



PROPERTY MANAGEMENT



# TENANT EMERGENCY PROCEDURES & EVACUATION HANDBOOK

Providence Innovation Center  
225 Dyer Street  
Providence, RI 02903

Updated: 5/2/24



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# GENERAL

## SAFETY AND SECURITY

History has shown that emergencies can and do impact the workplace. Although these situations are unplanned and unwanted, it is everyone's responsibility to be prepared for them. Material in this manual is provided as general information to help you meet and understand your roles and requirements as a tenant. Everyone who works at the Providence Innovation Center should read and be familiar with these procedures.

We recommend that this guide be made available to all employees for their review. Questions or concerns regarding any information contained within should be directed to the Management at (401)262-7800, or by email, using the contact information provided in your Tenant Handbook.

## EMERGENCY TELEPHONE NUMBERS



**Building  
Management**  
**(401) 262-7800**

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**Fire Department**  
**911**  
**(401) 243-6060**

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**Security Desk**  
**(508) 207-7046**

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**Police  
Department**  
**911**  
**(401) 272-3121**

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**Medical  
Emergency**  
**911**  
**Rhode Island  
Hospital**  
**(401)-444-4000**

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**Poison Control**  
**(800) 222-2222**

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## STAY CALM

# C.A.L.M.

**C**all 911

**A**lert Security

**L**isten for instructions

**M**ove to safety



## CALL 911

CALL 911 – When calling 911, remember to provide accurate information such as the address, office number and location of the emergency.

## ALERT

After calling 911, alert Building Management, Security, or Engineering. Provide building personnel with accurate information about the emergency so that it can be relayed to the responding fire department personnel when they arrive.

## LISTEN

Instructions will be given over the Building's PA System. It is IMPORTANT to listen to the announcement and follow the instructions. Being instructed to stay where you are can often be the safest thing to do!

## MOVE

If you are in immediate danger, evacuate the area. Depending on the location of the emergency you might be asked to relocate to another area of the building.

## LIFE

# SAFETY EQUIPMENT

The Providence Innovation Center is equipped with different detection equipment located throughout the building. While some equipment is visible, other devices are not.

### SMOKE DETECTION SYSTEM

Upon detection of smoke, smoke detectors located in the air handling units will automatically shut down all air handling units to prevent the spread of smoke, and will provide warning to the Fire Alarm Control Panel (FACP). In addition, smoke detectors located in all elevator corridors will activate the automatic recall of elevators to the first floor. DO NOT attempt to use the elevators. They will be out of service to prevent them from being called to the fire floor, and will be available for firefighter use only.

**SMOKE DETECTORS AND HEAT DETECTORS**



**FIRE EXTINGUISHERS**



**SPEAKER STROBES**



**Smoke and heat detectors are located throughout the building. In the event one of these devices is activated, a signal is sent to the FACP advising the building staff of a situation on that particular floor or area.**

**Extinguishers are placed throughout the building. Fire extinguishers are located in tenant suites, common areas and stairwells. We ask that you familiarize yourself with the specific location of all extinguishers on your floor.**

**Speaker Strobes are located on every floor throughout the public areas, as well as tenant spaces. They are used for fire alarm conditions and emergency notifications.**

## MANUAL FIRE ALARM PULL BOXES

Each floor has manual fire alarm pull stations located at the entrance to each stairwell, and next to each main entrance. These stations will cause an audible/visual alarm to be activated throughout the entire building when pulled. In addition, an alarm indicating the floor affected will be displayed at the FACP.

## SPRINKLER SYSTEM

Sprinkler systems are installed on all floors of the building.

## FIRE EXITS

Floors 1-5 are serviced by three (3) exit stairways. Floors 6 and 7 are only serviced by two (2) exit stairways. Please refer to "Figure 1" in the Appendix section for additional information on stairway locations. Exit signs are posted throughout the building directing you to the nearest exit. The exit stairways are located:

- **Stair 1:** On the East side of the building.
- **Stair 2:** In the center of the building (not available to floors 6 & 7).
- **Stair 3:** On the Southwest side of the building.
- The second floor also has an additional exit stairway on the Northeast side of the building.

In fire alarm conditions, all stairway doors will unlock so you can exit the building. The above exit stairwells will exit to the following locations:

- **Stair 1** exits to the main lobby, adjacent to the main building entrance.
- **Stair 2** exits to the center of the building.
- **Stair 3** exits to the rear of the building, adjacent to the loading dock.
- The emergency exit from the Northeast stairwell (serving only Level 2) exits to the front of the building.

# EMERGENCY RESPONSE TEAM

## Controlling the Situation

The Emergency Response Team consists of building personnel including Engineering, Management, and Security who will assist local authorities upon their arrival. A Building Evacuation Supervisor will also be designated should any type of evacuation be ordered. In the event a situation escalates, additional Emergency Response Team members will be contacted and directed to the building.



## **BUILDING EVACUATION SUPERVISOR**

This person will be designated by the Building Management team to handle any evacuations necessary as dictated by the Property Manager or the local authority having jurisdiction. A list of the floors being evacuated and the times will be kept by this supervisor. Information regarding building occupants who have self-identified and require any mobility assistance will be forwarded to the appropriate authorities.

## **TENANT RESPONSIBILITIES**

Under the City of Providence fire code, tenants of high-rise office buildings must participate in emergency response plans and make responsible and dependable employees available for designation as Floor Warden, Assistant Floor Wardens, Searchers and Aides to the Physically Challenged, collectively, the Tenant's Life Safety Team. An organizational chart listing names, locations and telephone numbers of designated individuals is to be supplied to Building Management and kept current. Tenants are required to participate in periodic fire drills required under the City of Providence code. All employees should be instructed that fire drills are not to be taken lightly and to cooperate with the instructions of Wardens assigned to their areas. Full tenant participation is expected. Employees should be instructed to report all unusual odors indicating a possible fire to their Floor Warden. All fires, no matter how small or quickly extinguished, must be reported.

OSHA Standard 1926.35 addresses the primary responsibilities for safety of employees rest with each tenant. It is necessary to tailor the emergency action plan outlined within the standard to suit your space and number of employees.

The Providence Fire Department takes the establishment, training and availability of the Tenant Life Safety Teams very seriously. If the Building Management team finds that an individual is neglecting the responsibilities outlined in the tenant's emergency plan, or if additional team members are necessary, he or she will work with the tenant to correct the observed deficiencies.

Please read the following Emergency Response Team member descriptions carefully and provide a organizational chart to management ASAP.



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# LIFE SAFETY TEAM

## FLOOR WARDEN RESPONSIBILITIES

Each tenant of 225 Dyer Street will be under the direction of a designated Floor Warden; two should be assigned if the tenant occupies more than one floor. **To prepare for a successful plan, Floor Wardens should:**

- Appoint personnel to the Life Safety Team and fill all vacant positions.
- Maintain an up-to-date roster of all Tenant Life Safety Team members and submit this list to the Building Management team.
- Read and understand the Building's Emergency Procedures and Evacuation Plan in its entirety.
- Assist in training of all Life Safety Team members, including all new members.
- Ensure that all Team members know their assigned duties and locations in case of an emergency.
- Identify all individuals who have self-identified as needing assistance during an evacuation.

Floor Wardens are encouraged to inquire about their company's specific emergency procedures applicable to their individual operations.

### **FLOOR WARDEN DUTIES: IN CASE OF FIRE**

- Alerts Tenant's Life Safety Team members of potential building emergencies.
- Responsible for the evacuation of the entire floor when notified by Building Management or local authorities.
- Verify that all areas have been evacuated by taking reports from each team member.

### **IF THE ALARM SOUNDS OR STROBES ARE ACTIVATED:**

- Report to the elevator lobby **on your floor**. Remind all floor occupants to follow instructions over the PA system, and **only to evacuate if told to do so**.
- If your floor encounters heavy smoke, evacuate the area immediately. Proceed down either stairwell.

## FLOOR WARDEN CONTINUED



The Floor Warden should have evacuation routes clearly planned and understood by all floor occupants. They are also responsible for assisting Life Safety Team members in preparing evacuation plans for their individual areas.

- 1 Assign people to assist physically challenged or disabled employees.
- 2 Identify weak points during fire drills. Discuss these with all Floor Wardens to correct deficiencies.
- 3 Maintain up-to-date organizational charts of all Floor Wardens, Assistant Floor Wardens, Searchers, Monitors, and Aides. Report any changes to the Building Management team.
- 4 Instruct new Wardens, Searchers, Monitors, and Aides in their responsibilities during drills or actual evacuations.
- 5 Inspect your area periodically for safety. Make sure all flammable substances are stored in approved containers.

### ASSISTANT FLOOR WARDEN

Firms occupying larger quarters will assign multiple Assistant Floor Wardens. The primary duties of Assistant Floor Wardens are to be familiar with safety procedures and routes, to maintain order in the event of an evacuation. They should be trained to assume Floor Warden responsibilities if necessary.

### AIDES TO THE PHYSICALLY CHALLENGED

Two employees should be assigned to assist any physically challenged worker who requires assistance to move to the closest stairwell. Upon reaching the closest stairwell destination, they will request that their Floor Warden notify the Building Management team of the physically challenged person's presence and to their location. Anyone that requires assistance shall not be left alone until the fire department locates these individuals or the emergency condition receives an "All Clear". If an employee self-identifies themselves as needing assistance during any emergency, Aides are officially assigned in advance by the employer and their names reported to the Building Management team.



## **SEARCHERS**

Searchers are assigned in pairs – male and female – and have responsibility for inspecting areas of the office and lobby space, which may contain people who cannot hear the alarm or may not be familiar with procedures. Upon notification, Searchers will inspect washrooms, storage areas, file rooms and other areas isolated from the main spaces of the office. They should make special note of persons with hearing impairments in their area and assure that they have relocated. Once their areas are clear, Searchers report to their Floor Wardens and accept any further assignment requested, such as directing traffic away from elevators.



## **STAIRWELL MONITORS**

Stairwell Monitors are assigned to each exit stairwell on the floor. They shall inspect each stairwell door for heat prior to opening any stairwell door. If the door feels cool to the touch, proceed to open the door and check the stairwell for heat or smoke conditions. If the monitor feels that it is safe to proceed they will then begin to direct people to continue down to the designated location. That may be a lower floor or outside of the building. It is important for the stairwell monitor to listen to the PA system announcements. They shall encourage calmness and orderliness when evacuating. Instruct these Monitors not to allow any liquids or foods into the stairwells; this could cause a potential slip or tripping hazard.



## **ELEVATOR MONITORS**

Elevator Monitors are assigned to the elevator lobby. They are to direct personnel to the appropriate stairwells and away from elevators. Should they be notified that a certain stairwell is impassable, they are to immediately notify the Floor Warden and begin to direct occupants to the appropriate stairwell. Elevators will not be used during an emergency. Monitors shall be familiar with the evacuation plan and location of all stairwells.

## **ALTERNATES**

In addition to the assignments above, there should be a sufficient number of alternates for each member of the Life Safety Team. It is necessary to provide adequate Life Safety Team Members in the building at all times during working hours.

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# FIRE SAFETY

## FIRE DRILLS

All occupants of the building are required to participate in fire drills, as outlined by the Providence fire code. A written record of fire drills is kept on file in the Building Management office.

Prior to a fire drill, the tenant contact in charge will be informed. Fire drills will be announced via the public address system. The speakers will be activated with an appropriate alarm signal tone followed by an announcement made by the testing authority.

- Upon hearing the signal, all **Floor Wardens and Tenant Life Safety Team members** will alert their area occupants that a fire drill is in progress and advise them to proceed to their nearest exit stairwell.
- **Searchers** will ensure that all occupants understand and participate in the drill. Once their areas are clear, they should report to their Floor Warden or Assistant Floor Warden to relocate to the designated floor.
- **Aides to those with physical challenges** will assist those employees to the nearest exit stairways and report their location to the Floor Warden.
- **The Building Management team** will observe the exercise and point out deficiencies. The drill will end after the Fire Department Representative completes his/her safety orientation.

## FIRE DRILL SYSTEMS

Automatic systems include overhead sprinklers that provide immediate response to any significant fire. Upon any water flow activation, an alarm is automatically set off on the fire alarm control panel. Smoke detectors in strategic locations also send a signal notifying the fire alarm control panel in the lobby and Fire Command room. The system automatically sends a signal to an off-site monitoring company that calls the Fire Department as does the on-site Security guard.

Automatic devices in alarm will activate air-handling equipment to shut down automatically, to prevent the spread of smoke.

The fire alarm control panel has direct communication with mechanical equipment rooms, as well as with each floor and stairwell via the PA system. This network of speakers can be used to give instructions or information should the need arise. Building Management personnel carry smart phones when away from their posts, and are trained to assist in any emergency.

Due to the fire resistant qualities of the Providence Innovation Center, total evacuation of the building is unlikely, but not impossible. When there is a confirmed fire emergency, typically relocation will only be necessary.

Should additional evacuation be necessary, floors may be evacuated when ordered by the Building Management team or the authority having jurisdiction.

## **IF YOU DISCOVER A FIRE**

### **1. NOTIFY THOSE NEAREST TO YOU**

### **2. CALL THE FIRE DEPARTMENT**

Dial 911. Provide the address and the floor location of the fire, its severity, type, and if there are any injuries. This information will be relayed to firefighters en route.

### **3. CALL THE BUILDING MANAGEMENT TEAM**

The Tenant Floor Wardens and their safety evacuation teams have been trained in emergency response. Follow his or her instructions.

### **4. ALERT YOUR FLOOR WARDEN**

Outside regular business hours please call the security desk. Our Emergency Response Team will support the local authorities.

## **IF YOU ENCOUNTER SMOKE**

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- Place wet cloth over nose and mouth to filter smoke.
- Take short breaths; breathe lightly through your nose.
- Stay low – crawl on hands and knees to the nearest stairwell.
- Do not break windows.
- Do not go to the roof.

## **SMELL OF SOMETHING BURNING**

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- Notify the Building Management team or lobby security officer.
- Building staff will investigate the location and report back to the caller of the source.
- If the source cannot be determined and the smell is progressing, then the local authorities will be called to assist the building team.

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# EVACUATION PROCEDURES

## IF YOU HEAR THE FIRE ALARM OR SEE THE STROBES

If an audible and/or visible alarm is activated, **all employees must calmly exit the building**. In addition, the following guidelines should be followed:

### REMAIN CALM

Listen for instructions over the PA system.

### CLOSE DOORS, BUT DO NOT LOCK THEM

Take only essential belongings with you. Do not prop open stairwell doors.

### F O L L O W INSTRUCTIONS FROM THE FLOOR WARDENS

You may be asked to inspect the area or to help others. Keep talking to a minimum.

### PROCEED DOWN THE STAIRS

As directed, to the nearest re-entry floor. Listen to what floor you are being told to relocate to. Keep to the right while descending the stairs to avoid firefighters who may be ascending on your left.

### DO NOT USE THE ELEVATORS

Elevators will return to the lobby to await firefighters.

### PERSONS REQUIRING ASSISTANCE

Await help from your assigned Aide, or wait near the stairwell doors.

## **FIRE SAFETY CONTINUED**

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Each tenant should have a prearranged assembly point away from the building where employees should gather and await further instructions. Floor Wardens and Assistant Floor Wardens will be provided with yellow visibility vests to make them visible to their staff.

A member of the Property Management Team wearing a yellow visibility vest will be located on the main patio (North side of the building). The Floor Warden or Assistant Floor Warden for each floor should check in with this staff member to provide information on any tenant staff members or guests unaccounted for.

Providence Fire Department personnel will be assigned to search for any missing persons. It is critical the accounting method is accurate, so that firefighters are not searching for someone who has exited the building, but did not report to their assigned area. This would pull firefighting efforts or rescue operations to look for someone who is not in need of help.

Occupants will not be permitted to return to the building until it has been declared safe by the Providence Fire or Police Departments.

## **FIRE PREVENTION TIPS**

**REMEMBER, THESE FIRE SAFETY TIPS SHOULD BE PRACTICED EVERY DAY:**

- Do not overload electrical outlets. Many fires are the result of the misuse of electrical appliances and cords.
  - Be sure outlets are not overloaded.
  - Keep extension cords to a minimum and use only properly rated cords.
- Avoid large accumulations of wastepaper, cardboard, files or other debris in storage rooms, etc.
- Do not store flammable liquids on site or use electric space heaters (against building policy).
- Smoke only where permitted and dispose of cigarette butts in their proper container.
- Do not block emergency exits or route of travel to emergency exits.

# MEDICAL EMERGENCIES

Time is of the utmost importance in a medical emergency. The sooner the responding authorities can get to the patient, the quicker medical aid can be administered. If your suite or floor has an Automatic External Defibrillator (AED) please be aware of its location and the individuals trained in using the equipment. Should an individual need to use an AED, please inform anyone around you to immediately contact 911 and have the Emergency Medical Services (EMS) respond.

## **WHILE WAITING FOR THE EMS TEAMS TO ARRIVE CONSIDER COLLECTING THE FOLLOWING INFORMATION:**

- Patient's name
- Doctor's name and telephone number
- Blood type
- Known medical conditions / Allergies
- Prescribed medications

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## **IF SOMEONE NEEDS IMMEDIATE MEDICAL ATTENTION**

1. Do not move the person. If necessary, administer first aid.
2. Dial 9-1-1. Tell them your floor and suite number and direct the medical team to the nearest entry based on the location of the incident. Do not use any vanity address.
3. Call Building Management. Dial 401-262-7800. We will hold an elevator ready for the Providence Fire Department upon their arrival.
4. Post one person at the elevator to lead the fire department to the person in distress.



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# POWER FAILURE

## **GENERATOR FUNCTIONS**

The building is served by emergency generators. In the event of a power failure, these generators will provide emergency power for certain basic building functions. Those functions include:

- Activating emergency lights on each floor throughout the building, including all exit signs.
- Activating egress stairwell lighting.
- Activating the building's emergency fire and life safety systems as well as the building's communication systems.
- Recalling all elevators to the ground floor lobby. (One elevator will remain operative for use by Security or the Facilities team to assist handicapped persons or to take service crews and equipment into the building, as needed.)

## **POWER FAILURE GUIDELINES**

It is seldom necessary to evacuate the building during a power failure. Unless you are directed to do so by your Floor Warden, please remain in your offices. Please **DO NOT CALL** the Building Management Office unless you need to notify us of the location of a disabled employee. If the outage is expected to be long enough to significantly impact operations or necessitate evacuation, you will be promptly notified by Building Management.

### **PLEASE DO NOT:**

- Do not try to use the elevators if they are working - they may not be working dependably during an outage.
- Do not use candles, matches or lighters for emergency lighting.
- Do not evacuate unless instructed to do so.

# ELEVATOR MALFUNCTION

Passenger elevators are inspected and professionally maintained by a specialized maintenance firm. If you are in the elevator and it stops for no apparent reason, remember to remain calm. Elevators are installed with multiple steel suspension cables, any one of which is sufficient to support the elevator.

Pressing the red emergency button within the cab will call a 24/7 monitoring system alerting Building Management that the elevator is malfunctioning. The cab number will be identified along with the specific floor on which it is stuck. Two-way communication with the elevator occupants will be maintained through the monitoring system and Building Management until assistance arrives.

The following information provides some basic procedures to follow in the event of a malfunction:

- Remain calm
- Use the emergency call button in the elevator to call for help.
- **Do not** attempt to crawl out of the elevator when the doors are open between floors. Remain in the cab or serious injury may result.
- **Do not** try to force open the elevator doors.
- The elevator service provider or the Providence Fire Department will secure the elevator and safely remove the trapped individual(s).

# FLOODING / WATER DAMAGE

In the event of a flood/water that may cause damage to tenant property or affect the normal operation of the building, designated tenant representatives will be contacted by Building Management personnel regardless of the time of day. The first priority will be to ensure that no personal injury occurs as the result of the flood. The second priority will be to discover the cause and prevent or minimize additional flooding/water damage.

Once the water issue has been contained, cleanup operations will commence. Tenants will need to contact their insurance carrier for any damage to their property.

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# WORKPLACE VIOLENCE

All tenants have a role in ensuring workplace safety. We encourage occupants to immediately report any witnessed or anticipated acts of physical violence, harassment, intimidation or any such disruptive behavior on the property. Workplace violence is violence or the threat of violence against workers. It can occur at or outside the workplace and can range from threats and verbal abuse to physical assaults and homicide - one of the leading causes of job-related deaths. However it manifests itself, workplace violence is a growing concern for employers and employees nationwide.

Nothing can guarantee that an employee will not become a victim of workplace violence. These steps, however, can help reduce the odds:

- Learn how to recognize, avoid or diffuse potentially violent situations by attending personal safety programs.
- Alert supervisors to any concerns about safety or security, and report all incidents immediately in writing.
- If you feel you are a target of a potential workplace violence incident, inform your supervisor immediately of your concern.

## **SHOULD YOU ENCOUNTER A WORKPLACE VIOLENCE INCIDENT:**

- Call 911 from a safe area or alert someone to call.
- Try to project calmness, speaking quietly and confidently.
- Be an empathetic listener.
- Maintain a relaxed, yet attentive posture.
- If possible, try to diffuse the situation until the local authorities arrive.
- Notify your supervisor and/or Human Resources department immediately.

## **WHAT SHOULD EMPLOYERS DO FOLLOWING AN INCIDENT OF WORKPLACE VIOLENCE?**

- Encourage employees to report and log all incidents and threats of workplace violence, and report to the local authorities.
- Provide prompt medical treatment, if necessary.
- Encourage employees to discuss ways to share information about ways to avoid similar situations in the future.

# BOMB THREATS

Most bomb threats come to light as the result of a telephone call. In most instances, the telephone operator will be the one to receive the threat and should be prepared to get basic information and take certain steps after the call is received. (See the attached "Bomb Threat Report Form").

## **If a bomb threat is received by telephone, the person receiving the call should:**

- Stay calm. **DO NOT** upset the caller. **DO NOT** hang up on the caller. The bomb threat caller is the best source of information and a calm response may result in obtaining critical information.
- Keep the caller on the line as long as possible. Ask the caller to repeat the message.
- Obtain as much information from the caller as possible.
  - Location of the bomb.
  - Time of detonation.
  - Outside appearance or description of the bomb.
  - Reason for planting the bomb.
  - Inform the caller that the building is occupied, and the detonation of a bomb could result in death or serious injury.

## **ONCE THE CALL IS COMPLETED...**

- Notify the Providence Police via 911 immediately.
- Next, notify Building Management at (401) 262-7800 and await further instructions.
- Based upon available information, Floor Wardens/Tenant Managers will initiate a cursory visual search of their assigned areas. Team members should be looking for any suspicious packages or items.
- **DO NOT** handle any suspicious object or device.
- **DO NOT** use cell phones or radios near any found suspicious object or device.
- If a device is found at any time, proper notifications will be made by the Building Management team, Providence Fire Department or Providence Police to affected occupants to evacuate the area.
- If necessary, the Building Management team will expand the evacuation area.

# ACTIVE SHOOTER

An Active Shooter is an individual actively engaged in killing or attempting to kill people in a confined and populated area; in most cases, active shooters use firearms and there is no pattern or method to their selection of victims.

Active shooter situations are unpredictable and evolve quickly. These situations are often over within 10 to 15 minutes, before law enforcement arrives on the scene. Therefore it is important for individuals to be prepared both mentally and physically to deal with an active shooter situation. The following information is sourced from the Department of Homeland Security website, more information on this topic can be found at [www.dhs.gov/cisa/active-shooter-preparedness](http://www.dhs.gov/cisa/active-shooter-preparedness).

## **BEST PRACTICES IN COPING WITH AN ACTIVE SHOOTER SITUATION**

- Take a moment to survey all possible exit routes from your office. In an active shooter situation, be aware of your surroundings. It may be safer to stay hidden where you are than to try to exit the building.
- If you are in a hallway, enter a nearby office with the least amount of glass, secure the door, and use furniture to create a barricade.
- As a last resort, attempt to take the active shooter down. When the shooter is at close range and you cannot flee, your chance of survival is much greater if you try to incapacitate him/her.
- **CALL 911 WHEN IT IS SAFE TO DO SO!**

## **HOW TO RESPOND WHEN AN ACTIVE SHOOTER IS IN YOUR VICINITY**

### **RUN**

- Have an escape route and plan in mind. Stairwell 3, located at the back of the building, leads to a less visible area with a large number of exits.
- Leave your belongings behind.
- Help others to escape, if possible.
- Prevent others from entering an area where the active shooter may be, if possible.
- Do not attempt to move wounded people.
- Follow any instructions given by law enforcement.

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## HIDE

If evacuation is not possible, find a place to hide where the active shooter is less likely to find you. Your hiding place should:

- Be out of the active shooter's view.
- Provide protection if shots are fired in your direction (i.e., an office with a closed and locked door). If time allows, use furniture to blockade the door and to protect yourself.
- Not trap you or restrict your options for movement.

If the active shooter is nearby:

- Silence your cell phone, or any noise making devices.
- Remain quiet.
- If possible, dial 911 to alert police to the active shooter's location.

## FIGHT

As a last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter by:

- Acting as aggressively as possible against him/her.
- Throwing items and improvising weapons.
- Yelling.
- Committing to your actions.

## UPON EXITING THE BUILDING & LAW ENFORCEMENT'S ARRIVAL...

- Keep your arms raised and hands visible at all times.
- Put down any items in your hands.
- Follow all instructions given by an officer.
- Avoid making quick movements towards officers, such as holding them for safety.

The first officers to arrive to the scene will not stop to help injured persons. Expect rescue teams comprised of additional officers and emergency medical personnel to follow. These rescue teams will treat and remove any injured persons. They may also call upon able-bodied individuals to assist in removing the wounded from the premises.

**DO NOT LEAVE THE PREMISES UNTIL INSTRUCTED TO DO SO.**

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# HAZARDOUS MATERIALS

## **FOR AN INCIDENT OCCURRING INSIDE THE BUILDING:**

1. Proceed immediately to an area where you are no longer exposed and close the door or section of the affected area. 2. Immediately notify Building Management at (401) 262-7800 and give the following information:
  - Floor and relative area on that floor.
  - Information concerning the type of substance that has spilled or is leaking, the quantity involved, and any cautions.
3. Take appropriate action to contain the hazard; close doors behind you, and always follow all safety procedures when working with toxic materials.
4. The Building Engineer will turn off local fans or ventilation units in the affected area.
5. The Building Management team will notify the City of Providence Fire Department by dialing 9-1-1 and relaying the information given, if necessary.

If an evacuation is ordered, the Property Management team will activate the nearest fire alarm pull station.

## **FOR AN INCIDENT OCCURRING OUTSIDE THE BUILDING:**

- The situation will be assessed by the Fire Department to determine any danger to building occupants.
- Building Management will turn off all fans bringing outside air into the Building.

Chemicals have different characteristics, therefore the same procedure will not always be used. The fire department will determine the proper course of action.

- If a vapor cloud is created and is heavier than air, it will be safer to stay in the building where there are no open windows, and doors will be kept closed.
- If the vapor cloud is lighter than air and becomes a threat to the building, instructions from the Providence Fire Department will be forthcoming.

## **SUSPICIOUS UNOPENED LETTER OR PACKAGE MARKED WITH THREATENING MESSAGE, SUCH AS "ANTHRAX"**

- Do not shake or empty the contents of any suspicious envelope or package.
- PLACE the envelope or package in a plastic bag or some other type of container to prevent leakage of contents.
- If you do not have any container then COVER the envelope or package with anything (e.g., clothing, paper, trashcan, etc.) and do not remove this cover.
- Then LEAVE the room and CLOSE the door or section off the area to prevent others from entering.
- WASH your hands with soap and water to prevent spreading any powder to your face.
- If powder spills or becomes airborne, remove any contaminated clothing as soon as possible and place in a sealed container. SHOWER with soap and water immediately (showers are located on the first floor, next to Building Management).
- Report the incident to Building Management at (401) 262-7800, and then an available supervisor. Building Security and Engineering personnel will send a team to investigate the situation.
- If necessary, the Building Management team will notify proper authorities and initiate an expanded evacuation.
- If possible, list all people who were in the room or area. Give this list to the Building Management team who will, in turn, inform the local public health authorities so that proper instructions can be given for medical follow-up, and to law enforcement officials for further investigation.

## **ANTHRAX INFORMATION**

Anthrax organisms can cause infection in the skin, gastrointestinal system or lungs. To do so, the organism must be rubbed into abraded skin, swallowed or inhaled as a fine aerosolized mist. Disease can be prevented after exposure to the anthrax spores by early treatment with the appropriate antibiotics. Anthrax is not spread from one person to another person.



# HAZARDOUS MATERIALS CONTINUED

For anthrax to be effective as a covert agent, it must be aerosolized into very small particles. This is difficult to do and requires a great deal of technical skill and special equipment. If these small particles are inhaled, life-threatening lung infection can occur, but prompt recognition and treatment are effective.

## HOW TO IDENTIFY SUSPICIOUS PACKAGES AND LETTERS

Some characteristics of suspicious packages and letters include the following:

- Excessive postage
- Handwritten or poorly typed addresses
  - Incorrect titles
  - Title, but no name
- Misspellings of common words
- Oily stains, discolorations or odor
  - No return address
  - Excessive weight
  - Lopsided or uneven envelope
- Protruding wires or aluminum foil
- Excessive security material such as masking tape, string, etc.
  - Visual distractions
  - Ticking sound
- Marked with restrictive endorsements such as "Personal" or "Confidential"
- Shows a city or state in the postmark that does not match the return address.

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# NATURAL DISASTERS

## IN CASE OF SEVERE WEATHER, TORNADO OR HURRICANE

The National Weather Service reports the movement of severe weather that presents a threat to the area. Should adequate warning be given, emergency procedures can be implemented with time to spare. During severe weather such as a tornado or hurricane it is important to follow these general guidelines:

- Monitor the radio and internet for weather reports.
- If a tornado warning is issued, be prepared to seek shelter.

### **If inside:**

1. Get under heavy furniture, such as a desk or table. If it moves about, hold on and move with it. Door frames in commercial office buildings DO NOT provide extra safety.
2. Move away from windows and glass partitions, tall file cabinets and other things that could fall on you. Protect yourself from falling pictures, light fixtures, etc.
3. If there is no desk or table to hide beneath, sit with your back against a wall in the interior of the building and cover your head with your hands.

### **If outside:**

1. Move away from buildings to avoid falling objects.

### **If you are in a crowd:**

1. Stay calm and urge others to stay calm.
2. Immediately seek shelter under tables, chairs or other heavy furniture, or crouch against a wall to minimize the risk of flying objects. Do not take time to move to exits.

## **PREPARING FOR AN EARTHQUAKE**

The actual movement of the ground in an earthquake is often not the direct cause of death or injury. Most casualties result from falling objects and debris from buildings and other structures shaken, damaged, or demolished by the shocks of the earthquake. Landslides triggered by an earthquake can also cause great damage, as can ocean waves or seismic sea waves generated by the quake.

## NATURAL DISASTERS CONTINUED

- Periodically check all offices, storage areas, production areas, sales floors, and other work locations for potential earthquake hazards.
- Brace or anchor high or top-heavy shelves, machinery, or any other equipment that could fall during a tremor.
- Bolt down or provide another means of strong support for water heaters and other gas equipment on the premises. Fire damage could result from broken lines and connections.
- Employees should become familiar with alternate routes of evacuation from the various parts of the building should the need arise to leave the work area.

### DURING AN EARTHQUAKE



- Remain calm. Think through the consequences of any action you take. Try to stay calm and reassure others.
- If you are inside a building, crouch under a solid object, such as a desk or table, and cover your head with your hands and arms. If no solid object is available, stand in a doorway or against an interior wall.
- Stay away from windows, exterior walls, and objects such as lighting fixtures and bookcases that could fall on you.
- Do not run outside. You are generally safer inside. Do not dash for exits because stairways may collapse and be jammed with people or exterior walls could collapse. Do not use elevators.
- If you are in an elevator, stop the elevator at the nearest floor, get out, and take cover. If trapped in an elevator, utilize the elevator emergency notification device.
- If outdoors, move to an open area away from buildings, walls, trees, power poles, electric lines, and other objects that could fall on you.
- Never walk in between parked automobiles during an earthquake.
- If in a vehicle, stop in a safe area but remain in the vehicle until the tremor stops. Avoid stopping near trees, tall buildings, or power lines. Do not stop on or under any overpass or elevated roadway.

### IMMEDIATELY FOLLOWING AN EARTHQUAKE

- Employees should check for injuries among other workers and visitors and administer first aid as necessary and if trained to do so.

- Check for fires and fire hazards, especially for gas leaks and damaged electrical wiring. See that the gas and electricity are turned off at the main valves and switches, if required.
- Survey the automatic sprinkler protection for any damage. Where fire protection services are intact, check that all sprinkler water supply valves are open and that the water supply is in service.
- Underwriters Laboratories approved or Factory Mutual listed safety lights should be used if the power is off because sparks from a light switch could ignite leaking gas. Never use lighters or matches for lighting purposes immediately following an earthquake.
- Telephones must not be used for outside calls except in emergencies. Use battery powered radios for damage reports and information from public safety agencies. Remember, if you do need to use the telephone following an earthquake it may take as long as three minutes to get a dial tone.
- Evacuate the building when directed to do so. Quickly walk to the nearest exit, alerting other people as you go. Be alert to structural damage and assist both the handicapped and the injured. Do not use elevators.
- Once outside, move to a clear area away from potentially affected buildings and structures. Keep walkways and roadways clear for emergency vehicles.
- Conserve water. Do not use fire hoses unless absolutely necessary, and you are trained to do so. Extinguish fires with available portable fire extinguishers (if trained to do so). Call fire department for assistance.
- Be prepared for additional earthquake shocks called after-shocks. Although most of these are smaller than the main shock, some may be large enough to cause additional damage.
- If contaminated water is suspected or reported, do not drink the water until it is safe to do so.

**REMEMBER: No smoking! No open flames! Gas leaks are not uncommon after an earthquake.**

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# WEATHER EMERGENCIES

Rhode Island's location makes natural disasters a common reality. Luckily, such emergencies are usually predictable to a certain degree. Assuming adequate warning, emergency procedures can be put into effect with some time to spare. Emergencies require immediate but calm action since one disaster can trigger another, creating additional hazards and possible injury.

## HURRICANES AND HIGH WINDS

**If a disaster such as a Hurricane or high winds occurs, follow these wind emergency procedures:**

- **Do not panic.**
- Floor Wardens and Evacuation Teams will inform all occupants of the floor and assemble them in a safe and secure area.
- All personnel should assemble within the men's/women's washrooms and available stairwells. The immediate danger of high winds comes from flying glass and falling objects. The primary objective in this situation is to ensure that there is at least one wall between windows and occupants of the building.
- If high winds hit and time does not permit movement to a safe area, get down under a desk, table or heavy object and cover your head with your hands. If readily available, sweaters, jackets or coats should be placed over your head safeguarding your face. If nothing is available, protect your face by interlocking your fingers behind your head and pulling your elbows down to the side of your face.
- Remain in the areas of safe refuge until your Floor Warden says it is safe to return to the office area, or until an "All Clear" message is given.
- Report any injuries to the Providence Fire Department via 911 and contact your Floor Warden as soon as possible.
- Report any damages to the Building Management team at (401) 262-7800 or your Floor Warden as soon as possible.

## WARNING SIGNS OF AN APPROACHING HURRICANE

- The wall cloud
- Strong winds and flying debris
- Heavy rain
- Sudden calm stillness with a darkening black/green sky

# WEATHER EMERGENCIES CONTINUED

## WINTER WEATHER EMERGENCIES



Sometimes winter storms are accompanied by strong winds creating blizzard conditions with blinding wind-driven snow, severe drifting and dangerous wind chills. Extreme cold often accompanies a winter storm or is left in its wake. Prolonged exposure to the cold can cause frostbite or hypothermia and can be life threatening.

### Terms to be aware of:

- **Winter storm watch** – Severe winter conditions are possible within the next day or two.
- **Winter storm warning** – Severe conditions have begun or are about to begin in the identified area. Stay inside.
- **Blizzard warning** – Snow and strong winds will combine to produce a blinding snow (near zero visibility), deep drifts and life-threatening wind chill. Seek refuge immediately.
- **Winter weather advisory** – Winter weather conditions are expected to cause significant inconveniences and may be hazardous. If caution is exercised, these situations should not become life threatening.

In such circumstances it may be safer for employees to remain in the building until conditions have improved enough for safe travel. Do not expose yourself to the weather more than absolutely necessary.

## CIVIL DISTURBANCES

In the event of a civil disturbance outside the building, the public sidewalk along Dyer Street shall serve as the Free Speech Zone.

Should a riot or civil disturbance start outside the Building, the security guard will immediately lock all entrances to the building and the police will be notified. If there is a potential for violence the Property Manager shall notify the City of Providence Police Department by dialing 9-1-1.

Should it become advisable to lock the tenant areas, elevators, and stairway doors, occupants will be advised by a phone-call and/or a visit from a member of the Building Management team. All tenants will be asked to remain in their suites until the danger has passed. Building Management will coordinate with the police to determine when normal building operations may be resumed.

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# HOMELAND SECURITY

Each tenant should have an emergency action plan in place to help their employees prepare for, and react quickly to a regional emergency, including terrorist attacks. We recommend visiting the links below to access resources that aid in preparing for a regional emergency.

**Department of Homeland Security** - <http://www.dhs.gov/dhspublic>

**Federal Emergency Management Association** - <http://fema.gov/>

**American Red Cross** - <http://www.redcross.org/>

**Center for Diseases Control and Prevention Emergency Preparedness and Response** - <http://www.bt.cdc.gov/>

Local media outlets will provide information during an emergency situation.

# PANDEMIC PREPAREDNESS

An influenza (flu) pandemic is a worldwide outbreak of flu disease that occurs when a new type of influenza virus appears that people have not been exposed to before (or have not been exposed to in a long time). Pandemics are different from seasonal outbreaks of influenza that we see every year. Seasonal influenza is caused by influenza virus types to which people have already been exposed. Its impact on society is less severe than a pandemic, and influenza vaccines (flu shots and nasal-spray vaccine) are available to help prevent widespread illness from seasonal flu.

A pandemic will last much longer than most flu outbreaks and may include "waves" of influenza activity that last 6-8 weeks separated by months. The number of health care workers and first responders able to work may be reduced and public health officials will not know how severe a pandemic will be until it begins.

The effects of a pandemic can be lessened if you prepare ahead of time. All have roles in the event of a pandemic. Federal, state, tribal, and local governments are developing, improving, and testing their plans for an influenza pandemic. Businesses, schools, universities, and other faith-based and community organizations are also preparing plans.

As you begin your individual or family planning, you may want to review your state's planning efforts and those of your local public health and emergency preparedness officials. **State plans and other planning information can be found at: <http://www.cdc.gov/flu>**

The Department of Health and Human Services (HHS) and other federal agencies are providing funding, advice, and other support to your state. The federal government will provide up-to-date information and guidance to the public if an influenza pandemic unfolds.

## EXERCISING GOOD HEALTH HABITS



In an effort to promote a healthy and productive work environment, we encourage you to exercise good health habits; these include, but are not limited to:

- Cover your mouth and nose when you sneeze or cough.
- Avoid touching your eyes, nose or mouth.
- Thoroughly wash hands before eating and as often as necessary with anti-microbial soap or anti-microbial hand wipes.
- Apply Social Distancing Strategies to your work environment.
- Sanitize common equipment within your office on a periodic or as-needed basis.

## GETTING STARTED

To get started, we recommend considering the following preparations for every individual in the building:

- Do you have the Building Management phone numbers located close to your desk?
- Have you provided your cell phone number and provider to Management so you can receive SMS alerts from the Building Management team?
- Do you know who the Tenant Life Safety Team Members are for your floor?
- If you are a member of a Life Safety Team, have you attended one of the Building's safety meetings?
- Do you have a comfortable pair of walking shoes if we need to evacuate the downtown area?
- Do you have an emergency supply of your prescribed medications (for at least three days) at your desk?
- Do you have a family emergency plan?

Should this manual prompt any questions, please feel free to reach out to Building Management at any time.