

Virginia Division of Capitol Police

Emergency Coordinators' Manual

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Division of Capitol Police

Emergency Coordinator's Manual

Mission Statement

The Mission of the Division of Capitol Police is to provide progressive law enforcement and security services to Virginia's government officials, employees, citizens of the Commonwealth and its visitors.

September 18, 2018

Approved 
Chief of Police

Overview

This Emergency Planning Manual was published by the Division of Capitol Police. The manual is intended to be a guide for the Emergency Coordinator or state employee to use in developing a comprehensive plan for critical incident management and is not intended to be an all inclusive contingency plan. The following plan will help you to take appropriate protective action for yourself and others. The manual provides instructions, in a general scope, to be used during critical incidents or emergency situations in the Capitol District for the protection of legislators, state employees, and visitors to the Commonwealth of Virginia.

Pre-action emergency planning

All persons should become familiar with:

- Reporting procedures outlined in this guideline.
- All means of exiting the building.
- Pre-designated safe staging areas outside of, and away from the building.
- Each employee should have all emergency numbers needed and a bomb threat check list near his/her phone.
- Emergency Coordinators should be selected and have a general knowledge and training on how to handle emergency situations.



Critical Incidents

Violent incidents, including but not limited to, acts of terrorism, active shooters, assaults, or other incidents of workplace violence, can occur in the Capitol District or in close proximity with little or no warning. An “active shooter” is considered to be a suspect or assailant whose activity is immediately causing serious injury or death and has not been contained.

1. Immediate Action - Secure the Immediate Area.
 - Lock or barricade the door, if able. Block the door using whatever is available - desks, tables, file cabinets, other furniture, books, etc.
 - After securing the door, stay behind solid objects away from the door as much as possible.
 - If the assailant enters your room and leaves, lock or barricade the door behind them.
 - If safe to do so, allow others to seek refuge with you.

2. Protective Actions: Take appropriate steps to reduce your vulnerability.
 - Close blinds.
 - Close windows.
 - Turn off radios and computer monitors.
 - Silence cell phones.
 - Place signs in exterior windows to identify your location and the location of injured persons.
 - Keep people calm and quiet.
 - After securing the room, people should be positioned out of sight and behind items that might offer additional protection - walls, desks, file cabinets, bookshelves, etc.

3. Unsecured Areas:

- If you find yourself in an open area, immediately seek protection.
- Put something between you and the assailant.
- Consider trying to escape, if you know where the assailant is and there appears to be an escape route immediately available to you.
- If in doubt, find the safest area available and secure it the best way that you can.

4. **CALL 786-4357 (HELP) then 9-911.** Critical incident emergency situations should be reported to law enforcement immediately or as soon as possible when it becomes safe to do so. Be prepared to give the following information:

- What is happening.
- Where you are located, including building name, floor and room number.
- Number of people at your specific location.
- Injuries, if any, number of those injured and types of injuries.
- Other information as requested.
- Try to provide information in a calm, clear manner so that the dispatcher can quickly relay your information to responding emergency personnel.

5. What to Report: Try to note as much as possible about the assailant, including:

- Specific location and direction of the assailant.
- Number of assailants.
- Gender, race, and approximate age of the assailant.
- Clothing color and style.
- Physical features – e.g., height, weight, facial hair, glasses.
- Types of weapons – e.g., handgun, rifle, shotgun, explosives.
- Description of any backpack or bag.

- Do you recognize the assailant? Do you know their name?
- What exactly have you seen or heard – e. g., explosions, gunshots, etc.

6. Treat the Injured. The dispatcher will notify law enforcement and other emergency services (EMS) agencies – fire and rescue. EMS will respond to the site, but will not be able to enter the area until it is secured by law enforcement. You may have to treat the injured as best you can until the area is secured. Remember basic first aid:

- For bleeding, apply pressure and elevate. Many items can be used for this purpose - e.g., clothing, paper towels, feminine hygiene products, newspapers, etc.
- Reassure those in the area that help will arrive. Try to stay quiet and calm.

7. The assailant may not stop until his objectives have been met, or until engaged and neutralized by law enforcement.

- Always consider the risk of exposure by opening the door for any reason.
- Attempt to rescue people only if it can be done without further endangering the persons inside of a secured area.
- Be aware that the assailant may bang on the door, yell for help, or otherwise attempt to entice you to open the door of a secured area.
- If there is any doubt about the safety of the individuals inside the room, the area needs to remain secured.

8. Help is on the way. It is important for you to remain calm and stay in the secured area.

- Law Enforcement will locate, contain, and stop the assailant.
- The safest place for you to be is inside a secure room.
- The assailant may not flee when law enforcement enters the building, but instead may target responding officers.

9. Initial responding officers will not treat the injured or begin evacuation until the threat is neutralized and the area is secure.

- You may need to explain this to others in order to calm them.
- Once the threat is neutralized, officers and other emergency units will begin treatment and evacuation.

10. Evacuations: Responding officers will establish safe corridors for persons to evacuate.

- This is time consuming.
- Remain in secure areas until instructed otherwise.
- You may be instructed to keep your hands on your head.
- You may be searched.
- You may be escorted out of the building by law enforcement - follow their directions.
- After evacuation, you may be taken to a staging or holding area for medical care, interviewing, counseling, etc.
- You will not be permitted to retrieve items or access areas until it is released by law enforcement.

Threat Management: (Bomb, Letter, In-Person)

1. Immediate Action:

- An employee receiving any of the above types of threats will immediately notify Division of Capitol Police (DCP) at 786- 4357 (HELP) and Emergency Coordinator (EC).
- EC initiates the appropriate protective actions and notifies designated points of contact.
- EC notifies DGS and/ or Building Facilities Management.

2. Employee response to a telephone bomb threat:

- Keep person on the phone as long as possible.
- Use the bomb threat checklist (see appendix A). Obtain and note as much information as possible from the caller.
- Try to write word-for-word what the caller says; also listen for background noise (street sounds, voices, public address systems, etc).
- See if the voice sounds familiar, or make note about whom it sounded like. Does the caller have an accent? Make note of it.
- If you have caller I. D., write down the caller's phone number. If you don't have caller I. D., **DON'T USE THE PHONE AGAIN** unless you can activate the call trace feature (*97). The call may be able to be traced if the phone has not been used since the threatening call was received.
- Remember, the caller is the best source of information you have.

3. Employee response to a letter bomb threat:

- If you receive a package or envelope that you feel is suspicious and could be a bomb, DO NOT HANDLE IT AND DON'T ALLOW OTHERS TO HANDLE IT. Leave the package where it is, leave the immediate area and secure it as best you can, and call DCP.
- Clues to look for in letter bombs (see appendices B & C):
 1. Foreign or no return address.
 2. A strange odor or leakage coming from the package.
 3. Bulky, rigid envelope.
 4. Any protruding wires or any package that might be making noise.
 5. Excessive postage.

4. Employee response to a letter threat or a package suspected of containing biological or hazardous contamination:

- If you receive a letter threat of any type, be sure to handle the letter and envelope as little as possible. Do not allow others to handle the letter, as direct evidence may be present.
- Suspicious packages should be risk-assessed for articulated threats.

Examples include:

1. Actual threat message on package.
 2. Addressee in position of authority, e.g., government employee, political figure, or private sector executive.
 3. Addressee in controversial business, e.g., Planned Parenthood, chemical industry, or forestry.
- Do not throw away the envelope.

- If you receive a letter or package which you suspect has biological contamination, immediately have a co-worker notify DCP 786-4357 (HELP) and the EC to report a possible hazardous event. The employee should also:

1. Secure and evacuate the area.
2. Have co-workers leave the immediate contaminated area.
3. Immediately wash their hands in a 2% solution of liquid bleach. Chlorine bleach is known to be effective against all known biological pathogens. If bleach is not available, then soap and warm water should be used.
4. Wait for police response.

5. Employee's response to an in-person threat:

- Stay calm, listen attentively to the individual, and be courteous and patient.
- Try to keep the situation under control. If that is not working, signal to a co-worker that you need help.
- Have someone notify DCP and give as much information about the situation as possible.
- If the individual has a weapon or is acting violently, then follow their instructions. **NEVER ATTEMPT TO DISARM THE PERSON.**



6. Employee's response to threatening phone calls and e-mails:

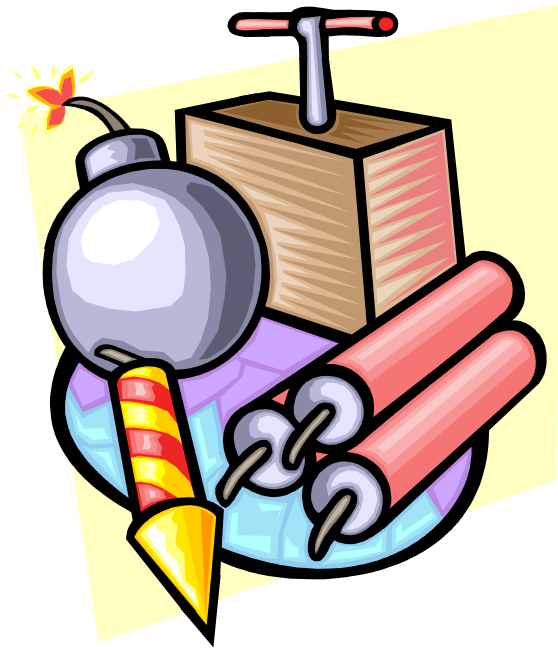
- Keep person on the phone as long as possible.
- Number one rule is to take all threats seriously (see appendix D).
- Try to write word-for-word what the caller says; also listen for background noise (street sounds, voices, public address systems, etc).
- See if the voice sounds familiar, or make note about whom it sounded like.
- If you have caller I. D., write down the caller's phone number. If you don't have caller I. D., **DON'T USE THE PHONE AGAIN** unless you can activate the call trace feature (*97). The call may be able to be traced if the phone has not been used since the threatening call was received.
- For e-mails, **DO NOT DELETE** - save for police.



Evacuations

1. In some cases, such as bomb and biological threats, evacuations will be ordered by the EC, DCP, or the Richmond Fire Department. The following procedures should occur:
 - Personnel should immediately evacuate the building and report to their designated staging area in accordance with the agency’s evacuation plan. A roll-call will be conducted.
 - Prior to leaving the building, evacuees should:
 1. Lock desks, lockers, and filing cabinets.
 2. Leave everything else as is.
 3. Take personal belongings with them, unless they are away from their office or work station.

2. The EC, in coordination with DCP, will advise personnel when it is possible to re-enter the building.



Earthquake

1. Minor earthquake:

- EC and DGS will inspect the facility to determine the condition of:
 1. Piping systems (water, gas, sewer)
 2. Electrical system
 3. Telephone system
 4. Structure – walls, doors, windows, ceiling, etc.
- EC and or DGS will report the earthquake and any resulting damage to the Facility Manager.

2. Moderate, major or catastrophic earthquake:

- Shelter in place if possible until the shaking stops (in doorways and away from windows).
- Facility evacuation plan will be implemented once the shaking has stopped. All employees will follow the emergency evacuation plan and report to their designated areas. A roll-call will be conducted to determine if anyone remains in the building.
- The building will be visually inspected by EC and DGS for damage and hazards.
- If an employee is missing from the roll-call, and the building appears safe, the EC will check inside.
- If no hazards or structurally unsafe damage is found, allow the facility to be reoccupied.
- If structural damage and hazards are found:
 1. Determine if they are hazardous to the building occupants.
 2. If severe or widespread damage is discovered, do not allow the building to be used.
 3. Call DCP, who will establish security around the building to prevent unauthorized entry, and notify Richmond Fire Department.

- 4. If approved by the fire department, escort personnel to their work areas to retrieve personal belongings

NOTE: Extreme caution must be used when entering and inspecting the building. If significant wall, floor or roof damage is observed, do not enter the building.

- 3. Prepare for earthquakes.

- Securely fasten shelves to walls.
- Keep large or heavy objects on lower shelves.
- Store breakable items in lower cabinets with doors and latches.

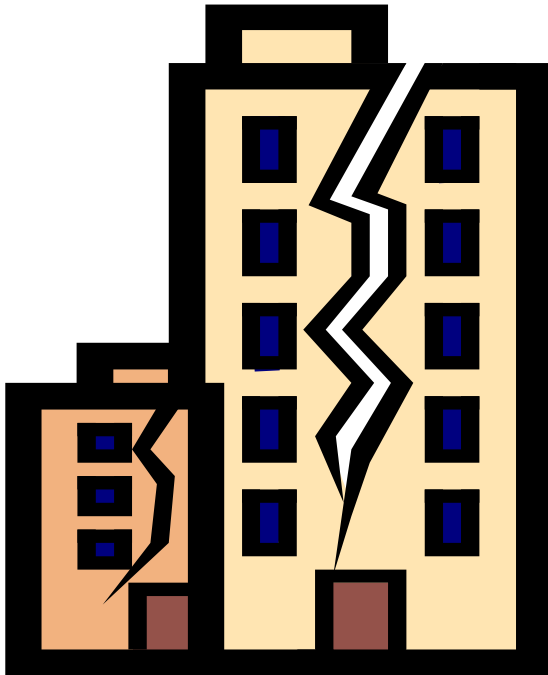
- 4. Plan to act quickly.

- During or immediately after an earthquake, the best protection is to get under heavy furniture, such as a desk, table or bench, and staying away from large windows, mirrors or other glass.
- The greatest danger is directly outside buildings, at exits, and along exterior walls, due to falling debris. Most deaths and injuries are due to falling walls, flying glass and debris.
- If you are already outside, stay clear of buildings, power lines, overpasses and elevated expressways.
- Expect aftershocks – smaller quakes (and sometimes larger ones) can often follow hours or days after the initial shake, causing further damage to weakened buildings and structures.
- If you smell gas or hear a hissing or blowing noise, open a window and leave the building immediately; turn off the gas at the outside main valve, if possible, and call the gas company.

5. Post- earthquake concerns:

Following a major or catastrophic earthquake, damage to roads, bridges, utilities and other structures in the vicinity of the state facility may prevent or hinder the employee’s ability to travel home. Consideration must be given to providing information to employees regarding safe or open routes home, and providing temporary shelter if all routes are closed. Additional concerns must be given to the possibility that personal belongings such as keys, briefcases, and medications cannot be retrieved from the damaged building. If damage is widespread and travel is not feasible:

- Set up a temporary shelter.
- Locate a source of water and stockpile if possible.
- Determine location of operating community shelters, and move employees there if possible.



Fire

1. Immediate Action:

- Notify the Richmond Fire Department (9-911).
- Give the dispatcher the address, location of the fire, and if there are any injuries.
- Notify DCP (786-4357).
- If the internal fire alarm system has not activated, or fails to operate, immediately activate the system.

2. Emergency Escape Actions:

- Stay calm.
- Immediately stop what you are doing.
- Follow the building’s Building Emergency Evacuation Plan (BEEP) and report to your designated staging area. Stay low to the ground to avoid rising smoke.
- In multi-level buildings, sometimes the safest action may be for employees to stay inside and protect themselves from the smoke and fire. “Safe areas” should be identified before-hand where employees or employees with disabilities (see appendix E) will gather prior to the arrival of the fire department. When this happens, employees should:

1. Take steps to protect themselves, and stay calm.
2. Exterior windows and all doors should be properly marked to alert emergency personnel that employees are gathered inside.
3. Make sure there is a phone in the safe areas.



Flood

1. Immediate Action:

- Notify EC of flooding situation or forecast.
- EC will notify the emergency planning committee (if multi-agency facility).
- Anyone can notify the EC of a situation (i.e. maintenance staff of a pipe rupture) or local authorities of river flood forecasts.

2. Immediate Threat: water is entering the building or affecting the facility.

- Determine impact on equipment and facility.
- If sewage is affecting the facility, evacuate the affected section(s).
- Place important documents in waterproof containers.
- Unplug electrical equipment.
- Designate employees to prevent additional damage by covering or raising essential equipment, or blocking water flow.
- Get emergency supplies and move to higher ground.

3. Forecasted Flooding:

- EC notifies agency manager if flood warning or forecast is received for area which includes facility.
- Determine if facility will be affected.
- Determine level of water expected in building.
- Remove furniture and equipment from area that could be affected.
- Determine if an alternate work site is available or needed.
- Inform staff of forecast and plans.
- Cut off electrical service to affected area.

Hazardous Materials Guidelines

Immediate Action:

- Call (9-911) for the Richmond Fire Department and then DCP (786-4357).
- If a hazardous material spill occurs within close proximity of the facility:
 1. Be able to locate or direct fire department personnel to the building's utilities shutdown locations (e.g. heating and air conditioning, electric).
 2. Be able to assist in preparing the building for sheltering-in-place. Close all doors and lock all windows (windows seal better when locked).
 3. Seal gaps under doorways and windows with wet towels. Seal gaps around doorways and windows with duct tape or similar tape.
 4. EC or DGS should set all ventilation systems to 100 percent recirculation so that no outside air is drawn into the facility. Where that is not possible, the ventilation system should be shut down.
 5. Close as many internal doors as possible.
 6. If an outdoor explosion is possible, close drapes, curtains, and shades over windows. Stay away from windows to prevent potential injury from flying glass.
 7. If caught outside, try to stay upwind.

- If a hazardous material spill occurs within the facility:
 1. EC should provide the fire department personnel access to the building's utilities shutdown location.
 2. EC should provide the fire department Incident Commander or emergency medical services personnel with, or location of, Material Safety Data Sheets (MSDS).
 3. Alert other employees in the area, if necessary.
 4. You should ensure you are familiar with the facility safety plan and actions to take. Also ensure that employees know the location of safety equipment (eye wash, showers, breathing apparatus, etc.) and how to use them.
 5. Go to the pre-selected safety room.



Medical Emergencies

Immediate Action:

- When an employee or guest becomes seriously ill or injured, call (9-911). DCP should also be notified without delay at 786-4357 (HELP). An employee should meet the emergency personnel at the building entrance to direct them to the victim.
- Employees trained in First Aid and CPR should be allowed to assist the victim. DCP also has officers who are EMT trained and will offer assistance until EMS personnel arrive.
- If the victim is conscious, ascertain any allergies, heart or other conditions, and any current medications. Any medical information will assist EMS if the victim loses consciousness.
- Employees and guests who are not assisting the victim should be asked to stay clear.



Riot/Unlawful Assembly

What constitutes a riot, as defined by the Code of Virginia (18.2-405), is any unlawful use, by three or more persons acting together, of force or violence which seriously jeopardizes the public safety, peace or order.

What constitutes an unlawful assembly, as defined by the Code of Virginia (18.2-406), is whenever three or more persons assembled share the common intent to advance some lawful or unlawful purpose by the commission of an act or acts of unlawful force or violence likely to jeopardize seriously public safety, peace or order, and the assembly actually tends to inspire persons of ordinary courage with well-grounded fear of serious and immediate breaches of public safety, peace or order.

1. Immediate Action:

- Contact DCP 786-4357 (HELP) if it appears that a situation is likely to occur.
- Notify the next level of authority in the facilities chain-of-command.

2. Immediate Assessment:

- Is the situation likely to cause a disturbance or disruption at the facility?
- Is the threat potential, probable, imminent, or in progress?
- Size of assembly- does it meet the above criteria?
- Is there is a level of force or violence?
- Is the assembly part of an organization with a known agenda?
- Physical location of the crowd relative to an evacuation route, if needed.

3. Preventative measures which reduce the effects of the situation:

- Secure the building.

- Assess the impact and plan for temporarily losing or curtailing some public services. Essential services should be maintained.
- Consider the security and safety of vital records.

Severe Weather

1. Tornado **Watch:**

- Inform agency heads that a watch has been issued.
- EC inspects pre-designated safe area to unlock doors if necessary and clear area of stored materials.
- Inform other employees of the tornado watch.
- EC continues to monitor local Emergency Alert System (EAS).

2. Tornado **Warning:**

- Inform employees that a warning has been issued (a tornado has been seen).
- EC should move all employees to the safe area within the building.
- Employees should remain in the safe area until the warning has been cancelled.

3. Tornado hits the building:

- EC, with the help of others, visually inspects the building for damage (i.e., piping systems, electrical, and structural).
- If building and utilities are damaged, you may need to evacuate - call Richmond Fire Department (9-911).
- Establish security around building to prevent unauthorized entry and looting.
- Report damage to facility to DGS or the building manager.

- 4. Determine in advance where you will take shelter.
 - Storm cellars and basements provide the best protection.
 - If underground shelter is not available, go into a windowless interior room or hallway on the lowest floor possible.
 - Stay away from windows, doors and outside walls. Go to the center of the room. Stay away from corners - they attract debris.
 - If shelter is not available, lie flat in a ditch or other low-lying area.
 - Plan to stay in the shelter location until the storm has passed.

5. Stay Informed.

- Listen to weather-alert radios to stay informed.
- Monitor commercial radio, television and the internet, if possible.
- Keep in mind that after a tornado, it could be hours, or even days, before emergency personnel are able to reach you.

6. Hurricane/Severe Thunderstorm **Watch:**

- Notify agency managers of the situation.
- Inspect building for open windows and doors, and move or secure outside items such as tables, chairs, and trash receptacles.

7. Hurricane/Severe Thunderstorm **Warning:**

- Notify agency managers about the warning.
- Close windows and doors.
- Move outside tables, chairs, trash receptacles, etc.
- Clear all desks and table tops of small, loose items.

- If hurricane and/or severe thunderstorm are imminent, the EC should monitor emergency weather channels and have employees follow the area's emergency evacuation plan.
- Information on safe routes should be provided to employees.

8. Winter Storm **Watch:**

- Notify agency managers about the watch.
- Monitor EAS for storm reports.

9. Winter Storm **Warning:**

- Notify agency managers of the warning.
- Monitor EAS for storm reports.
- Determine if reducing staffing levels to key staff members only is warranted.

10. If you work in high-rise buildings, keep these things in mind:

- Note where the closest emergency exit is.
- Know another way out in case your first choice is blocked.
- Take cover under a desk or table if things are falling.
- Stay away from file cabinets, bookshelves or other things that might fall.
- Face away from windows and glass.
- Move away from exterior walls.
- Determine if you should stay where you are or get away.
- Listen and follow instructions.
- Take your emergency supply kit.
- Never use elevators.
- Stay to the right while going down stairwells to allow emergency workers to come up.

Lost Child

Each year the Capitol has thousands of visitors and school aged children that take part in tours of the Capitol. The Commonwealth of Virginia’s Department of General Services, in accordance with the Code of Virginia (Section 2.2-1161.1), has implemented the “Code Adam Alert” in public buildings. The code requires state agencies housed in state owned and leased buildings to initiate and maintain procedures for the prevention of child abduction and location of lost children. When a child is reported missing in a building, the following steps should be taken immediately by the person receiving the report, and persons informed of the incident to assist in locating the child:

Step 1. Obtain a detailed description of the missing child.

- Name
- Age and sex
- Height and weight
- Distinguishing features, if any
- Clothing color and type
- Shoe color and style (shoes usually are not changed by an abductor)

Step 2. Notify security and designated persons of the Code Adam Alert and monitor all building entrances, exits, stairs, lobbies, and adjacent parking areas.

- Give a description of the child to persons assigned to monitoring exterior doorways and adjacent parking areas. Use the public announcement system if available.
- Escort the parent, guardian or chaperon to the main building entrance to assist in identifying the child.
- Monitors should use cell phones or two-way radios to report observations to the Agency Coordinator and/or manager in charge of the incident.

- Ask visitors and employees with children near doorways to remain in the building until the incident has concluded.
- Monitors are to remain at their assigned doorways until the incident has concluded.

Step 3. Inform designated persons to search the building.

- Give a description of the child to the floor and zone wardens assigned to search the building.
- Search restrooms, stairs, closets, meeting rooms, elevators, halls, exit foyers, and office areas as quickly as possible.
- Search parking areas and grounds immediately adjacent to the building.
- Search results are to be reported to the Building Manager and police/security.

Step 4. Notify the Division of Capitol Police 786- 4357 (HELP) immediately of the reported missing child.

- Call the police as soon as the abduction or missing child is suspected.
- Inform the police of the building location and child's description.
- The Building Manager or designated security person should meet the police when they arrive and inform police of the status of the search.
- Thereafter, all involved should follow police instructions.



Step 5. If the child is found unharmed, reunite the child with the parent, guardian or authorized chaperon.

- Cancel the Code Adam Alert after reuniting the child with the parent, guardian or authorized chaperon.
- Inform door monitors and other persons involved in the search that the alert is cancelled. Use the public announcement system if available.

Step 6. If the child is found with a person other than the parent, guardian or authorized chaperon, use reasonable efforts to prevent the person from leaving the building until police or security are present.

- Ask the child to state their name. Do not delay the person if the child’s name is different than the missing child’s name, but ask them to remain in the building until the incident has concluded.
- If the child’s name is the same as the missing child’s name, ask the person with the child to state their name. If the last name is the same, ask them to remain in the building.
- Use reasonable efforts to prevent a person believed to be with the child who is not their parent, guardian or authorized chaperon from leaving the building. Do not attempt to forcibly detain the suspect. Request help from fellow employees to notify security and/or police.
- Report description of the suspect and child to the police/security, manager in charge of the incident and/or Building Manager.
 1. Sex and age
 2. Distinguishing features
 3. Height and weight
 4. Clothing color and type
 5. Shoe color and style

Step 7. Conclude the incident with an announcement.

- Cancel the Code Adam Alert after following police instructions or after reuniting child with parent, guardian or authorized chaperon.
- Inform door monitors and persons involved in the search that the alert is cancelled. Use public announcement system if available.

Step 8. Report the incident and results.

- The Building Manager and/or head of security shall prepare a written report of the incident.
- Provide the report to the Capitol Police, Agency Coordinator, and security office.



Overview

This Emergency Planning Manual was published by the Division of Capitol Police. The manual is intended to be a guide for the Emergency Coordinator or state employee to use in developing a comprehensive plan for critical incident management and is not intended to be an all inclusive contingency plan. The following plan will help you to take appropriate protective action for yourself and others. The manual provides instructions, in a general scope, to be used during critical incidents or emergency situations in the Capitol District for the protection of legislators, state employees, and visitors to the Commonwealth of Virginia.

Pre-action emergency planning

All persons should become familiar with:

- Reporting procedures outlined in this guideline.
- All means of exiting the building.
- Pre-designated safe staging areas outside of, and away from the building.
- Each employee should have all emergency numbers needed and a bomb threat check list near his/her phone.
- Emergency Coordinators should be selected and have a general knowledge and training on how to handle emergency situations.



Critical Incidents

Violent incidents, including but not limited to, acts of terrorism, active shooters, hostage/barricaded suspects, assaults, or other incidents of workplace violence, can occur in the Capitol District or in close proximity with little or no warning. An “active shooter” is considered to be a suspect or assailant whose activity is immediately causing serious injury or death and has not been contained.

1. Immediate Action - Secure the Immediate Area.

- Lock or barricade the door, if able. Block the door using whatever is available - desks, tables, file cabinets, other furniture, books, etc.
- After securing the door, stay behind solid objects away from the door as much as possible.
- If the assailant enters your room and leaves, lock or barricade the door behind them.
- If safe to do so, allow others to seek refuge with you.

2. Protective Actions: Take appropriate steps to reduce your vulnerability.

- Close blinds.
- Close windows.
- Turn off radios and computer monitors.
- Silence cell phones.
- Place signs in exterior windows to identify your location and the location of injured persons.
- Keep people calm and quiet.
- After securing the room, people should be positioned out of sight and behind items that might offer additional protection - walls, desks, file cabinets, bookshelves, etc.

3. Unsecured Areas:

- If you find yourself in an open area, immediately seek protection.
- Put something between you and the assailant.
- Consider trying to escape, if you know where the assailant is and there appears to be an escape route immediately available to you.
- If in doubt, find the safest area available and secure it the best way that you can.

4. **CALL 786-4357 (HELP) then 9-111.** Critical incident emergency situations should be reported to law enforcement immediately or as soon as possible when it becomes safe to do so. Be prepared to give the following information:

- What is happening.
- Where you are located, including building name, floor and room number.
- Number of people at your specific location.
- Injuries, if any, number of those injured and types of injuries.
- Other information as requested.
- Try to provide information in a calm, clear manner so that the dispatcher can quickly relay your information to responding emergency personnel.

5. What to Report: Try to note as much as possible about the assailant, including:

- Specific location and direction of the assailant.
- Number of assailants.
- Gender, race, and approximate age of the assailant.
- Clothing color and style.
- Physical features – e.g., height, weight, facial hair, glasses.
- Types of weapons – e.g., handgun, rifle, shotgun, explosives.
- Description of any backpack or bag.

- Do you recognize the assailant? Do you know their name?
- What exactly have you seen or heard – e. g., explosions, gunshots, etc.

6. Treat the Injured. The dispatcher will notify law enforcement and other emergency services (EMS) agencies – fire and rescue. EMS will respond to the site, but will not be able to enter the area until it is secured by law enforcement. You may have to treat the injured as best you can until the area is secured. Remember basic first aid:

- For bleeding, apply pressure and elevate. Many items can be used for this purpose - e.g., clothing, paper towels, feminine hygiene products, newspapers, etc.
- Reassure those in the area that help will arrive. Try to stay quiet and calm.

7. The assailant may not stop until his objectives have been met, or until engaged and neutralized by law enforcement.

- Always consider the risk of exposure by opening the door for any reason.
- Attempt to rescue people only if it can be done without further endangering the persons inside of a secured area.
- Be aware that the assailant may bang on the door, yell for help, or otherwise attempt to entice you to open the door of a secured area.
- If there is any doubt about the safety of the individuals inside the room, the area needs to remain secured.

8. Help is on the way. It is important for you to remain calm and stay in the secured area.

- Law Enforcement will locate, contain, and stop the assailant.
- The safest place for you to be is inside a secure room.
- The assailant may not flee when law enforcement enters the building, but instead may target responding officers.

9. Initial responding officers will not treat the injured or begin evacuation until the threat is neutralized and the area is secure.

- You may need to explain this to others in order to calm them.
- Once the threat is neutralized, officers and other emergency units will begin treatment and evacuation.

10. Evacuations: Responding officers will establish safe corridors for persons to evacuate.

- This is time consuming.
- Remain in secure areas until instructed otherwise.
- You may be instructed to keep your hands on your head.
- You may be searched.
- You may be escorted out of the building by law enforcement - follow their directions.
- After evacuation, you may be taken to a staging or holding area for medical care, interviewing, counseling, etc.
- You will not be permitted to retrieve items or access areas until it is released by law enforcement.

Threat Management: (Bomb, Letter, In-Person)

1. Immediate Action:

- An employee receiving any of the above types of threats will immediately notify Division of Capitol Police (DCP) at 786- 4357 (HELP) and Emergency Coordinator (EC).
- EC initiates the appropriate protective actions and notifies designated points of contact.
- EC notifies DGS and/ or Building Facilities Management.

2. Employee response to a telephone bomb threat:

- Keep person on the phone as long as possible.
- Use the bomb threat checklist (see appendix A). Obtain and note as much information as possible from the caller.
- Try to write word-for-word what the caller says; also listen for background noise (street sounds, voices, public address systems, etc).
- See if the voice sounds familiar, or make note about whom it sounded like. Does the caller have an accent? Make note of it.
- If you have caller I. D., write down the caller’s phone number. If you don’t have caller I. D., DON’T USE THE PHONE AGAIN unless you can activate the call trace feature (*97). The call may be able to be traced if the phone has not been used since the threatening call was received.
- Remember, the caller is the best source of information you have.

3. Employee response to a letter bomb threat:

- If you receive a package or envelope that you feel is suspicious and could be a bomb, DO NOT HANDLE IT AND DON'T ALLOW OTHERS TO HANDLE IT. Leave the package where it is, leave the immediate area and secure it as best you can, and call DCP.
- Clues to look for in letter bombs (see appendices B & C):
 1. Foreign or no return address.
 2. A strange odor or leakage coming from the package.
 3. Bulky, rigid envelope.
 4. Any protruding wires or any package that might be making noise.
 5. Excessive postage.

4. Employee response to a letter threat or a package suspected of containing biological or hazardous contamination:

- If you receive a letter threat of any type, be sure to handle the letter and envelope as little as possible. Do not allow others to handle the letter, as direct evidence may be present.
- Suspicious packages should be risk-assessed for articulated threats.
Examples include:
 1. Actual threat message on package.
 2. Addressee in position of authority, e.g., government employee, political figure, or private sector executive.
 3. Addressee in controversial business, e.g., Planned Parenthood, chemical industry, or forestry.
- Do not throw away the envelope.

- If you receive a letter or package which you suspect has biological contamination, immediately have a co-worker notify DCP 786-4357 (HELP) and the EC to report a possible hazardous event. The employee should also:
 1. Secure and evacuate the area.
 2. Have co-workers leave the immediate contaminated area.
 3. Immediately wash their hands in a 2% solution of liquid bleach. Chlorine bleach is known to be effective against all known biological pathogens. If bleach is not available, then soap and warm water should be used.
 4. Wait for police response.

5. Employee's response to an in-person threat:

- Stay calm, listen attentively to the individual, and be courteous and patient.
- Try to keep the situation under control. If that is not working, signal to a co-worker that you need help.
- Have someone notify DCP and give as much information about the situation as possible.
- If the individual has a weapon or is acting violently, then follow their instructions. **NEVER ATTEMPT TO DISARM THE PERSON.**



6. Employee’s response to threatening phone calls and e-mails:

- Keep person on the phone as long as possible.
- Number one rule is to take all threats seriously (see appendix D).
- Try to write word-for-word what the caller says; also listen for background noise (street sounds, voices, public address systems, etc).
- See if the voice sounds familiar, or make note about whom it sounded like.
- If you have caller I. D., write down the caller’s phone number. If you don’t have caller I. D., **DON’T USE THE PHONE AGAIN** unless you can activate the call trace feature (*97). The call may be able to be traced if the phone has not been used since the threatening call was received.
- For e-mails, **DO NOT DELETE** - save for police.



Evacuations

1. In some cases, such as bomb and biological threats, evacuations will be ordered by the EC, DCP, or the Richmond Fire Department. The following procedures should occur:
 - Personnel should immediately evacuate the building and report to their designated staging area in accordance with the agency's evacuation plan. A roll-call will be conducted.
 - Prior to leaving the building, evacuees should:
 1. Lock desks, lockers, and filing cabinets.
 2. Leave everything else as is.
 3. Take personal belongings with them, unless they are away from their office or work station.
2. The EC, in coordination with DCP, will advise personnel when it is possible to re-enter the building.



Earthquake

1. Minor earthquake:

- EC and DGS will inspect the facility to determine the condition of:
 1. Piping systems (water, gas, sewer)
 2. Electrical system
 3. Telephone system
 4. Structure – walls, doors, windows, ceiling, etc.
- EC and or DGS will report the earthquake and any resulting damage to the Facility Manager.

2. Moderate, major or catastrophic earthquake:

- Shelter in place if possible until the shaking stops (in doorways and away from windows).
- Facility evacuation plan will be implemented once the shaking has stopped. All employees will follow the emergency evacuation plan and report to their designated areas. A roll-call will be conducted to determine if anyone remains in the building.
- The building will be visually inspected by EC and DGS for damage and hazards.
- If an employee is missing from the roll-call, and the building appears safe, the EC will check inside.
- If no hazards or structurally unsafe damage is found, allow the facility to be reoccupied.
- If structural damage and hazards are found:
 1. Determine if they are hazardous to the building occupants.
 2. If severe or widespread damage is discovered, do not allow the building to be used.
 3. Call DCP, who will establish security around the building to prevent unauthorized entry, and notify Richmond Fire Department.

4. If approved by the fire department,
escort personnel to their work areas to
retrieve personal belongings

NOTE: Extreme caution must be used when
entering and inspecting the building. If significant
wall, floor or roof damage is observed, do not
enter the building.

3. Prepare for earthquakes.

- Securely fasten shelves to walls.
- Keep large or heavy objects on lower shelves.
- Store breakable items in lower cabinets with
doors and latches.

4. Plan to act quickly.

- During or immediately after an earthquake, the
best protection is to get under heavy furniture,
such as a desk, table or bench, and staying
away from large windows, mirrors or other
glass.
- The greatest danger is directly outside
buildings, at exits, and along exterior walls,
due to falling debris. Most deaths and injuries
are due to falling walls, flying glass and debris.
- If you are already outside, stay clear of
buildings, power lines, overpasses and elevated
expressways.
- Expect aftershocks – smaller quakes (and
sometimes larger ones) can often follow hours
or days after the initial shake, causing further
damage to weakened buildings and structures.
- If you smell gas or hear a hissing or blowing
noise, open a window and leave the building
immediately; turn off the gas at the outside
main valve, if possible, and call the gas
company.

Fire

1. Immediate Action:

- Notify the Richmond Fire Department (9-911).
- Give the dispatcher the address, location of the fire, and if there are any injuries.
- Notify DCP (786-4357).
- If the internal fire alarm system has not activated, or fails to operate, immediately activate the system.

2. Emergency Escape Actions:

- Stay calm.
- Immediately stop what you are doing.
- Follow the building's Building Emergency Evacuation Plan (BEEP) and report to your designated staging area. Stay low to the ground to avoid rising smoke.
- In multi-level buildings, sometimes the safest action may be for employees to stay inside and protect themselves from the smoke and fire. "Safe areas" should be identified before-hand where employees or employees with disabilities (see appendix E) will gather prior to the arrival of the fire department. When this happens, employees should:

1. Take steps to protect themselves, and stay calm.
2. Exterior windows and all doors should be properly marked to alert emergency personnel that employees are gathered inside.
3. Make sure there is a phone in the safe areas.



Flood

1. Immediate Action:

- Notify EC of flooding situation or forecast.
- EC will notify the emergency planning committee (if multi-agency facility).
- Anyone can notify the EC of a situation (i.e. maintenance staff of a pipe rupture) or local authorities of river flood forecasts.

2. Immediate Threat: water is entering the building or affecting the facility.

- Determine impact on equipment and facility.
- If sewage is affecting the facility, evacuate the affected section(s).
- Place important documents in waterproof containers.
- Unplug electrical equipment.
- Designate employees to prevent additional damage by covering or raising essential equipment, or blocking water flow.
- Get emergency supplies and move to higher ground.

3. Forecasted Flooding:

- EC notifies agency manager if flood warning or forecast is received for area which includes facility.
- Determine if facility will be affected.
- Determine level of water expected in building.
- Remove furniture and equipment from area that could be affected.
- Determine if an alternate work site is available or needed.
- Inform staff of forecast and plans.
- Cut off electrical service to affected area.

Hazardous Materials Guidelines

Immediate Action:

- Call (9-911) for the Richmond Fire Department and then DCP (786-4357).
- If a hazardous material spill occurs within close proximity of the facility:
 1. Be able to locate or direct fire department personnel to the building's utilities shutdown locations (e.g. heating and air conditioning, electric).
 2. Be able to assist in preparing the building for sheltering-in-place. Close all doors and lock all windows (windows seal better when locked).
 3. Seal gaps under doorways and windows with wet towels. Seal gaps around doorways and windows with duct tape or similar tape.
 4. EC or DGS should set all ventilation systems to 100 percent recirculation so that no outside air is drawn into the facility. Where that is not possible, the ventilation system should be shut down.
 5. Close as many internal doors as possible.
 6. If an outdoor explosion is possible, close drapes, curtains, and shades over windows. Stay away from windows to prevent potential injury from flying glass.
 7. If caught outside, try to stay upwind.

- If a hazardous material spill occurs within the facility:
 1. EC should provide the fire department personnel access to the building's utilities shutdown location.
 2. EC should provide the fire department Incident Commander or emergency medical services personnel with, or location of, Material Safety Data Sheets (MSDS).
 3. Alert other employees in the area, if necessary.
 4. You should ensure you are familiar with the facility safety plan and actions to take. Also ensure that employees know the location of safety equipment (eye wash, showers, breathing apparatus, etc.) and how to use them.
 5. Go to the pre-selected safety room.



Medical Emergencies

Immediate Action:

- When an employee or guest becomes seriously ill or injured, call (9-911). DCP should also be notified without delay at 786-4357 (HELP). An employee should meet the emergency personnel at the building entrance to direct them to the victim.
- Employees trained in First Aid and CPR should be allowed to assist the victim. DCP also has officers who are EMT trained and will offer assistance until EMS personnel arrive.
- If the victim is conscious, ascertain any allergies, heart or other conditions, and any current medications. Any medical information will assist EMS if the victim loses consciousness.
- Employees and guests who are not assisting the victim should be asked to stay clear.



Riot/Unlawful Assembly

What constitutes a riot, as defined by the Code of Virginia (18.2-405), is any unlawful use, by three or more persons acting together, of force or violence which seriously jeopardizes the public safety, peace or order.

What constitutes an unlawful assembly, as defined by the Code of Virginia (18.2-406), is whenever three or more persons assembled share the common intent to advance some lawful or unlawful purpose by the commission of an act or acts of unlawful force or violence likely to jeopardize seriously public safety, peace or order, and the assembly actually tends to inspire persons of ordinary courage with well-grounded fear of serious and immediate breaches of public safety, peace or order.

1. Immediate Action:

- Contact DCP 786-4357 (HELP) if it appears that a situation is likely to occur.
- Notify the next level of authority in the facilities chain-of-command.

2. Immediate Assessment:

- Is the situation likely to cause a disturbance or disruption at the facility?
- Is the threat potential, probable, imminent, or in progress?
- Size of assembly- does it meet the above criteria?
- Is there is a level of force or violence?
- Is the assembly part of an organization with a known agenda?
- Physical location of the crowd relative to an evacuation route, if needed.

3. Preventative measures which reduce the effects of the situation:

- Secure the building.

- Assess the impact and plan for temporarily losing or curtailing some public services. Essential services should be maintained.
- Consider the security and safety of vital records.

Severe Weather

1. Tornado **Watch:**

- Inform agency heads that a watch has been issued.
- EC inspects pre-designated safe area to unlock doors if necessary and clear area of stored materials.
- Inform other employees of the tornado watch.
- EC continues to monitor local Emergency Alert System (EAS).

2. Tornado **Warning:**

- Inform employees that a warning has been issued (a tornado has been seen).
- EC should move all employees to the safe area within the building.
- Employees should remain in the safe area until the warning has been cancelled.

3. Tornado hits the building:

- EC, with the help of others, visually inspects the building for damage (i.e., piping systems, electrical, and structural).
- If building and utilities are damaged, you may need to evacuate - call Richmond Fire Department (9-911).
- Establish security around building to prevent unauthorized entry and looting.
- Report damage to facility to DGS or the building manager.

4. Determine in advance where you will take shelter.

- Storm cellars and basements provide the best protection.
- If underground shelter is not available, go into a windowless interior room or hallway on the lowest floor possible.
- Stay away from windows, doors and outside walls. Go to the center of the room. Stay away from corners - they attract debris.
- If shelter is not available, lie flat in a ditch or other low-lying area.
- Plan to stay in the shelter location until the storm has passed.

5. Stay Informed.

- Listen to weather-alert radios to stay informed.
- Monitor commercial radio, television and the internet, if possible.
- Keep in mind that after a tornado, it could be hours, or even days, before emergency personnel are able to reach you.

6. Hurricane/Severe Thunderstorm **Watch:**

- Notify agency managers of the situation.
- Inspect building for open windows and doors, and move or secure outside items such as tables, chairs, and trash receptacles.

7. Hurricane/Severe Thunderstorm **Warning:**

- Notify agency managers about the warning.
- Close windows and doors.
- Move outside tables, chairs, trash receptacles, etc.
- Clear all desks and table tops of small, loose items.

Lost Child

Each year the Capitol has thousands of visitors and school aged children that take part in tours of the Capitol. The Commonwealth of Virginia’s Department of General Services, in accordance with the Code of Virginia (Section 2.2-1161.1), has implemented the “Code Adam Alert” in public buildings. The code requires state agencies housed in state owned and leased buildings to initiate and maintain procedures for the prevention of child abduction and location of lost children. When a child is reported missing in a building, the following steps should be taken immediately by the person receiving the report, and persons informed of the incident to assist in locating the child:

Step 1. Obtain a detailed description of the missing child.

- Name
- Age and sex
- Height and weight
- Distinguishing features, if any
- Clothing color and type
- Shoe color and style (shoes usually are not changed by an abductor)

Step 2. Notify security and designated persons of the Code Adam Alert and monitor all building entrances, exits, stairs, lobbies, and adjacent parking areas.

- Give a description of the child to persons assigned to monitoring exterior doorways and adjacent parking areas. Use the public announcement system if available.
- Escort the parent, guardian or chaperon to the main building entrance to assist in identifying the child.
- Monitors should use cell phones or two-way radios to report observations to the Agency Coordinator and/or manager in charge of the incident.

- Ask visitors and employees with children near doorways to remain in the building until the incident has concluded.
- Monitors are to remain at their assigned doorways until the incident has concluded.

Step 3. Inform designated persons to search the building.

- Give a description of the child to the floor and zone wardens assigned to search the building.
- Search restrooms, stairs, closets, meeting rooms, elevators, halls, exit foyers, and office areas as quickly as possible.
- Search parking areas and grounds immediately adjacent to the building.
- Search results are to be reported to the Building Manager and police/security.

Step 4. Notify the Division of Capitol Police 786- 4357 (HELP) immediately of the reported missing child.

- Call the police as soon as the abduction or missing child is suspected.
- Inform the police of the building location and child's description.
- The Building Manager or designated security person should meet the police when they arrive and inform police of the status of the search.
- Thereafter, all involved should follow police instructions.



Step 5. If the child is found unharmed, reunite the child with the parent, guardian or authorized chaperon.

- Cancel the Code Adam Alert after reuniting the child with the parent, guardian or authorized chaperon.
- Inform door monitors and other persons involved in the search that the alert is cancelled. Use the public announcement system if available.

Step 6. If the child is found with a person other than the parent, guardian or authorized chaperon, use reasonable efforts to prevent the person from leaving the building until police or security are present.

- Ask the child to state their name. Do not delay the person if the child's name is different than the missing child's name, but ask them to remain in the building until the incident has concluded.
- If the child's name is the same as the missing child's name, ask the person with the child to state their name. If the last name is the same, ask them to remain in the building.
- Use reasonable efforts to prevent a person believed to be with the child who is not their parent, guardian or authorized chaperon from leaving the building. Do not attempt to forcibly detain the suspect. Request help from fellow employees to notify security and/or police.
- Report description of the suspect and child to the police/security, manager in charge of the incident and/or Building Manager.
 1. Sex and age
 2. Distinguishing features
 3. Height and weight
 4. Clothing color and type
 5. Shoe color and style

Missing or Endangered Person

The purpose of this section is to assist individuals and/or groups in gathering the necessary information that Law Enforcement will need to help search and locate missing and/or endangered persons.

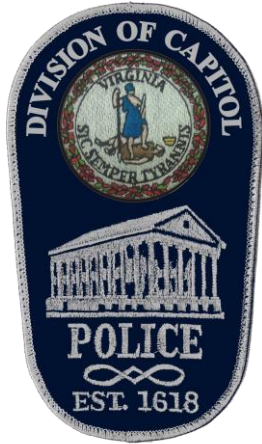
1. There is no waiting period for reporting a missing person.
2. The initial report taker shall gather information in order to initiate a response appropriate for the situation. Such information includes the following:
 - a. Name, age and physical description of the person; a recent photo, if available; and the relationship of the reporting party to the missing person.
 - b. Time and place of last known location and description of the clothing the person was wearing when last seen. Ask if the clothing is weather appropriate.
 - c. The extent of any search for the person currently being undertaken.
 - d. Whether the person has been missing on prior occasions and where the person has gone in the past or where they were located previously.
 - e. The current physical condition of the person and whether the person is taking prescription medication or has a co-existing medical condition. If the person takes medication, when was the last dose taken and how long can the person be without it without experiencing life-threatening or other serious consequences.
 - f. Which door or exit did the person leave from?
 - g. Did the person leave on foot or in a car?
3. In addition, the following questions should be asked:
 - a. Is the person carrying identification, medical alert devices, or similar items?

- b. Would the person recognize and respond to police officers or someone in uniform?
- c. Would the person be fearful of police or uniforms for any reason?
- d. Does the individual have weapons or access to weapons?
- e. Is the current location near the person's hometown – could the person have gone to a former residence, workplace, church, or other familiar location?
- f. What is the person's general daily routine?
- g. Can he or she still use money and does he or she have any with him or her? Is he or she capable of accessing cash?
- h. What neighbors does he or she know well?
- i. Are there activities he or she seeks out or enjoys? What would he or she find interesting as it relates to locations?
- j. Does he or she know how to use public transportation? Does he or she use it regularly?
- k. Does the person still remember his or her address or phone number?
- l. Is the person drawn to certain landmarks, buildings, or objects?
- m. Will the person go away from the sun or towards it?
- n. Does the person have fears of crowds, strangers, or certain environments?



Appendix A

Bomb Threat Checklist



Division of Capitol Police

PLACE THIS CARD UNDER YOUR TELEPHONE

QUESTIONS TO ASK:

1. When is the bomb going to explode?
2. Where is it right now?
3. What does it look like?
4. What kind of bomb is it?
5. What will cause it to explode?
6. Did you place the bomb?
7. Why?
8. What is your address?
9. What is your name?

EXACT WORDING OF THE THREAT:

Sex of caller: _____ Race: _____

Age: _____ Length of Call: _____

Number at which call is received: _____

Date: ____/____/____ Time: _____

Division of Capitol Police
786-HELP (4357)
www.dcp.virginia.gov
BOMB THREAT

CALLERS VOICE:

- | | |
|-----------------------------------|--|
| <input type="checkbox"/> Calm | <input type="checkbox"/> Nasal |
| <input type="checkbox"/> Angry | <input type="checkbox"/> Stutter |
| <input type="checkbox"/> Excited | <input type="checkbox"/> Lisp |
| <input type="checkbox"/> Slow | <input type="checkbox"/> Raspy |
| <input type="checkbox"/> Rapid | <input type="checkbox"/> Deep |
| <input type="checkbox"/> Soft | <input type="checkbox"/> Ragged |
| <input type="checkbox"/> Loud | <input type="checkbox"/> Clearing Throat |
| <input type="checkbox"/> Laughter | <input type="checkbox"/> Deep Breathing |
| <input type="checkbox"/> Crying | <input type="checkbox"/> Cracking Voice |
| <input type="checkbox"/> Normal | <input type="checkbox"/> Disguised |
| <input type="checkbox"/> Distinct | <input type="checkbox"/> Accent |
| <input type="checkbox"/> Slurred | <input type="checkbox"/> Familiar |

If voice is familiar, who did it sound like?

BACKGROUND SOUNDS:

- | | |
|--|--|
| <input type="checkbox"/> Street noises | <input type="checkbox"/> Factory machinery |
| <input type="checkbox"/> Crockery | <input type="checkbox"/> Animal noises |
| <input type="checkbox"/> Voices | <input type="checkbox"/> Clear |
| <input type="checkbox"/> PA System | <input type="checkbox"/> Static |
| <input type="checkbox"/> Music | <input type="checkbox"/> Local |
| <input type="checkbox"/> House noises | <input type="checkbox"/> Long Distance |
| <input type="checkbox"/> Motor noises | <input type="checkbox"/> Phone booth |
| <input type="checkbox"/> Office | <input type="checkbox"/> Other |
| | <input type="checkbox"/> Machinery |

THREAT LANGUAGE:

- | | |
|--|--|
| <input type="checkbox"/> Well spoken
(educated) | <input type="checkbox"/> Incoherent |
| <input type="checkbox"/> Foul | <input type="checkbox"/> Taped |
| <input type="checkbox"/> Irrational | <input type="checkbox"/> Message read by
threat maker |

REMARKS: _____

REPORTED CALL IMMEDIATELY TO:

Phone number: _____

Call Taker Name: _____

Position: _____

Phone Number: _____

Division of Capitol Police
786-HELP (4357)
www.dcp.virginia.gov
BOMB THREAT

Appendix B

State Mail Services Suspicious Letter or Package



State Mail Services Suspicious Letter or Package Advisory for All State Employees

WARNING! Suspect Letter and Package Indicators

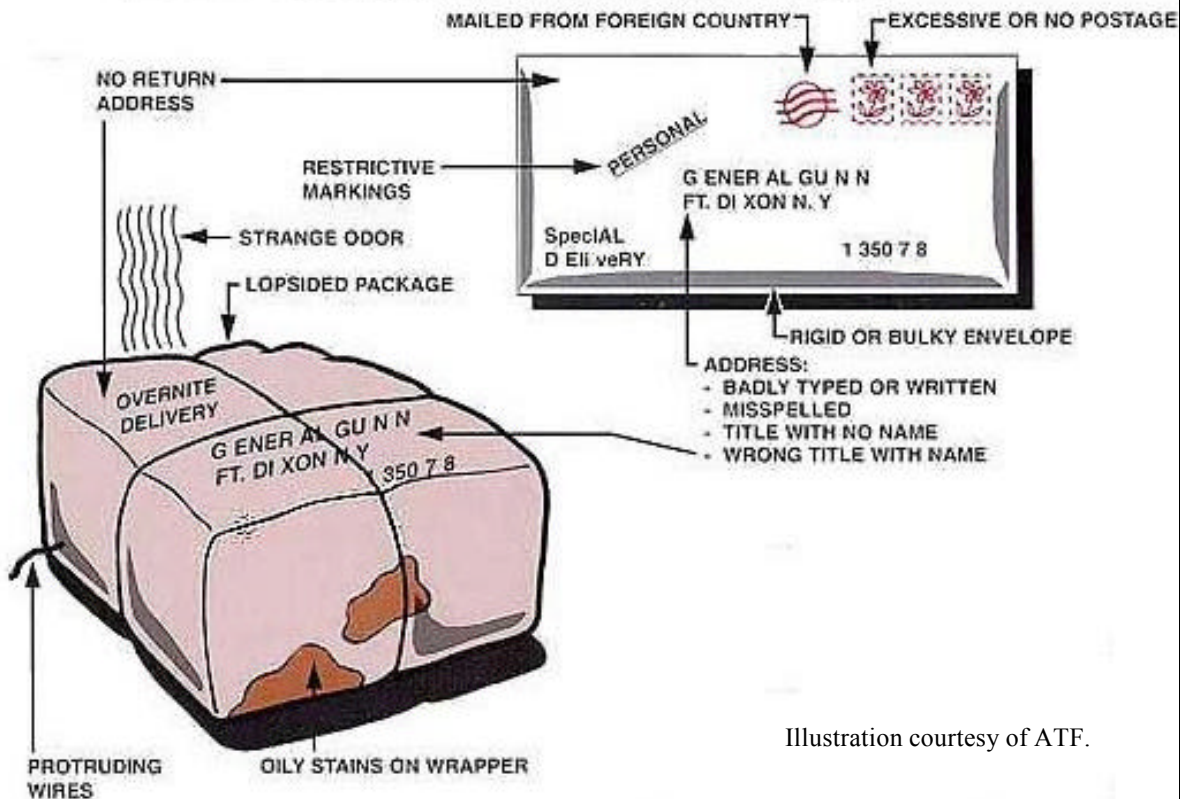


Illustration courtesy of ATF.

What should you do if you receive a suspicious letter or package?

Handle with care. Don't shake or bump.

Isolate and look for indicators.

Don't open, smell or taste.

Treat as a suspect! CALL 911

If parcel is open and/or a threat is identified ...

For a Bomb

Evacuate Area Immediately
Call 911 (Police)

For Radiological

Limit Exposure - Don't handle
Distance (Evacuate area)
Shield yourself from object
Call 911 (Police)

For Biological or Chemical

Isolate - Don't handle
Call 911 (Police)
Wash your hands with soap
and warm water

Police Department _____

Fire Department _____

Virginia Capitol Police (For state offices located in Capitol Square) **(804) 786-HELP** _____

Agency Safety Officer or Floor Warden _____

Immediate Supervisor _____

Appendix C

Handling Suspicious Packages

Handling Suspicious Packages

Things You May Encounter in the Mail

- Legitimate packages
- Harmless pranks
- Pointed or edged items
- Biohazards
- Chemicals
- Explosives

What Makes a Package Suspicious?

- *Type of mail:* Foreign, Priority, Special Delivery **(and not expected)**.
- *Restrictive endorsements:* Confidential, Personal, To Be Opened by Addressee Only.
- *Visual distractions:* Fragile, Rush, Handle with care.
- *Excessive postage:* (usually stamps).
- *Fictitious or no return address.*
- *Shows a city or state postmark that doesn't match the return address.*
- *Poorly typed or handwritten addresses.*
- *Incorrect titles or titles with no names.*
- *Misspellings of common words.*
- *Oily stains or discolorations.*
- *Sticky or adhesive substances.*
- *Excessive or uneven weight distribution.*
- *Excessive binding material:* Masking, electrical or strapping tape, string, or twine.
- *Rigid, lopsided, or uneven envelope.*
- *Makes a sandy noise or any other noise when moved.*
- *Strange odor or chemical smell.*
- *Crystallization on wrapper.*
- *Powdery substance on or leaking from the package.*
- *Non-English writing.*
- *Leaking any type of fluid.*
- *Protruding wires, screws, or other metal parts.*
- *Anything "out of the ordinary" about the item.*

Notify the police immediately of suspicious packages, persons, or incidents.

Division of Capitol Police

Emergency Number

786-HELP (4357)

www.dcp.virginia.gov

If You Receive a Suspicious Package

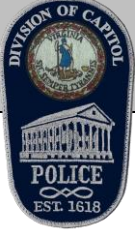
- Don't shake or bump it (handle with care).
- Don't open, smell, touch, or taste it.
- Treat it as suspect – notify your supervisor and call the police immediately.
- Attempt to check the validity of the package through the return address.
- Isolate the package immediately by placing it in a sealable container (i.e., garbage bag).
- Carefully remove rubber gloves (if worn) and place them in the same container before sealing it.
- Evacuate the immediate area, including your self.
- Ensure that all persons who have handled the package immediately wash their hands with soap and water.

What Should I do if I Receive Mail That Appears to be Contaminated?

- Do not handle the mail or package suspected of contamination.
- Do not attempt to clean up any spilled contents.
- Make sure the envelope or package is isolated and the immediate area evacuated.
- Ensure that all persons who have touched the package or envelope wash their hands, face, and arms with soap and water immediately.
- Notify your supervisor and call the police immediately.
- Make a list of all persons who have touched the envelope or package and their contact information for them as soon as possible. Provide this information to the emergency responders upon their arrival.
- As soon as practical, shower with soap and water. If you fear that you have been exposed to a toxic substance, you may go to a local hospital emergency room and advise them that you may have been exposed to a hazardous material. If you think you have been exposed to Anthrax, seek medical attention immediately.
- Contact the Center for Disease Control Emergency Response Center at 770-488-7100 for answers to any questions.

Appendix D

Threatening Communications



Division of Capitol Police

Threatening Communication

#1 Rule

Take All Threats Seriously

Examples of Common Types of Threats

Direct:

- *"I'm going to burn this place down".*

Conditional:

- *"If I have to come down there to straighten this out, somebody is going to get hurt".*

Veiled:

- *"You'll be sorry you said that".*

Know your emergency contact numbers and keep them posted in your workplace.

For the Division of Capitol Police call

786-HELP (4357)

Visit us at
www.dcp.virginia.gov

Threatening Telephone Calls

Tips for handling threats received over the telephone:

- * Stay calm.
- * Keep the person on the phone as long as possible.
- * Write down the information word for word on the Bomb Threat Checklist (It can be used for any type of threat).
- * If you don't understand what the caller means, then ask for clarification.
- * If you have caller I.D. on your telephone, write down the caller's phone number.
- * Ask the caller to give details (location of bomb, detonation time, etc.).
- * Note anything that might be significant about the caller's voice (male/female, accent, etc.).
- * If the voice sounds familiar, note who it sounds like.
- * Pay attention to any background noises you might hear on the telephone (street sounds, public address systems, etc.).
- * Ask the caller their name, location, and telephone number. (Oddly enough, there have been cases where the correct name and address have been given).
- * Have someone notify police IMMEDIATELY.
- * Do NOT use the telephone after receiving the call until you have been authorized to do so by police.

What You Should Not Do

- Do not pull the fire alarm pull station.
- Do not panic and encourage others not to panic.
- Do not touch or allow others to touch any suspicious packages.
- Do not make any general announcements without approval.

Other Threatening Communication

- Handle all letter threats as little as possible.
- Do not throw away the envelope.
- Do not erase an email threat from your computer, even if you don't think it is intended for you.
- Immediately report the threatening communication to the police.

Appendix E

Employees With Disabilities List

Appendix F

Code Adam Alert Guidelines

CODE * ADAM

Code Adam Alert Guidelines

When a child is reported missing in a building, the following steps should be taken immediately by the person receiving the report and persons informed of the incident to notify police and assist in locating the child:

- STEP 1.** GET A DETAILED DESCRIPTION OF THE MISSING CHILD.

- STEP 2.** NOTIFY SECURITY AND DESIGNATED PERSONS OF THE CODE ADAM ALERT AND MONITOR ALL BUILDING ENTRANCES, EXITS, STAIRS, LOBBIES, AND ADJACENT PARKING AREAS.

- STEP 3.** INFORM DESIGNATED PERSONS TO SEARCH THE BUILDING.

- STEP 4.** NOTIFY THE DIVISION OF CAPITOL POLICE IMMEDIATELY OF THE REPORTED MISSING CHILD (786-4357).

- STEP 5.** IF THE CHILD IS FOUND UNHARMED, REUNITE THE CHILD WITH THE PARENT, GUARDIAN OR AUTHORIZED CHAPERON.

- STEP 6.** IF THE CHILD IS FOUND WITH A PERSON OTHER THAN THE PARENT OR GUARDIAN, USE REASONABLE EFFORTS TO PREVENT THE PERSON FROM LEAVING THE BUILDING UNTIL POLICE ARE PRESENT.

- STEP 7.** CONCLUDE THE INCIDENT WITH AN ANNOUNCEMENT.

- STEP 8.** REPORT THE INCIDENT AND THE RESULTS.

