

SUITE WARDEN TRAINING



WEST END OFFICE PARK 008E

TRAINING OVERVIEW

1. Suite Emergency Response Team
2. Fire
3. Elevator Entrapment
4. Medical Emergencies
5. Severe Weather
6. Bomb Threats
7. Workplace Violence



SUITE EMERGENCY RESPONSE TEAM

- Suite Warden
- Searcher
- Physically Impaired Monitor



TENANT WARDEN'S ROLE

- Be familiar with emergency response procedures
- Responsible for disseminating information to other employees concerning emergency procedures
- Plan an Emergency Safe Refuge Point for your group and communicate exit routes
- Train the suite emergency response team
- Notify Property Management of any personnel changes involving Suite Wardens



SUITE WARDEN'S ROLE (CONT.)

- Make certain exit routes are kept clear of obstructions and trip hazards
- Suite Wardens will direct co-workers to:
 - Evacuate in an orderly manner
 - Take essential personal property only (purse, car keys, etc.)



SEARCHER ROLE



- Under the supervision of the Suite Warden, Searchers are responsible for finding and evacuating all personnel from the suite, specifically from remote areas such as storage rooms, file rooms, coffee/break areas, restrooms, etc.
- Close, but do not lock, all doors after you have determined that the room has been evacuated.



SEARCHER ROLE (CONT.)

- Advises any remaining personnel in the suite of the emergency and insists on their evacuation.
- Evacuates non-employees from the suite.
- Must be familiar with the emergency procedures and of all emergency exit routes.



PHYSICALLY IMPAIRED ASSISTANCE MONITOR

- Responsible for the safe evacuation of any physically impaired personnel.
- Maintains up-to-date list of physically impaired employees.
- Moves all wheelchair bound personnel and others unable to use stairs to the stairwell and waits with them until emergency personnel arrive.



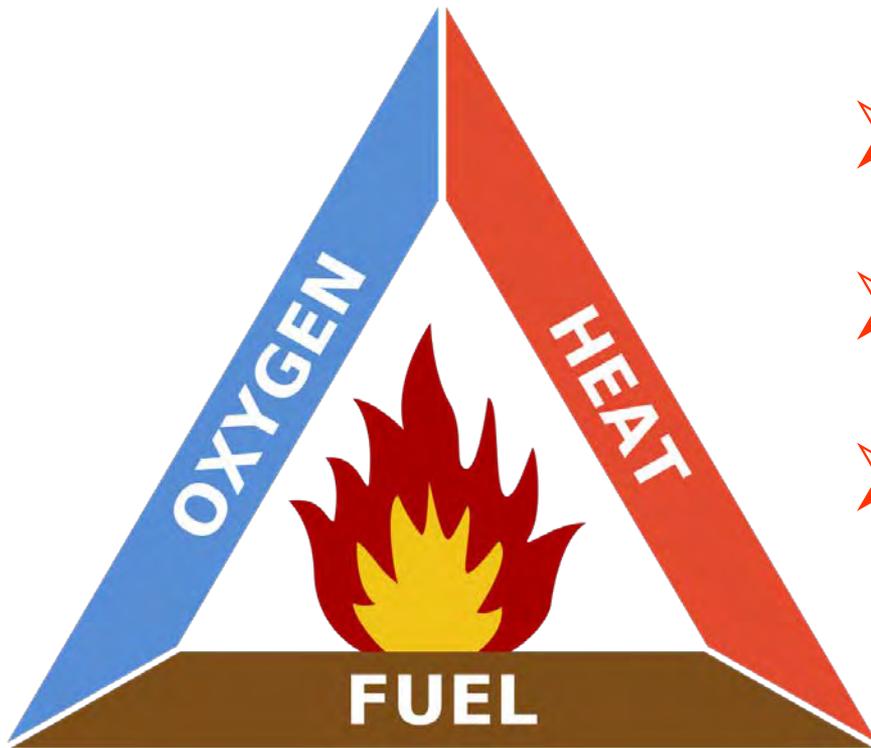
PHYSICALLY IMPAIRED

“Anyone who cannot walk down the stairs unassisted”

- Two Evacuation Aides
- Safe Refuge is in the stairwell
- Wait until all others are in the stairwell



THE NATURE OF FIRE



- IT'S VERY FAST
- IT'S VERY HOT
- IT'S VERY DARK



IF YOU DISCOVER A FIRE

Basic Steps

- Life Safety
- Notification – call 911 and building security
- Evacuation



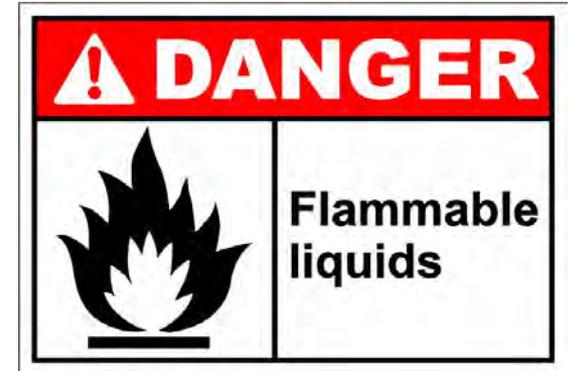
DEFEND IN PLACE

Worst case scenario

- Retreat to an outside office
- Close all doors
- Keep smoke out
- Call 911 immediately
- Place bright article in window
- Remain calm



FIRE HAZARDS



ELEVATORS EMERGENCIES

- “PUSH TO CALL”
- Remain Calm
- Elevators can’t fall or run out of air
- Do not force the elevator doors open
- Do not attempt to exit a stopped elevator that is well above or below the floor level
- Wait for assistance



MEDICAL EMERGENCIES

- Call 911 immediately
- Call building security
- Give as much information as possible
- Do not move injured persons unless necessary for their safety
- Send someone to the first floor lobby to meet the emergency crew



SEVERE WEATHER

- Public warnings are given by five-minute steady blasts of the sirens by Hennepin County Civil Defense Warning System.
- Move away from the perimeter of the building and windows.
- Evacuate perimeter offices and close perimeter office doors. Go to elevator lobbies, corridors and core areas of your floor, away from windows.

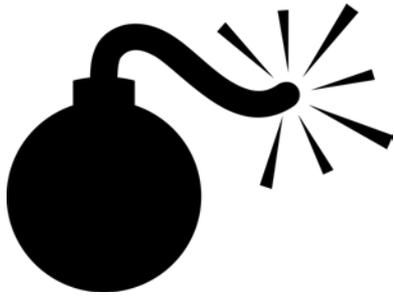


TORNADO



- There are two designations placed on a tornado; a **WATCH** and a **WARNING**.
- A tornado **WATCH** indicated weather conditions are right for a tornado. A tornado **WARNING** indicates that a tornado has been sighted in the immediate area.
- When a tornado **WARNING** is in effect, take stairs to the basement of the building.
- Each suite is responsible for monitoring weather conditions and taking appropriate action.





BOMB THREATS

- Bomb threats must always be taken seriously. Do not assume that a bomb threat is a prank call.
- Be Prepared:
 - Remain calm
 - Listen carefully
 - Try to keep the caller talking to learn more information
 - If your phone has caller ID, write down the number
 - Write down as much detail as you can remember
 - Complete the Bomb Threat Checklist
- **Call 911 immediately**
- Then call building Security



BOMB THREAT CHECKLIST

Date _____ Time _____

Time caller hung up _____

Number where call was received _____

RECEIVE AS MUCH INFORMATION AS YOU CAN

1. Where is the bomb located (floor)? _____
2. When will it go off? _____
3. What does it look like? _____
4. What kind of bomb is it? _____
5. What will make it explode? _____
6. Did you place the bomb? _____
7. Why was it placed? _____
8. What is your name? _____



DESCRIPTION OF VOICE

Male _____

Young _____

Slang _____

Normal _____

Calm _____

Righteous _____

Laughing _____

Female _____

Educated _____

Excited _____

Deliberate _____

Emotional _____

Calm _____

Loud _____

Frightened _____

Accent _____

Background Noise

Music, Talking, Children, Machines, Airplanes, Typing





HENNEPIN COUNTY SHERIFF'S OFFICE

Richard W. Stanek, Sheriff

WORKPLACE VIOLENCE PREVENTION & RESPONSE



"Dedicated to Increasing Public Safety through Leadership, Integrity, and Strong Partnerships"



INTRODUCTION

Workplace violence includes:

- **Disruptive behavior** that disturbs, interferes with or prevents normal work functions or activities. Examples include yelling, using profanity, waving arms or fists, verbally abusing others, etc.
- **Threatening behavior** that includes verbal or written threats to people or property, ("You better watch your back" or "I'll get you") as well as implicit threats ("You'll be sorry" or "This isn't over").
- **Violent behavior** that includes any physical assault; behavior that a reasonable person would interpret as being potentially violent (throwing things, pounding on a desk or door, or destroying property); or an imminent threat to inflict physical harm on a specific individual.

These types of behaviors can occur in person, online, and over the telephone.

However it manifests itself, workplace violence is a major concern for employers and employees nationwide.





INTRODUCTION

Workplace violence includes acts committed by:

1. **Criminals**
 - The offender has no relationship with the victim or workplace
 - In these incidents, the motive most often is robbery or another type of crime
2. **Customers, clients, patients, students, etc.**
 - The offender currently receives services from the organization either at the workplace or at a remote site
3. **Current or former employees**
 - The offender directs the violence toward coworkers, managers, or supervisors
4. **Someone in a personal relationship with an employee**
 - The offender is not employed at the workplace
 - Often, these incidents are related to domestic disputes





INTRODUCTION

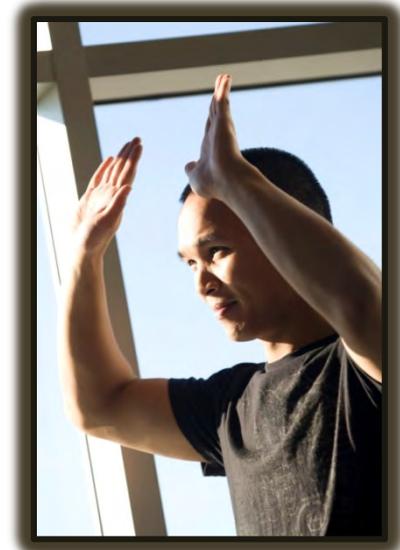
Workplace safety is everyone's responsibility. Recognizing the warning signs, reporting your concerns, and knowing how to respond to an imminent threat are three ways you can help create a safer environment for both you and your co-workers.



Recognize the warning signs



Report your concerns



Respond to an imminent threat





RECOGNIZING THE WARNING SIGNS

Incidents of workplace violence are often culminating events that have been brewing over time. Recognizing the warning signs and taking proactive measures are the key to preventing these types of situations.

People typically do not just “snap.” They often display indicators of potentially violent behavior over time. If a pattern of these behaviors is identified, early intervention can help prevent an escalation to a more serious incident.





RECOGNIZING THE WARNING SIGNS

Some of the “red flag” behaviors that indicate a potential problem include:

- A change in work performance or an increasingly negative, angry demeanor with supervisors, co-workers, clients, and/or customers. This includes:
 - A resistance and overreaction to changes in policy and procedures; repeated violations of company policies; explosive outbursts of anger or rage without provocation; challenges or resistance to authority; intimidation, verbal abuse, harassment, or mistreatment of others; unexplained increase in absenteeism; etc.
- Extreme changes in “normal” behavior. This includes:
 - A noticeable decrease in attention to appearance and hygiene; increased use of alcohol and/or illegal drugs; severe mood swings; blaming others for problems in life or work; paranoid behavior (“everybody is against me”); increasingly unstable or overly emotional responses; feeling wronged, humiliated, or wanting revenge; a morally superior or self-righteous demeanor (feeling entitled to special rights or a belief that rules don’t apply to them); etc.





RECOGNIZING THE WARNING SIGNS

Some of the “red flag” behaviors that indicate a potential problem include:

- Increasingly depressed or withdrawn. This includes:
 - Talk that indicates desperation with family, financial, and other personal problems; suicidal thoughts or references to “putting things in order”; etc.
- An unhealthy fascination or obsession with weapons and violence. This includes:
 - Bringing a weapon to the workplace; making inappropriate references to guns; or making idle threats about using a weapon to harm someone
 - Talk that indicates a fascination with violence; statements indicating approval of the use of violence to resolve a problem; or talk about “getting even” or “settling the score” with others





REPORTING A POSSIBLE THREAT

In many cases of workplace violence, the warning signs are there but they go unreported. Early intervention to address small issues before they become bigger ones is the key to preventing workplace violence.

All employees are entitled to work in an environment that fosters diversity, respect, and dignity. If you observe a pattern of inappropriate behavior that concerns you, you should immediately report your observations to a supervisor.

Supervisor must take these concerns seriously and ensure that appropriate follow-up action is taken. There are a wide range of resources available to help deal with the situation (HR department, the organization's employee assistance program, building security, local law enforcement, etc.).



If you see something - Say something!





REPORTING A POSSIBLE THREAT

There are a number of resources that can help supervisors and managers deal with any concerns they may have about an employee's threatening behavior.

- Threat Assessment Team - Most large companies and government agencies have a threat assessment team that is available to assist supervisors and managers in evaluating the circumstances surrounding the threat and determining the proper course of action.
- Human Resources Department - Most companies and government agencies have an HR representative that can help supervisors and managers deal with employee performance issues.
- Employee Assistance Program - Most companies and government agencies have an employee assistance program. These professionals are available to provide a wide range of counseling services to employees in crisis.

***The key to prevention is early intervention.
Be proactive in using the resources available
to you!***





RESPONDING TO AN IMMINENT THREAT

No matter how effective an organization's policies and plans are in detecting and preventing workplace violence incidents, there are no guarantees that these types of events will not occur.

When a violent incident does occur in the workplace, it is essential to remain calm, assess the situation, and take appropriate action.





ACTIVE SHOOTER INCIDENTS

In rare situations, a workplace violence incident may involve an “active shooter”. An active shooter is an individual actively engaged in killing or attempting to kill people in a confined space or other populated area.

Active shooter situations are unpredictable and evolve quickly. In most situations, law enforcement intervention is required to stop the shooting and prevent further harm to victims.

Because most incidents are over within minutes, you must be prepared to deal with the situation until law enforcement personnel arrive.





RUN! - HIDE! - FIGHT!



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SOUND THE ALARM!

Call 911 as soon as possible to report the incident to law enforcement. If it is safe to do so, you should also notify your building's security operations center.

Provide the dispatcher with the following information:

- Your name
- Your location (be specific): building address, floor, room number, etc.
- The nature of the incident
- The number of attacker(s): location, weapons (type and number), explosives, etc.
- A description of the attacker(s): race, gender, physical features, clothing, language, accents, etc.
- The number of people at your location
- The number of injured people and the type(s) of injuries





RUN! - HIDE! - FIGHT!

After sounding the alarm, you must quickly determine the most reasonable way to protect your own life. Because these situations rapidly evolve, quick decisions could mean the difference between life and death. If you are in harm's way, you will need to swiftly decide what the safest course of action is based on the circumstances.

- ***Run:*** If there is an accessible escape path, attempt to evacuate the premises.
- ***Hide:*** If evacuation is not possible, find a place to hide where the attacker is less likely to find you.
- ***Fight:*** As a last resort, and if your life is in imminent danger, attempt to disrupt and/or incapacitate the attacker.





RUN!

If there is an accessible escape path, quickly and quietly make your way out of the area.

- Always have an escape route and plan in mind
- Evacuate regardless of whether others agree to follow
- Leave your belongings behind
- Help others escape, if possible
- Do not attempt to move wounded people
- Keep your hands visible
- Follow the instructions of any police officers you encounter
- Call 911 when you are safe





HIDE!

If evacuation is not possible, find a place to hide where the attacker is less likely to find you. Your hiding place should be in a secure location out of the attacker's view.

- Lock and barricade the door with heavy objects
- Turn off the lights and close the blinds
- Lower your profile and get out of sight - Hide behind large items (file cabinets, desks, vending machines, copiers, etc.)
- Turn off any source of noise (radios, televisions, computers, etc.) - Silence your cell phone and/or pager (including vibrating mode)
- Remain quiet
- If possible, place signs in exterior windows to identify occupied areas and the location of injured persons





FIGHT!

As a last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the attacker.

- Wait for the attacker to come to you and be prepared to take any action to survive
- Most attackers do not expect violent resistance - Commit to your actions and act as aggressively as possible
- Use any improvised weapons that are available (fire extinguisher, chair, computer monitor, objects that can be thrown to distract the attacker, etc.)
- The best time to attack may be when the attacker has paused to reload their firearm





WHEN LAW ENFORCEMENT ARRIVES





WHEN LAW ENFORCEMENT ARRIVES

Law enforcement's purpose is to stop the attacker as soon as possible. The 1st officers to arrive will not stop to help the injured or assist with the evacuation. Instead, they will proceed directly to the area where the attacker is located.





WHEN LAW ENFORCEMENT ARRIVES

How to react when law enforcement arrives:

- Remain calm, and follow the officers' instructions – Officers may shout commands and may push people to the ground for their safety
- Avoid making quick movements – Slowly put down any items in your hands (cell phones, bags, jackets, etc.) – Raise your hands and spread your fingers – Keep your hands visible at all time
- Avoid pointing, screaming and/or yelling – Do not stop to ask officers for help or direction – Move quietly and quickly to the nearest exit and then to a safe location or designated assembly point

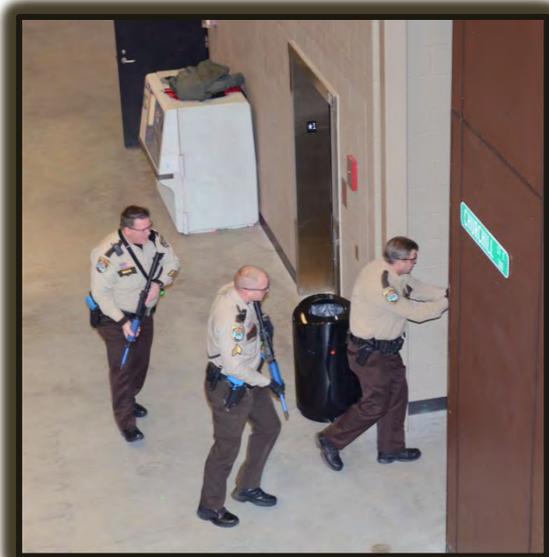




WHEN LAW ENFORCEMENT ARRIVES

Rescue teams comprised of additional officers and emergency medical personnel will follow the initial officers. These rescue teams will treat and evacuate any injured persons. They will give you directions on how to safely exit the area.

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





SUMMARY

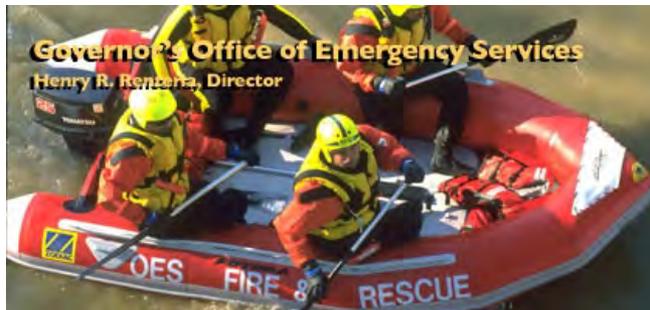
- **Recognize the warning signs**
 - ✓ Changes in work performance
 - ✓ Extreme changes in 'normal' behavior
 - ✓ Increasingly depressed or withdrawn
 - ✓ Unhealthy fascination or obsession with weapons or violence

- **Report your concerns to a supervisor**
 - ✓ If you see something - Say something

- **Respond quickly and decisively when faced with an imminent threat**
 - ✓ Sound the alarm
 - Notify building security and/or call 911
 - ✓ Remain calm and determine the proper course of action
 - Decide if you need to Run, Hide, or Fight
 - ✓ Know what to do when law enforcement arrives
 - ✓ Help your co-workers recover from the incident



Helpful Resources



Together, we can save a life



QUESTIONS & ANSWERS

