

EMERGENCY RESPONSE GUIDE (QUICK REFERENCE)



Your Exact Location: _____ Security Call #: _____

ACTIVE SHOOTER

GUNFIRE OUTSIDE THE COURTHOUSE

- Go to your safe room / take cover and call 911 (or _____)
- Notify others around you
- Lock doors and turn out lights
- Barricade yourself and stay away from windows and doors

GUNFIRE INSIDE THE COURTHOUSE

RUN IF SAFE EXIT EXISTS

- Take a cell phone if close, but leave your stuff
- Exit the courthouse away from the sounds of gunfire
- Encourage others you encounter along the way to run
- Keep your hands up, visible and fingers apart
- Alert others as you exit / do not help injured / **GET OUT!**

HIDE IF NO SAFE EXIT

- Stay calm / go to your safe room with closed door
- Lock and barricade the door / turn off lights
- Hide behind a desk or file cabinet / do not speak
- Turn off cell phone ringer and vibrator
- Only if it is safe to speak call 911 (or _____)
- Stay low away from doors and windows

FIGHT WHEN ALL ELSE FAILS

- Use furniture, glass, or sharp objects
- Consider spraying a fire extinguisher
- Yell, scream, and fight for your life!

BOMB THREAT

TELEPHONE BOMB THREAT

- **STAY CALM** / silently alert a co-worker
- Have co-worker alert security and call 911 (or _____)
- **USE THE BOMB THREAT CHECKLIST**
- Do not act hostile / the key is get information
- Look at caller ID and write the number
- Keep the caller talking for details
- **DO NOT HANG UP** even if the caller does
- Keep the line open / do not use the line to call out
- Wait for further instructions

IN PERSON BOMB THREAT

- **ACTIVATE DURESS ALARM** without creating suspicion
- Ask questions you remember are on the checklist
- Let the assailant leave as soon as possible
- **CALL 911** (or _____)
- Report immediately to a supervisor
- Write down all details

IN WRITING BOMB THREAT

- **DO NOT HANDLE**
- Save envelope / **IT IS EVIDENCE**
- **CALL 911** (or _____) / report to supervisor

HOSTAGE TAKING

IF YOU ARE TAKEN HOSTAGE

- **REMAIN CALM** / do not try to escape
- **OBEY COMMANDS** / cooperate
- **AVOID EYE CONTACT**
- Do not talk or make sudden movements
- Observe captor's physical appearance
- Avoid political or ideological discussions
- Establish a relationship with the captor
- Stay low to the ground and next to cover
- Stay away from windows and doors

IF YOU ARE RESCUED

- **DO NOT MAKE SUDDEN MOVEMENTS / DO NOT STAND UP**
- **OBEY SWAT TEAM INSTRUCTIONS**
- Do not resist or argue with your rescuers
- Leave the building with your hands visible

WHEN YOU LEAVE THE COURTHOUSE

- Describe physical appearance of the captor
- Do not expect to leave or go home until police allow you

SUSPICIOUS PACKAGES/ UNATTENDED ITEMS

A PACKAGE IS SUSPICIOUS IF

- Left unattended or out of place
- An unusual shape, is lumpy, or is leaking
- Writing is illegible with misspelled words
- No return address or postmark, or excess postage
- An unusual amount of taping or bindings
- Emits a strange odor or has electrical wire showing
- Marked personal, private or confidential

IF YOU DISCOVER A SUSPICIOUS PACKAGE

- **DO NOT TOUCH OR MOVE IT**
- Do not try to clean, adjust or open package
- Do not use a cell phone, computer or radio near area
- **CALL 911** (or _____)
- Evacuate and tell others to leave area / close doors
- Wait for first responders to arrive
- If you have been in contact with the package stay away from others and wash with soap and rinse for 15 minutes

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ANGER MANAGEMENT/VIOLENCE

WHAT TO LOOK FOR

Increasing belligerence, tense muscles, fidgeting, rapid and/or confused speech, profanity, and obscene gestures

DEALING WITH AN ANGRY CUSTOMER

- **STAY CALM**
- Keep a positive attitude
- **DO NOT ARGUE**
- Repeat what the customer's concerns are
- Tell the customer you understand
- Determine what they want / offer a solution
- **BUY TIME** if things get heated / tell them you will help them present their side of the story
- Use a code word to notify coworkers (_____)
- Tell them "You have a good point let me see what I can do"
- Go get help

WHEN ANGER TURNS TO VIOLENCE

- **ACTIVATE DURESS ALARM**
- **YELL FOR HELP**
- Do not attempt to disarm the person
- **LEAVE THE AREA** / help others to leave
- Go to your safe room area / lock doors
- **CALL 911** (or _____)
- Follow law enforcement's instructions
- Write out details and description of person

MEDICAL EMERGENCIES

IF THERE IS A MEDICAL EMERGENCY

- **STAY CALM AND CALL 911** (or _____)
- Attend to the affected person to the extent trained
- **DO NOT MOVE THE AFFECTED PERSON**
- Meet first responders outside and lead them to location

IN EVENT OF CARDIAC ARREST

- **CALL 911** (OR _____) AND USE AN AED
- BEGIN CHEST COMPRESSIONS TO STAYING ALIVE (CPR)

FIVE TYPES OF MEDICAL EMERGENCIES

- **CHEST PAIN/HEART ATTACK** – Most heart attacks start slowly, with mild pain or discomfort / call 911 (or _____)
- **DIZZINESS/FAINTING** – Ask person's condition and if unresponsive start CPR
- **CHOKING** – If person is coughing they are breathing – if not use the Heimlich maneuver
- **EXCESSIVE BLEEDING** – As feasible, apply pressure to the bleeding area / use a first aid kit
- **SEIZURE** – Assist the person to sit or lie down / **DO NOT** try to restrain the person or insert objects in their mouth

FIRE

IF YOU DISCOVER A FIRE OR SMOKE

- **STAY CALM** / do not panic
- Activate the nearest pull-station fire alarm
- **CALL 911** (or _____) / **PROVIDE EXACT LOCATION**
- If smoke is present stay low / place a shirt or wet cloth over your nose and mouth
- **STOP, DROP, COVER FACE, AND ROLL** if your clothes catch fire
- Use fire extinguisher to contain small areas only

IF YOU EVACUATE THE COURTHOUSE

- **KNOW YOUR WAY OUT BEFOREHAND**
- **DO NOT RUN**
- **DO NOT YELL OR SCREAM**
- **DO NOT OPEN DOORS** / close doors as you go
- **DO NOT USE ELEVATORS**
- Help others evacuate if safe
- Go to your designated evacuation area:

IF YOU CANNOT GET OUT

- Get to an area where people can hear or see you
- Ward off smoke / close doors and cover vents/cracks

USING A FIRE EXTINGUISHER

- Pull pin/ aim low/ squeeze lever /use sweeping motion
- **SMALL AREAS ONLY / ONE AND DONE!**

SEVERE WEATHER/POWER OUTAGES

TYPES OF WEATHER ALERTS

- **Advisory** – Weather condition is likely or imminent
- **Watch** – Be prepared to act and shelter in a safe area
- **Warning** – Take shelter in a predesignated area

TORNADO – Don't use elevators. Go to center of courthouse or in a restroom at low level and crouch down in a protective position to protect your head.

FLOOD – Go to predesignated area. Do not shelter in lower level. Go to higher area in the courthouse.

LIGHTNING – Go to predesignated area. Do not use electrical equipment, computers, phones, etc. Stay away from metal pipes, windows, and atriums.

POWER OUTAGE – Stop working, secure materials, and turn off or disconnect equipment. Do not use elevators. Using a flashlight, go to your safe area. If instructed leave the courthouse to your designated area.