations for improvement of the OEP process.

SECTION 4 – OEP ADMINISTRATIVE SERVICES AND PROCEDURES

A. Medical Coordinator

The Medical Coordinator works with the Occupant Emergency Coordinator and Administrative Officer to make sure available emergency services are identified and up to date information is listed in the OEP:

1. The Medical Coordinator is responsible for making sure a sufficient number of staff have CPR and other paramedical training and that they are replaced by equally-trained staff when necessary. The Medical Coordinator will also assure that certifying documents are up to date.
2. The Medical Coordinator will issue and restock first aid equipment and maintain a list of the locations of the equipment and where necessary, a list of the persons responsible for storing it.

B. Administrative Officer

The Administrative Officer is responsible for providing administrative services to the Occupant Emergency Program Organization as follows:

1. The Administrative Officer is responsible for the maintenance of the OEP records, for semi-annual updates of team membership, and for incorporating any new or revised emergency procedures into the OEP. This person will also see to it that all OEP members are informed of any and all changes to the OEP.
2. The Administrative Officer also issues new or replacement emergency supplies such as flashlights, whistles, reflective vests, etc.
3. This person will also coordinate with CPSC's Office of Facilities Services (EXFS), for the issue of Communication devices such as cell phones or walkie-talkies.
4. During an emergency situation, the Administrative Officer will record enacted emergency procedures.