

Emergency Response Plan



Office of Facilities Management

SPRINGFIELD DATA CENTER (SDC)

EMERGENCY PROCEDURES:

Occupant Section

SPRINGFIELD DATA CENTER



ABOUT THIS PLAN

This Emergency Response Plan is for use by all the occupants of the Springfield Data Center (SDC). It contains comprehensive occupant information relative to the various elements of the plan, the organization of emergency response teams, specific response procedures and action items, and facility emergency information. This Occupant Section of the Emergency Response Plan is available online at Mass.Gov on the Division of Capital Asset Management and Maintenance web page.

I. EMERGENCY PLAN

A. PURPOSE

The purpose of this emergency plan is to:

- Ensure the immediate notification and activation of all emergency personnel
- Provide a clear course of action to be followed during any emergency situation
- Ensure the immediate relocation of affected building occupants as quickly and safely as possible
- Familiarize all occupants with the specific emergency procedures and appropriate response

B. GENERAL

The activation of a sprinkler head, Vortex Fire Suppression System, smoke detector, or pull station immediately notifies Building Security that an emergency situation exists, automatically summons the Springfield Fire Department, and signals the occupants to evacuate.

An effective emergency response requires teamwork. This plan will clarify the roles of building occupants, Emergency Team Leaders, DCAMM personnel, the Massachusetts State Police, and first responders in the event of an emergency.

Although building evacuation may occur as a result of any major emergency, the most common reason is fire alarm activation. Once an evacuation has been ordered, the same evacuation procedure used during a fire emergency should be followed.

Most fire alarm activations will call for evacuation. It is critical that all personnel exit the building immediately. Do not re-enter the building until the Springfield Fire Department gives permission to do so.

Please remember when calling 911 for the reporting of emergencies, you first must dial “9” so 9-911.

II. REPORTING

A. GENERAL

The proper reporting of any emergency situation is crucial in assuring the fastest and most appropriate response by emergency personnel. Since there are several reporting options available to occupants, it is important to know the benefits and the limitations of one option over another.

B. REPORTING A FIRE - OPTIONS

1. **Locate the nearest fire pull station and pull the lever down completely.**

This is the fastest and most direct method to insure that all emergency response agencies, emergency teams, and building occupants are immediately notified of an emergency requiring immediate evacuation. Pull stations are located at key points throughout the SDC building. Become familiar with their locations.

OR

2. **Call 9-911.** Give the operator the following information: address, floor, tenant,
And the location of fire or smoke if known.

AND

- 2a. **Immediately call SDC Security at 413-346-9100,** inform them that a 911 call has been placed, and supply them with the same information given to the 911 operators.

OR

3. **Call DCAMM Control Center at 617-727-1000.** Give the Control Center the following information: floor, room number (if available), tenant, and fire or smoke location if known.
4. After the alarm system has been activated, locate the Emergency Team Leader and inform him/her of the location and nature of the emergency.

C. REPORTING OTHER TYPES OF EMERGENCIES

In the event of any other type of emergency (i.e. medical, bomb threat, etc.), alert the proper authorities, notify your Emergency Team Leader, and await further instructions.

| | |
|--------------------------------------|---------------------|
| Control Center (24hour) | 617-727-1000 |
| SDC Security | 413-346-9100 |
| Massachusetts State Police | 413-736-8390 |
| Springfield EMS | 9-911 |
| Springfield Fire Department | 9-911 |
| Springfield Police Department | 9-911 |

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For posting in tenant areas:

EMERGENCY NUMBERS

9-911

413-346-9100 SDC Security

617-910-8906 SDC Facility Manager

413-736-8390 State Police Springfield

617-727-1000 Control Center

IN CASE OF FIRE:

- GO TO THE NEAREST PULL STATION
- PULL THE LEVER DOWN COMPLETELY
- BEGIN THE EVACUATION

IN CASE OF OTHER EMERGENCY SITUATIONS:

- CALL **9-911**
- CALL THE CONTROL CENTER AT: **617-727-1000**
- OR CALL THE STATE POLICE AT: **413-736-8390**
- AND ADVISE THEM OF THE EMERGENCY IMMEDIATELY
- FOLLOW EMERGENCY PROTOCOL APPROPRIATE TO THE MEDICAL OR EMERGENCY CONDITION

MEDICAL EMERGENCY NOTE:

If a medical emergency call has been placed to **9-911** you **MUST** also notify **Building Security** at **413-346-9100** and advise them of the nature and location of the emergency **AND** that **Emergency Medical Services** have been summoned via a call to **9-911**.



III. EMERGENCY RESPONSE PROCEDURES

A. GENERAL

The following pages establish procedures to follow for various emergency situations. Please become familiar with them.

While evacuation of a building is sometimes necessary, evacuation is not always the only, or even proper, response in an emergency. Decisions regarding when and how much of a building to evacuate are highly dependent upon the nature and circumstances of a specific emergency.

For example, the activation of the fire alarm system at the SDC will require the evacuation of the entire building. Most other emergencies may **not** require **immediate** evacuation. Some emergencies may require the occupants to leave the immediate area but not evacuate the building.

The Emergency Response Plan has been developed and organized according to the Incident Command System (ICS). Knowledge of the Emergency Procedures is your most important tool.

Some things to remember:

- When the alarm system is activated all doors are available to be used as an emergency exit. Be familiar with at least two emergency exits in your location
- Do not use the elevators for emergency evacuations
- Follow the instructions of the Emergency Team Leaders and Emergency Response Personnel
- **The overriding concern is for Life Safety. Use common sense**

B. EMERGENCY SITUATIONS

IN CASE OF FIRE

1. **Report the fire.** Locate the nearest fire pull station and pull the lever down completely.
2. **Evacuate the building** via the nearest exits. Using the stairwells. Do not use the elevators. Leave the building, go outside.
3. **Listen to Emergency Announcements** and follow directions.

Pull stations are located at key points and are the fastest and most direct option to insure that all emergency response agencies and building occupants are immediately notified of an emergency. Become familiar with their locations.

Other methods of reporting a Fire include:

Call **9-911**. Give the operator the following information: address, floor, tenant, and location of fire or smoke if known.

THEN

Call Building Security at **413-346-9100** Give the following information: floor, room number (if available) tenant, and fire or smoke location if known.



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OR

Call the State Police at Springfield (**413-736-8390**) Give the MSP the following information: floor, room number (if available) tenant, and fire or smoke location if known.

Additional Fire Response Considerations:

- **Physically challenged or mobility-impaired** personnel should **report to the passenger elevator lobby** on each floor for evacuation to the Ground Level, unless otherwise instructed.
- **All others should proceed carefully down the stairs** using the handrails and staying to the right of the stairwell. Be aware that emergency personnel may utilize the same stairwell to access the fire floor. Do not use the elevators unless directed to do so by emergency personnel.
- If instructed to evacuate the building, leave by the nearest exit, walk to the nearest stairwell, proceed to ground level and exit the building. Once you reach your designated relocation area, remain there until you are given further instructions or the “all clear” command is given. **Under no circumstances** should personnel return to an evacuated floor or building except as directed by Springfield Fire Department personnel.
- When exiting your office area take only wallets and handbags and close, but **do not lock** all doors.

IN CASE OF MEDICAL EMERGENCY

1. Call 9-911. Give the operator the following information: address, floor, room number (if available), tenant, and type of medical emergency if known

AND

Call SDC Security at **413 346 9100** to inform them that a **9-911** call has been placed and supply them with the same information given to the 911 operators.

Additional Medical Emergency Response Considerations

- Once notified, Security will contact Team Leaders and security personnel will immediately take control of a passenger elevator for use by emergency responders.
- Position volunteer employees at strategic intersections and/or doorways to act as a guide to responding personnel. This will improve response time considerably.
- Make sure someone is assigned to an office phone and able to take and place calls.
- If possible have the name, age, and date of birth of the patient written on a piece of paper and available to the first emergency responder.

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IN CASE OF BOMB THREAT

1. **Report the threat immediately** to the State Police at **413-736-8390**
2. **Briefly inspect the area** for any suspicious objects or devices. **Never touch or move a suspicious object.**
3. **Remain calm** and await instructions from the State Police or via the public address system.
4. **If instructed** to evacuate the building, **leave by the nearest exit**, walk to the nearest stairwell, proceed to lobby level and exit the building.

NOTE ATTACHMENT FOLLOWING PAGE: State Police Bomb Threat Data Form (Questions to ask caller, items to listen for and note.)

Other methods of reporting a Bomb Threat include:

Call 9-911. Give the operator the following information: address, floor, tenant, and location of device if known.

OR

Call DCAMM SDC Facility Management Office 413-346-9112

OR

Call SDC Security at 413-346-9100 and inform them of the Bomb Threat

Additional Bomb Threat Considerations:

- Persons knowing of the bomb threat should **visually inspect their work areas** for suspicious or unknown objects or devices. **Never touch or move a suspicious object.**
- Evacuating a floor or building without knowing exactly where a device is located may be dangerous.
- If evacuation is required, tenants will be notified via the public address system and normal evacuation procedures will be followed. Once outside the building, occupants should assemble at least 500 feet from the building.
- One individual who is very familiar with the involved area should report to SDC Security and identify him/herself as an individual with knowledge of the area involved in the threat.
- A copy of the MSP Bomb Threat Data Form (attached) should be distributed to all personnel answering general telephone calls on a regular basis.
- DCAMM Buildings procedures comply with, and are based upon State Police General Order SOC-02 6/23/97. Evacuation will only take place if deemed essential. If evacuation is necessary, the emergency evacuation procedure will be followed.

REMEMBER:

Do NOT touch, attempt to move, or in any way disrupt a suspicious device.

CALL the State Police Springfield at (413) 736-8390



B. EMERGENCY SITUATIONS AND PROCEDURES (continued)

Massachusetts State Police Bomb Threat Data Form
State Police –Springfield 413-736-8390

Exact wording of the threat: _____

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? _____ If so, why? _____

7. What is your name? _____
8. What is your address? _____

Callers Voice: (circle any that apply)

Calm / Nasal / Angry / Stutter / Excited / Lisp / Slow / Rapid / Deep / Soft / Loud / Crying /
Accent / Ragged / Distinct / Laughter / Normal / Clearing throat / Slurred / Disguised /
Whispered / Deep breathing / Cracking voice.

If voice is familiar, who does it sound like? _____

Background Sounds: (circle any that apply)

Street noise / Voices / Factory machinery / Music / Crockery / Clear / Static / Motor / Animal
noises / PA system / Local / Sirens / Horns / Phone booth / Long distance / House noises /
Office machinery / Other _____

Threat Language: (circle any that apply)

Well spoken / Incoherent / Foul / Taped / Irrational / Prepared message read.

Remarks: _____

Received by: _____ **Position:** _____ **Phone:** _____

Date: _____ **Time:** _____ **AM/PM**



IN CASE OF A HAZARDOUS MATERIAL EMERGENCY

Prior to the arrival of emergency response personnel the following steps should be taken:

1. **Report the incident immediately.**
2. Instruct those who have not come in contact with the hazardous material to leave the immediate area but to remain on the floor.
3. Persons who have been, or may have been, in contact with hazardous substances should **immediately wash thoroughly with warm water and soap**. Do not touch the eyes, nose, or any other body part.
4. Persons who had no contact with any materials but were in the vicinity should **stay together** in a **safe location** nearby to **await instructions and assistance** from emergency response personnel. Do not leave the floor unless instructed to do so.
5. In a hazardous materials emergency, **containment** of the materials and individuals exposed **may be critical** to preventing additional unnecessary contamination. Isolate the area or close off the room by closing all doors. **Turn off all fans and air conditioners.**
6. **Follow the directions** of emergency response personnel exactly and immediately.

Other methods of reporting a Hazardous Materials Incident include:

Call 9-911. Give the operator the following information: address, floor, tenant, and location of suspicious material, if known.

THEN

Call SDC Security at 413-346-9100. Give building Security the following information: floor, room number (if available), tenant, and location of suspicious material, if known.

OR

Call the DCAMM Control Center 617-727-1000

Additional HAZMAT Considerations:

1. Hazardous materials (HAZMAT) emergencies can occur at any time.
2. If you suspect a dangerous, life threatening condition exists, initiate emergency procedures immediately.
3. If you encounter an unidentified liquid spill, or detect a strange odor, or notice the presence of any foreign substance report it immediately.
4. Remember, containment helps reduce contamination, stay together in a safe place.

IN CASE OF FAINT ODOR OF SMOKE OR BURNING

1. Call Security to notify Engineering to report the type of smoke/smell and location immediately.
2. Follow instructions when provided.



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3. **If you suspect a dangerous condition exists**, locate the nearest fire pull station and pull the lever down completely.

There will be occasions where you will encounter a burning odor or a faint trace of smoke. These may be due to electric light fixtures overheating slightly, slipping belts in running machinery, or they may be something much more serious.

Call the below listed numbers immediately:

Call SDC Security **413-346-9100**. Give them the following information: floor, room number (if available), tenant, and location of suspicious material, if known.

OR

Call **9-911**. Give the operator the following information: address, floor, tenant, and location of suspicious material, if known. Be sure to also call the **DCAMM Control Center** at **617-727-1000**.

OTHER EMERGENCIES

For reporting other potentially dangerous situations, or for any other safety issues or concerns:

Call Building Security at 413-346-9100

OR

Call the State Police at Springfield (413) 736-8390

OR

Call the DCAMM Control Center (617)-727-1000.



IV. EMERGENCY TEAM LEADER DUTIES

A. GENERAL

Duties of the Emergency Team Leaders are outlined on the following pages. Please make note that since the Occupant Emergency Team is made up of volunteers, the effectiveness of this, or any, emergency plan depends upon the support and participation of all tenant agencies and the cooperation of all personnel involved.

B. OCCUPANT EMERGENCY TEAMS

The Occupant Emergency Teams (OET) are responsible for the initiating and directing emergency procedures in their assigned areas and maintaining contact with the Command Center Team. The OET's consists of the following positions:

Emergency Team Leader (ETL):

- Insures that occupants are aware of emergency procedures.
- Maintains a complete and accurate record of areas of responsibility and relevant data to include personnel on team, special safety or medical requirements, a list of emergency personnel in the area, and a current copy of the Occupant Emergency Plan.
- Keeps occupants of floor informed during any emergencies. Advise occupants of any sudden changes in the evacuation procedures. (Keep in mind Murphy's Law.)
- Directs the orderly flow of personnel during an emergency or drill in accordance with established emergency plans.
- Makes floor clearance/accountability report to the Command Center upon evacuation.
- Appoints an Assistant ETL, a Disabled Persons Monitor, an Area/Room Monitor, and a Stairway Monitor as well as alternates for these positions.

Assistant Emergency Team Leader:

- Serves as the Emergency Team Leader (ETL) in his/her absence.
- Assists in the orderly evacuation of occupants in the event of an emergency or drill.
- Informs co-workers of emergency procedures.
- Assists other team members as necessary.

Disabled Persons Monitor:

- Assists the disabled and mobility-impaired to the passenger elevator lobby in preparation for evacuation. Escorts out of the building and/or to a safe area as directed.
- Maintains an accurate and complete roster of disabled personnel including name, phone number, and nature of disability.
- Knows the location of all disabled persons and facilitates their evacuation in an emergency or drill.

IV. EMERGENCY TEAM MEMBER DUTIES (continued)

Disabled Persons Monitor (continued)

- Confirms the safe condition of all disabled persons to the ETL at the conclusion of the emergency.

Area/Room Monitor:



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- Facilitates an efficient and complete evacuation of an assigned area.
- Ensures that area occupants have been advised of evacuation routes.
- Reports to the Emergency Team Leader when the area is cleared and the status of the evacuation of any disabled persons.
- Inspects all area offices, conference rooms, training rooms, computer rooms, bathrooms, etc. to ensure complete evacuation.
- Is last to exit, closes but does not lock, all doors.
- Assists the Disabled Persons Monitor and/or the Stairway Monitor as required.

Stairway Monitor:

- Determines if the stairway is safe to be used for evacuation. Checks for any signs of smoke or heat.
- Closes elevator lobby and or smoke doors, if necessary.
- Maintains an orderly flow of traffic in, and to, the stairwells. Does not allow individuals to loiter, carry large/obstructing objects into the stairwells, travel against the flow of traffic or reenter evacuated areas.
- Helps keep stairwell open for left side passage of emergency responders and/or identified DCAMM Command Center Team members.
- Reports stairway clear to Emergency Team Leader.