

**DEPARTMENT OF HOMELAND SECURITY
FEDERAL LAW ENFORCEMENT TRAINING CENTERS**

FLETC DIRECTIVE NO:	008-01
DIRECTIVE TITLE:	Occupant Emergency Program
EFFECTIVE DATE:	September 18, 2019

I. POLICY: The Federal Law Enforcement Training Centers (FLETC) maintains and implements an Occupant Emergency Program at all FLETC Training Delivery Points (TDP) and ensures compliance with the Department of Homeland Security’s Occupant Emergency Program outlined in the Interagency Security Guide dated March 2013. Furthermore, Occupant Emergency Plans (OEPs) have been developed and implemented for all buildings located at each FLETC TDP to ensure the safety of personnel and the protection of property.

II. SCOPE: This directive applies to all FLETC employees, participating organizations, contractors, visitors, and FLETC students.

III. REFERENCES:

A. 40 United States Code § 1315, “Law enforcement authority of Secretary of Homeland Security for protection of public property.”

B. Presidential Policy Directive (PPD-21) Critical Infrastructure Security and Resilience.

C. 29 Code of Federal Regulations (CFR), Part 1910.38(a), “Occupational Safety and Health Standards, Emergency Action Plans.”

D. 41 CFR, Part 102-74, “Facility Management.”

E. U.S. General Services Administration, Public Services Administration, Federal Protective Services, Occupant Emergency Program Guide, dated March 2002.

F. The Risk Management Process for Federal Facilities: An Interagency Security Committee (ISC) Standard dated August 2013.

G. Occupant Emergency Programs: An ISC Guide dated March 2013.

H. The Federal Protective Service, Secure Facilities, Safe Occupants, Occupant Emergency Plans, Supplement 1: Emergency Situations, Updated May 2010.

I. The Federal Protective Service, Secure Facilities, Safe Occupants, Occupant Emergency Plans, Supplement 2: Template Instructions, Updated May 2010.

J. The Federal Protective Service, Secure Facilities, Safe Occupants, Occupant Emergency Plans, Supplement 3: OEP Template, Updated May 2010.

K. FLETC Directive 70-09.C, Severe Weather Notification and Response.

L. FLETC Manual 70-09, Occupational Safety and Health Program. Attachment, Chapter 21, Fire Protection Program.

M. FLETC Manual 119-03, Building Management Program.

IV. CANCELLATIONS: FLETC Directive/Manual 008-01, Occupant Emergency Program dated March 31, 2016.

V. ADDITIONAL GUIDANCE: FLETC Manual 008-01, Occupant Emergency Program.

VI. OFFICE OF PRIMARY INTEREST: Office of Emergency Management and Continuity, Mission and Readiness Support Directorate.

Signature on File

9/18/2019

Marcus L. Hill
Assistant Director
Mission and Readiness Support Directorate

Date

FLETC MANUAL 008-01

FEDERAL LAW ENFORCEMENT TRAINING CENTERS



FLETC OCCUPANT EMERGENCY PROGRAM

Supporting Publication to FLETC Directive 008-01
“Occupant Emergency Program for the Federal Law Enforcement Training Centers”

September 2019

SIGNATURE PAGE

FLETC Manual 008-01, FLETC Occupant Emergency Program

APPROVED BY:

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FOREWORD

The Federal Law Enforcement Training Centers (FLETC), through strategic partnerships, prepares the federal law enforcement community to safeguard the American people, our homeland, and our values. FLETC is charged with ensuring the safety of law enforcement professionals, staff, contractors, Participating Organization (PO) personnel, and visitors while they are assigned to, stationed at, employed by, or visiting on the FLETC premises. The FLETC Occupant Emergency Program (also hereafter referred to as the Program) provides guidance and procedures for coordinated preparation for designing Occupant Emergency Plans (OEPs) on FLETC premises. FLETC has emergency plans in place to provide for the safety and protection of all FLETC occupants and visitors across a wide range of potential emergencies. Emergency response guidelines also safeguard property, equipment, classified information, and vital records/data, as well as the focus on continued execution of essential functions during a crisis. This Program provides occupants and visitors with information on how to prepare for, respond to, and recover from an emergency that may be specific to the building in which they are currently located. The provisions of this program apply to all FLETC sites, staff, students, contractors, and POs, who must be familiar with its contents. It is organized into nine sections.

- Section 1: Background
- Section 2: Applicability and Scope
- Section 3: Document Control
- Section 4: Application of this document
- Section 5: Occupant Emergency Program
- Section 6: Occupant Emergency Program
- Section 7 Recover from an Emergency
- Section 8: Reference

The designated Occupant Emergency Coordinator (OEC) shall review the Program and the OEP annually. Once the OEP has been reviewed and updated as applicable, the OEC shall digitally submit a signed copy to the Office of Emergency Management and Continuity (EMC).

For questions regarding the Program, an OEP or input for updates, please contact EMC at (912) 554-4654.

FLETC MANUAL 008-01

FLETC Occupant Emergency Program

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SECTION 1: BACKGROUND

1.0 Background

The Federal Property and Administrative Services Act of 1949¹ vests the Administrator of General Services Administration (GSA) with the responsibility for protecting public buildings, property and grounds under his/her charge and control. Executive Order (EO) 12656 assigns emergency preparedness responsibilities to GSA. GSA initially carried out these responsibilities through the Federal Property Management Regulation (FPMR). GSA has since streamlined and clarified the FPMR; transferring the contents to the Federal Management Regulation (FMR), established on July 21, 1999, as Chapter 102 of Title 41 of the Code of Federal Regulations (CFR).

The CFR describes the requirements for an Occupant Emergency Program² and includes the definition of the Designated Official (DO).³ These regulations “apply to Federal agencies, including the GSA’s Public Buildings Service, operating under, or subject to, the authorities of the Administrator of General Services.”⁴ In addition to the CFR, Federal agencies must also comply with Occupational Safety and Health Administration (OSHA) regulations⁵, local fire codes, and the Rehabilitation Act of 1973.⁶

Through the development and progression of Federal Agency and Department Occupant Emergency Programs⁷, the broad language of current regulations resulted in inconsistent application and a wide range of occupant emergency plans. Combined with confusion over authority in facilities with multiple Federal tenants, this variation created concerns regarding the implementation of Occupant Emergency Plans (OEPs).

Recognizing this issue, a number of federal coordination efforts were undertaken to resolve the inconsistencies. Further, those involved in these efforts recognized a single approach to developing and applying Occupant Emergency Programs would be beneficial. The Interagency Security Committee (ISC), in response to concerns raised by its membership for consistency, established a working group to develop standardized procedures that agencies housed in non-military Federal facilities could reference to formulate and implement an operable and effective Occupant Emergency Program.

¹ 40 United States Code (U.S.C.) 486(c), as amended (2000)

² 41 CFR 102-74.230 through 102-74.260

³ 41 FMR 102-71.20

⁴ 41 CFR 102-74.5

⁵ 29 CFR 1910

⁶ 29 U.S.C. 794d (1973), as amended by Vocational Rehabilitation Act (1973) & Workforce Investment Act (1998)

⁷ See the glossary for definitions of key terms

SECTION 2: APPLICABILITY AND SCOPE

2.0 Applicability and Scope

This document is issued pursuant to the authority granted to the ISC in EO 12977.⁸ The EO directs the ISC to “take such actions as may be necessary to enhance the quality and effectiveness of security and protection of Federal facilities.”⁹ The purpose of this document is to provide guidance for FLETC in formulating and ultimately implementing an operable and effective Program.

Occupant Emergency Program: For the purposes of this document, an “occupant” is defined as any person permanently or regularly assigned to the FLETC and displaying the required identification badge or pass for access. The Facility Security Committee (FSC),¹⁰ is a committee responsible for addressing facility specific security issues and approving the implementation of security measures and practices, and would establish the thresholds for determining who qualifies for “occupant” status. Specifically, at FLETC, in the place of the FSC, the EMC Chief makes recommendations for consideration to FLETC Leadership.

This document is generically applicable to all buildings in the United States occupied by Federal employees for non-military activities, including buildings and facilities owned or leased, leased rooms or suites within privately owned multi-use buildings, stand-alone facilities, Federal campuses, and, where appropriate, individual facilities on Federal campuses and special-use facilities.

Federal departments and agencies are housed in different types of facilities (i.e., single-tenant or multi-tenant) or within a “campus” type environment. This document is intended to provide the initial guidance to be used by all agencies and facilities. Regardless of the Program developed by FLETC, it should have mechanisms in place to validate the plan’s effectiveness, manage its maintenance, and ensure §508 compliance¹¹. An OEP is a critical component of an effective Program. The guidelines for an OEP contained in this document are based on recognized best practices and meet the requirements of the emergency action plan required under 29 CFR 1910.38(a). For the purposes of this document, the terms “occupant emergency plan” and “emergency action plan” are interchangeable.

⁸ E.O. 12977, “Interagency Security Committee,” October 19, 1995, as amended by E.O. 13286, March 5, 2003

⁹ E.O. 12977, § 5(a)(3)

¹⁰ For further info see Facility Security Committees, an Interagency Security Committee Standard, 2nd edition, 2012

¹¹ The Rehabilitation Act 29 U.S.C. 794d (1973)

SECTION 3: DOCUMENT CONTROL

3.0 Document Control

Although this document is not designated For Official Use Only (FOUO), consideration should be given to the sensitivity of customized OEPs developed by individual agencies and departments (e.g., floor plans, specific facility information, etc.) and whether those items should be designated as FOUO.

SECTION 4: APPLICATION OF THIS DOCUMENT

4.0 Application of This Document

This document is intended to provide a baseline plan for all FLETC facilities. The example in the document are not intended to be restrictive in nature, but are provided to assist in developing plans. Individual FLETC offices or Partner Organizations (POs) may find additional and/or more exhaustive guidance appropriate for their buildings. Further, it must be noted the baseline plan outlined in this document is not intended to be all inclusive and is subject to review and update.

SECTION 5: OCCUPANT EMERGENCY PROGRAM

5.0 Occupant Emergency Program

The Program establishes basic procedures for safeguarding lives and property in and around the FLETC sites during emergencies.

5.1 Authority

In preparing for emergencies, the GSA requires federal departments and agencies to develop an OEP in accordance with Title 41 CFR 102-74.230. The CFR specifically requires GSA to provide technical assistance to federal departments and agencies in establishing and maintaining an OEP.

5.2 Review

The Program should be reviewed internally, annually at the very least, unless specific occurrences require more frequent reviews (e.g. change of the DO, change of tenants, etc.).

5.3 Roles and Responsibilities

5.3.1 Designated Official

The following DO responsibilities are mandated by 41 CFR102-74 and 29 CFR 1910.38(a):

- Develop, implement, and maintain a written OEP for all buildings with 11 or more employees.
- Establish, staff, and train an Occupant Emergency Organization (OEO).
- Activate the OEO (may be delegated to the designated DO Alternate).
- Initiate action to evacuate or relocate occupants in accordance with the OEP by sounding the fire alarm or by other appropriate means.
- Initiate appropriate action according to the OEP when there is advance notice of an emergency.

Clarification for execution of DO responsibilities is as follows:

- Assume the duties of the OEC.
- Ensure the appointed OEO is trained.
- Review and sign the facility OEP.

- Approve the activation of an OEP in part or in whole either directly or through the use of written “standing orders.”
- Represent Government interests to public safety/response agencies.
- Implement direction provided by FLETC Leadership.
- Coordinate with local emergency responders during the incident.
- Coordinate with the Chief Security Officer (CSO) for security related matters.
- Report relevant information to FLETC Leadership.

5.3.2 Occupant Emergency Coordinator

The following are OEC responsibilities:

- The OEC will be the senior-most individual of the organization with the largest footprint located within a particular building.
- Coordinate OEP procedures with other tenants of the building, EMC, onsite contractor representatives, local fire and emergency medical services, and local law enforcement agencies (as applicable).
- Oversee the day-to-day OEP activities including planning, testing, training, and exercises.
- Ensure a process for evacuation and accountability is in place for all occupants.
- Ensure the contact information and roster of OEO personnel is kept updated and made available to employees.
- Conduct after-action reviews and meetings to identify and coordinate any corrective measures to the OEP.
- Ensure managers/supervisors understand their responsibilities for the safety of any visitors in the work area if the OEP is activated.

5.3.3 Federal Managers and Supervisors

The following are Manager and Supervisor responsibilities:

- Ensure those occupants identified as requiring assistance during an evacuation or shelter-in-place (SIP) have a customized plan that includes the assistance required, the name of the person(s) volunteering to assist, accountability protocol, type of equipment required (if any), and the evacuation route from the assigned work space.
- Ensure those occupants under their supervision with self-identified assistance needs can be accounted for during an incident.

- Identify any volunteer(s) willing to assist person(s) with disabilities or needing assistance.
- Ensure that, during an emergency, all occupants in the office/suite check-in at the designated assembly area/rally point remain there, and comply with any instructions given by the emergency responders.
- Inform personnel they can re-enter the facility after the “all clear” is given.
- Communicate management’s decisions if the building is not able to be reoccupied at that time.
- Ensure the safety of all occupants, employees, and visitors under their supervision.
- Ensure new and current employees under their supervision are aware of the office specific OEO, OEP, and actions expected during any emergency.
- Participate in testing, training, and exercises, as appropriate, specific to the OEP.
- Notify the OEC of any changes to the OEO roster.

5.3.4 Instructors

Ensure a primary, secondary, and shelter-in-place area at/in each training venue is identified and briefed to all classes during orientation or at the first use of each venue prior to conducting training.

- Primary Assembly Area – Located outside of the building/immediate area in the event of an evacuation.
- Secondary Assembly Area – Located in a nearby building to use during inclement weather.
- Shelter-in-place – Located away from doors and windows on the first floor.

5.3.5 Contractors

While on-site at FLETC, contractor personnel are considered occupants and, as such, are subject to all applicable safety and emergency requirements including those found in the OEP. The use of contractors for the execution of the Program will vary. Due to limited personnel and/or timing, it is recognized there might be circumstances that would require the use of contractors in the OEO. The following addresses the roles and responsibilities of Contracting Officers, Contracting Officer Representatives, and contractor personnel in the Program.

5.3.5.1 Contracting Officers and Contracting Officers’ Representatives

- Ensure contractor personnel are informed of how to respond to emergency notifications, including drills and exercises.

- Ensure their requirements for such a response are included in the appropriate contract language¹².
- Take appropriate action to address contractor shortcomings in the event contractor personnel fail to follow established emergency procedures based on the OEP.

5.3.5.2 Contractor Personnel

- Follow the safety instructions related to the job site including those directions concerning evacuation and SIP based on the OEP.
- Respond to emergency notifications and direction from OEO personnel.
- Treat all emergency notifications as real and requiring compliance unless told otherwise.

5.3.6 Single-tenant vs. multi-tenant buildings

In a single-tenant building, the senior official of the agency (or designee) is the DO. The DO will establish, implement, and maintain the OEP for the building. In a multi-tenant building, the highest ranking official of the primary tenant agency is the DO. The OEP should be written with input from each agency representative and then signed by each PO in receipt of the plan. The overall responsibility for ensuring the OEP is completed is the DO.

5.4 Occupant Emergency Organization

An OEO is a group of employees within the building designated to undertake certain responsibilities and perform certain tasks outlined in the OEP. The overall OEO structure is designed to be flexible and scalable, so that it can be tailored to the needs of the individual building. Members of the OEO should be:

- Identified by position, allowing for continuity.
- Provided with visual identifiers such as colored hats and/or armbands.

Staffing and training of the OEO is the responsibility of the OEC.

Managers with employees assigned to the OEO should notify the OEC when any member is transferred, retires, or can no longer perform their duties as an OEO member for various reasons.

¹² See 29 CFR 1910.38 (f)

5.5 Notifications/Communications

The ability to communicate with occupants during an incident allows responders to manage the incident. The following sections highlight key areas of consideration. (See *Appendix A: FLETC Communications* for additional detail.)

5.5.1 Emergency Alerts

Emergency alerts are the initial warning to building occupants that an incident is occurring. Fire alarms are the most common and predictable and are the ones to which employees are most familiar with their required response.

Alerts may require the use of multiple means for communicating the incident. A public address system would not be effective for hearing-impaired individuals, so plans must incorporate options such as a “buddy system,” text message, or computer pop-up message.

5.5.2 Notification

Building occupant notifications should incorporate notifying on-site and off-site occupants with both immediate and on-going communications. An emergency incident could disrupt the capability to use the internet or electricity for other means of communication. In addition to the Emergency Notification System (ENS), which incorporates email, texting, and cell phones, other redundant means of communication that may be worked into FLETC’s communication strategy are:

- Megaphones,
- Phone trees,
- Recorded message on general phone number,
- Internet Website posting, and
- Local radio and television announcements.

5.5.3 Accountability

Having a process to account for all employees is critical to reconstitute during or after an emergency. There are a number of challenges in obtaining accountability such as confusion at outside assembly areas/rally points, telework, and compressed work schedules.

Designate assembly areas/rally points where employees should gather after evacuating.

- Take a head count after the evacuation. Identify the names and last known locations of anyone unaccounted for and pass them to the official in-charge.
- Ensure areas of refuge and stairwells have been checked for individuals who are permanently or temporarily mobility-challenged.
- Establish a method of accounting for non-employees such as visitors or contractors.
- Evaluate methods that can provide accountability of personnel who are on leave, teleworking, or off-site.

5.6 Testing, Training, and Exercising

The overall objective of an OEP's testing, training and exercise (TT&E) program¹³ is to develop, implement, and institutionalize a comprehensive, all-hazard program to improve the ability of agencies to effectively manage and execute their OEP.

The FLETC TT&E program should validate OEPs, policies, and procedures by:

- Ensuring OEO personnel are familiar with notification and evacuation procedures.
- Ensuring OEO personnel are sufficiently trained to carry out functions and work in an emergency environment.
- Exercising procedures by evacuating personnel to rally points/assembly areas, or areas of refuge during an emergency.
- Exercising SIP procedures. (See *Appendix B: FLETC Shelter-in-Place Procedures* for additional detail.)
- Testing and validating communications both internally and externally.
- Ensuring personnel understand procedures associated with “all-clear” and re-entry.

The evaluation of an exercise should identify systemic weaknesses and suggest corrective actions to enhance preparedness. Following an exercise, a comprehensive debriefing and/or after-action report should be completed. All data collected for the TT&E program should be incorporated into a corrective action plan that provides input for annual OEP revisions.

5.7 Special Populations

5.7.1 Child Care Center

During an emergency, the primary responsibility of the child care center director is ensuring the safety of children in their care. The OEP should include a schedule for conducting routine drills of

¹³ For more information on TT&E see Appendix B or the Federal Emergency Management Agency's Homeland Security Exercise and Evaluation Program at https://hseep.dhs.gov/pages/1001_HSEEP7.aspx

the plan. It should be reviewed periodically, briefed to all staff personnel and communicated to the families of the children.

During an emergency, the child care center should follow local guidance, warnings, or directives issued by FLETC or the local governmental or police organizations. Additional reference information on child care centers can be found in the ISC's Child Care Centers Level of Protection Template that specifies the customized level of protection to be incorporated as the basis for security planning and is an annex to the *Physical Security Criteria for Federal Facilities*.¹⁴

5.7.2 Individuals Requiring Additional Assistance

There are many situations that may necessitate the provision of additional assistance in the event of an emergency, especially for individuals with either temporary or permanent mobility impairments, individuals with medical concerns, or those who may be hearing or vision impaired. The needs of these individuals must be considered and adequately addressed in all aspects of occupant emergency plan development, implementation and practical application.

Applicable laws and regulations include but are not limited to:

- The Americans with Disabilities Act of 1990¹⁵
- The Rehabilitation Act of 1973
- E.O. 12196 "Occupational Health and Safety for Federal Employees" 1980
- E.O. 13347 "Individuals with Disabilities in Emergency Preparedness" 2004

5.7.2.1 Occupancy Emergency Planning

When developing or making changes to an OEP, it is imperative the needs of individuals with disabilities be addressed throughout the process. The following are some considerations and actions to ensure the needs of these individuals are met:

- Consult with individuals with disabilities in all phases of plan development.
- Develop a plan for communications to addresses communication needs before, during, and after an emergency, that includes notification protocols and procedures for those that are hearing or vision impaired.

¹⁴ Interagency Security Committee, *Physical Security Criteria for Federal Facilities*, an Interagency Security Committee Standard, Washington D.C.: U.S. Department of Homeland Security, 2010. To request access to this document, individuals may submit their request in writing to ISCAccess@dhs.gov.

¹⁵ 41 U.S.C. §12101 et. seq. (1990), as amended

- OEO members should be aware of the needs of individuals with disabilities and be prepared to provide additional assistance if required.
- Encourage individuals with disabilities to create a personal emergency preparedness plan and identify office colleagues willing to provide assistance in the event of an emergency.
- Any ongoing medical concerns or necessary medication should be a component of this individual plan.
- Provide an opportunity for individuals with disabilities to practice evacuation and SIP prior to formal drills.
- Conduct hot washes or after-action reviews following any occupant emergency plan activation or drill to assess the efficacy of the plan or identify any areas of needed improvement. Make certain to include observations, comments, or concerns from individuals with disabilities themselves and from their colleagues and co-workers.
- Include individuals with disabilities in the annual review of the plan to determine any needed changes or additional concerns that may have arisen over the past year.
- Develop a procedure for self-identification that encourages disclosure and maintains privacy, yet allows for pre-planning and resource allocation prior to an emergency.

5.7.2.2 Self-identification and Disclosure Considerations

- Nature of need
- Primary location
- Nature of assistance required
- Safe refuge
 - Safety of refuge location
 - Communications
 - Occupant emergency organization members in areas of refuge
 - Location of refuge
 - Number of people in refuge
 - Needs of refuge occupants

5.7.2.3 Evacuation Device Considerations

- Types and number of devices
- Location of devices
- Training in device use
- Procedures for device use

- Abandonment of personal devices/chairs

5.7.3 Visiting Public

Sponsors of visitors on site, including vendors and conference attendees, are responsible for briefing them on evacuation and SIP procedures, and locations of assembly areas/rally points.

For public locations such as the library and cafeteria, evacuation and SIP procedures must be displayed so they are readily available for visitors to review and follow in the event of an emergency.

5.8 Hazard/Risk Assessments

A natural hazard is an actual or potential meteorological, environmental, or geological phenomenon or combination of phenomena that may cause harm or difficulty. Examples of natural hazards include but are not limited to thunderstorms, earthquakes, tornados, tsunamis, floods, and fires. Natural hazards often can be predicted since they tend to occur repeatedly in the same geographical locations due to weather patterns or physical characteristics of an area.

A hazard is associated with a condition or activity that, if left uncontrolled, can result in an injury or illness. 41 CFR, 102-80.10 states Federal agencies must provide for a safe and healthful work environment for Federal employees and the visiting public. OSHA regulations require Federal agencies to conduct a hazard assessment in facilities where Federal employees are housed. OSHA also requires the assessment, once conducted, be certified in writing.¹⁶

Hazard assessments are conducted to evaluate the work environment or to determine if a hazard exists. On-site hazards may be physical, environmental, or health related. If a hazard is discovered, the assessment will help determine the best steps/measures to protect an employee. Hazard assessments will be specific to FLETC and should be used as one of several sources of facility data in the preparation of an OEP. Contact the Environmental and Safety Division for information on hazard assessments.

Another source document to consider when formulating the OEP is a FLETC Risk Assessment. A risk assessment identifies various threats and/or vulnerabilities based on specific security criteria. The security criteria may address both internal and external facets of the FLETC.

¹⁶ CFR 1910.132(d) (1)-(2)

SECTION 6: OCCUPANT EMERGENCY PLAN

6.0 Occupant Emergency Plan

An OEP document describes the actions occupants should take to ensure their safety in an emergency situation. These plans are intended to minimize the risk to personnel, property, and other assets within the building if an incident occurs inside or immediately surrounding the outside by providing building-specific response procedures for occupants to follow. The plan outlined herein is a baseline of minimum elements that should be considered. (See *Appendix C: FLETC Occupant Emergency Plan Format* for the baseline document to incorporate building specifics into.) Ultimately, it is up to the DO to determine appropriate elements in the plan.

6.1 Signature Page

Since OEPs are subject to change and review, a signature page will be placed at the beginning of each plan requiring the appropriate official to sign the OEP; thus, ensuring approval and an accurate record of revision dates.

6.2 Overview of Roles and Responsibilities

The OEP is one component of the Program and establishes a set of procedures to address specific emergency conditions. The DO has overall responsibility for the building's OEP. At a minimum, the plan should be reviewed by the DO, a representative of each tenant PO, and the Office of EMC.

An effective OEP will address emergency management, building-specific information, emergency notification/contact information, emergency actions, recovery, and restoration.

6.3 Determination of Emergency

The activation of the OEP requires the rapid recognition and determination that an emergency exists. Factors that may be considered or contribute to a decision to activate an OEP include:

- Situations posing an immediate threat to life or property, including fire, smoke conditions, medical emergencies, sudden natural disasters, presence of explosive or dangerous devices, active shooter scenarios, or internal hazardous materials releases.
- Situations with a probability of escalating and may pose a risk of injury or significant property damage, such as incidents of workplace violence, civil unrest, local criminal activity, hazardous materials releases, and severe weather emergencies.
- Conditions or situations where essential services to the facility are lost or interrupted, including power, lights, water, or fire protection systems.

- Building-related issues or conditions posing a hazard to the occupants including broken pipes or sewage system back-ups.
- Verbal, written, electronic, or telephonic threats (bomb, violence, hazardous materials release etc.).
- Other situations where, in the interest of the safety and protection of the building and its occupants, either an evacuation or SIP action is warranted.

6.4 Evacuation Procedures

Evacuations may be required for many of the situations listed above and may be limited to a single area or expanded to the entire campus. OEPs must address the process by which occupants are alerted to the required evacuation and the expectations of how employees will evacuate their area, floor, and/or building. Plans must address routes of escape and, where appropriate, the use of “areas of refuge,” elevators, and any evacuation assistance equipment. Occupants are to follow all applicable fire codes. All plans should address the needs, processes, and equipment needs for all occupants who may require assistance due to a medical condition, injury, or existing disability during an emergency evacuation.

The following items should be considered when determining evacuation procedures and processes:

- Evacuation triggers,
- Special populations,
- Communications with OEO members and evacuees,
- Evacuation assembly areas/rally points,
- Evacuation routes, and
- Use and location of “assist rooms” or “areas of refuge”.

6.5 Shelter-in-Place

In certain emergency situations, evacuating the building may place an occupant’s safety and health in danger. SIP is a protective action individuals can take to remain inside a facility and protected from exposure to threats from outdoors. SIP is an important component of an OEP because it gives individuals a safe alternative to evacuation. SIP is a voluntary action for occupants, unless mandated by public safety officials.

The DO may decide to implement SIP in several different types of emergency situations.

6.6 Lockdown Procedures

For the purposes of OEP development, a lockdown is a protective action implemented when management becomes aware that an individual or individuals have gained entrance into the building with the intent to commit a violent act. Individuals may enter a federal building intending to commit a violent act may be either current or former employees. These individuals could have knowledge of the security procedures, layout, and operating procedures of the building.

Upon declaration of a lockdown, building occupants should get out of all open areas such as hallways and stairwells. They should make offices look unoccupied by locking the door and turning out the lights. Occupants should follow directions received from emergency personnel or over ENS or the public address system.

In the development of an OEP, the reasons for initiating lockdown and SIP procedures are markedly different. As a general rule of thumb, a lockdown is implemented due to actions occurring inside the building, such as when personnel cannot safely evacuate during an active-shooter incident, while a SIP is initiated because of actions taking place outside of the building, such as severe weather or an accidental chemical release. However, it is conceivable that a transition from a SIP to a lockdown could occur based on the scenario outside the building.

6.7 Communication Procedures

Communication is a critical component of any properly functioning OEP. In order for the plan to be successful, timely and accurate information must be transmitted and received by all members of the OEO and occupants. Communication equipment that provides alerts and notifications should be tested regularly to ensure operability and reliability.

It is imperative that operational communications be established and maintained in support of all emergency response activities. Demonstrated in recent incidents, reliance upon telephone and cell-based communications can be inadequate and unreliable. One recommendation is the use of portable hand-held radios by select members of the OEO. This also ensures all occupants are responding appropriately to the incident, provides additional rapid response capabilities when required, and assists with personnel accountability. In the failure of all other means of communication, “runners” should be used. Runners are people used to convey messages in person when all other means have failed.

6.7.1 Occupant Emergency Plan Activation

The OEP should be activated when an emergency situation exists. All occupants should understand how to report an actual or possible emergency to ensure the appropriate notifications are made quickly. Activation can happen in several different ways; however, the most common methods include:

- Fire alarm or public address.
- ENS.
- Emergency call to 2911.
- Security receiving a report of an emergency situation.
- Media announcement, and
- Apparent emergency (e.g. earthquake and hurricane).

6.7.2 Alert

An alert will notify occupants and confirm an emergency situation exists. Examples of alerts include but are not limited to the audible sounds of a facility fire alarm, the flashing strobe lights of a fire alarm, and/or an oral announcement from a member of the OEO.

6.7.3 Notification

Emergency notifications will tell occupants what to do and how to react in an emergency situation. Once occupants are alerted an emergency situation exists, they must be notified of what to do. Some emergencies may require employees to evacuate, while others may require them to SIP. Notification can happen through several different means including ENS notifications, e-mails, text messages, phone calls, or through a public address system.

6.8 Special Needs and Medical Considerations

In developing the OEP, individuals with disabilities or other special needs considerations should be encouraged to develop an individualized emergency plan that includes mobility requirements, physical comfort requirements, specialized nutritional needs, personal hygiene, and service animal care. If the individual uses personal assistance services or a personal care attendant, then the individualized plan should address the participation of the personal care attendant and any needs he/she may have. This plan should include essential contact information, a list of medications, a list of known allergies, information on their medical condition, and a list of medical care providers.

Individuals who are dependent on medications should be encouraged to prepare for an emergency and to maintain a three-day supply of medications in the event of an extended emergency. If the medical condition requires wound care, dressings, or bandages, the individual should maintain a supply of these provisions. If an evacuation occurs, they should be encouraged to carry essential medication or supplies with them in case they are not allowed to re-enter the building in a timely manner. Essential phone numbers such as those for doctor(s) or specific health care providers and a list of medications and known allergies should also be carried by that person at all times so emergency personnel have access to the information. Supervisors are ultimately responsible to ensure that members of their staff or visitors with a disability are properly taken care of during all emergency incidents.

6.9 Points of Contact

Contact information for the following should be considered for inclusion in an OEP.

- Local police, fire and emergency medical service,
- Non-emergency and teletypewriter/telecommunication devices for the deaf/ listings for police and fire,
- DO/alternate,
- OEC/Incident Commander,
- Floor Team Leaders/alternates,
- Assist rooms/areas of refuge,
- Security dispatch center,
- Facility managers/engineers including an after-hours/emergency number,
- Assembly area/rally point contact,
- Health unit, and
- Any other contacts unique to the plan.

Contact information should include name, position, office phone, cell phone, and e-mail address where applicable.

SECTION 7: RECOVER FROM AN EMERGENCY

7.0 Recover from an Emergency

Depending on the type of emergency that occurs, the method by which occupants recover can vary. It is important to follow EMC's instructions and/or those of the OEO at the conclusion of an emergency. EMC will notify personnel when it is safe to return to work. FLETC leadership will notify managers and supervisors as applicable to notify their employees regarding the implementation of continuity activities or the resumption of normal activities.

SECTION 8: REFERENCES, ACRONYMS & GLOSSARY

8.0 References, Acronyms & Glossary

8.1 References

Department of Homeland Security Occupant Emergency Programs
An Interagency Security Committee Guide March 2013

Federal Emergency Management Agency, *Federal Preparedness Circular 66*, Washington DC:
U.S. Department of Homeland Security, 2001.

Federal Protective Service, *Secure Facilities, Safe Occupants – Occupant Emergency Plans
Development, Implementation, and Maintenance*, Washington D.C.: U.S. Department of Homeland
Security, 2010.

Federal Protective Service, *Secure Facilities, Safe Occupants – Occupant Emergency Plans
Supplement 3*, Washington D.C.: U.S. Department of Homeland Security, 2010.

Public Buildings Service, *Occupant Emergency Program Guide*, Washington D.C.: General
Services Administration, 2002.

For more detailed information regarding family emergency planning, visit the following websites:

Ready.gov: www.ready.gov

American Red Cross: www.redcross.org

8.2 Acronyms

CFR.....	Code of Federal Regulations
CSO.....	Chief Security Officer
DO.....	Designated Authority
EMP.....	Emergency Management Program
ENS.....	Emergency Notification System
EO.....	Executive Order
FLETC.....	Federal Law Enforcement Training Centers
FMR.....	Federal Management Regulation
FPMR.....	Federal Property Management Regulation
FOUO.....	For Official Use Only
FSC.....	Facility Security Committee
GSA.....	General Services Administration
ISC.....	Interagency Security Committee

OEC.....	Occupant Emergency Coordinator
OEO.....	Occupant Emergency Organization
OEP.....	Occupant Emergency Plan
OSD.....	IT Operations and Support Division
OSHA.....	Occupational Safety and Health Administration
OSPR.....	Office of Security and Professional Responsibility
PO.....	Partner Organizations
SIP.....	Shelter-in-Place
TT&E.....	Testing, Training and Exercise

8.3 Glossary

Assembly Area: An area at least 200 feet outside and away from the building. Section 2.2.5 provides building-specific sites where occupants shall regroup following an evacuation.

Command Post: An area where DHS Security personnel and the contract guard force shall meet to determine a course of action.

Emergency: An unanticipated hazardous situation, which includes bombings and bomb threats, civil disturbances, fires, explosions, electrical failures, loss of water pressure, chemical and gas leaks, medical emergencies, hurricanes, tornadoes, floods, and earthquakes.

Emergency Notification System: The ENS is a next generation high-speed notification technology system managed by FLETC. This system is ideal for communications relating to agency contingencies and public safety threats that may affect the FLETC.

Occupant Emergency Organization: Individuals and groups responsible for emergency preparedness, response, and decision making, to include building-specific volunteer teams that have been trained to respond to and assist other occupants during emergencies.

First Aid: Immediate treatment and evaluation of a medical problem. For purposes of OSHA reporting, first aid includes one-time treatment or follow-up visit for minor scratches, cuts, burns, splinters and so forth, which do not ordinarily require medical care.

Evacuation: An organized removal of all personnel from specific buildings or the entire building to a safe location.

Individual Emergency Plan: A detailed plan for DHS employees who have voluntarily self-identified as needing assistance during an emergency.

Local Emergency Personnel: Non-DHS personnel who are called or who respond to an emergency situation (e.g., the fire department, police, and hazardous materials response team).

Occupant: Individuals who are assigned to the same building as DHS but have no organizational connection.

Occupant Emergency Plan: Procedures developed to protect life and property in a specific Federally-occupied space under stipulated emergency conditions.

Shelter-in-Place: An area either inside the building or in another building where occupants are provided an element of protection in the event that an evacuation of the building or area is deemed unsafe.

Supervisor: A person with the official task of overseeing the work of a person or group.

APPENDIX A: FLETC COMMUNICATIONS

Normal conditions for communicating involve voice over internet protocol (VOIP) phone lines and cell phones. In the event that an emergency condition would degrade VOIP, and if cell phone service is lost, there is one analogue line in every FLETC building. In addition to the analogue phone line, every fax machine runs on an analogue line and the handset attached to a fax machine of any multifunction device can be used as a phone for voice.

If a catastrophic event takes down FLETC’s entire network, there are emergency trunk lines that are provisioned directly from AT&T. They are located as follows:

912-262-0689	Bldg. 94	Director’s Suite
912-262-0690	Bldg. 93	Security
912-262-0691	Bldg. 46	OSPR
912-262-0692	Bldg. 94	Chief Information Officer Suite
912-267-2470	Bldg. 147	EMC
912-262-0693	Bldg. 1	Security
912-262-0694	Bldg. 252	Health Unit
912-262-0696	Bldg. 200	Facilities

Table G-1, FLETC Emergency Trunks & Their Locations

As groups and teams are moving, coordination and communication becomes more and more vital. In the event phone land lines and cell phones start degrading, the following are additional means to which communication may still be possible:

Alternate Site Telephones, Faxes, and Computers

OSD will store and maintain phone, fax, computer, and ancillary equipment as would be needed to operate communications at SGSC or an alternate evacuation site in the anticipated worst case scenario. OSD will develop and maintain a procedure that defines this equipment and the procedures to install and operate it. This procedure shall be reviewed and updated annually by the first of June.

Radio Communications

EMC maintains approximately 30 portable radios with spare batteries and three [six-bank] chargers to use in emergencies. The radios have a range of approximately 1 mile and will transmit on the very high frequency band.

Satellite Telephones

FLETC has up to 20 Iridium satellite telephones, five of which are assigned to FLETC/Artesia, /Charleston, and /Cheltenham facilities. The other 15 satellite phones are located at the FLETC/Glynco and most are available to be re-assigned to Incident Command officers and team members as needed. Satellite phones are a fallback communications device and are intended only to be used when other more reliable communication methods are not available.

FLETC Emergency Notification System

FLETC ENS can contact FLETC staff, POs, contractors, and other personnel via whatever device (email addresses and phone numbers) an employee registered. The Director will prompt various actions which will serve as additional justification. As the Director prompts various actions and issues orders to FLETC supervisors and personnel, this information will also be relayed to all employees via the ENS.

FLETC/Glynco Early Warning System

The FLETC/Glynco Early Warning System (EWS) is an outdoor public address system used to notify all personnel on FLETC/Glynco of impending threats and is activated by FLETC/Glynco Security Force Tele-communicator. In the event of the need to evacuate students to the Alternate Site, the system will sound a series of beeps and a pre-recorded announcement siren to signal the commencement of evacuation operations. The system is also capable of supporting live broadcast messages, allowing the announcement of brief messages as necessary.

FLETC Operational Status Telephone Number

A 24-hour, toll-free telephone number, the FLETC Operational Status Telephone Number is maintained for staff, students, and other interested parties to have timely access to critical information affecting the operational status of the FLETC. The FLETC Operational Status Telephone Number is: **1-800-793-5382 (1-800-79FLETC)**.

FLETC Web Site and FLETC App

Pertinent (non-sensitive) information about the evacuation status will be posted on the FLETC public access website during an evacuation and response. Staff, students, and contractors may consult the website for the status of the evacuation and when to return to duty. The FLETC App name is FLETC Mobile App.

FLETC Social Media Communications (FLETC Facebook, Twitter Sites, and Instagram)

FLETC/Glynco has established three Social Media sites which can reach FLETC staff, students, POs, and the public. The FLETC Facebook name is FLETC Headquarters <http://www.facebook.com/fletc.glynco>, the FLETC Twitter name is FLETC1 <https://twitter.com/FLETC1>, and the FLETC Instagram Account is <https://www.instagram.com/fletc/>. Updated information pertaining to employee and site status during emergencies will be posted to the sites.

Glynn County 104.9 FM

The Glynn County Emergency Operations Center will broadcast live updates to personnel within the county on 104.9 FM.

APPENDIX B: FLETC SHELTER-IN-PLACE PROCEDURES

There may be times when it is safer to remain inside a building rather than evacuate. Staying inside will require occupants to SIP. SIP locations are ideally interior rooms above the ground floor with few or no windows and vents. Should the potential for overcrowding exist, multiple rooms may be designated per floor. Emergency Personnel will direct occupants to the SIP location(s) in each building. Keep in mind that SIP locations for your building may not be located on your floor. In the absence of a pre-designated SIP location, employees should move away from windows and take shelter in interior hallways when directed to SIP. Should occupants be instructed to SIP, it is critical to follow instructions and not leave the building. SIP procedures include:

- Listen to the instructions given by FLETC Security and DO.
- Report quickly to the nearest SIP area or room on your floor or in your building.
- Occupants should bring their Emergency Supply Kits and any other personal supplies that they deem necessary for a SIP event.
- Close and lock all windows and exterior doors.
- Turn off all fans, heating, and air conditioning units when possible.
- When an announcement is made that occupants no longer need to remain in their SIP locations, listen for further instructions and proceed as directed.
- Stay off the phone during the SIP to keep lines free for emergency responders.
- OEO members will record the names of persons who report to the SIP location. If anyone is missing, the Assembly Area Monitor or Floor Monitors will inform the OEC.

Occupant Actions

The specific actions you will be told to take during a SIP will depend on the emergency.

Severe weather:

- Stay inside the building and, if directed, move away from windows to the main inner corridors, interior offices, or designated SIP location and await further instruction.
- Be sure to close all doors connecting exterior offices to the corridor.
- OEO members will help with the needs of occupants, relay information, and assist with the building evacuation.

Chemical, biological, or radiological incident:

- Stay inside the building and move to an inner corridor, an interior office, or a designated SIP location.
- If located in an office with a window air conditioning unit, turn it off.
- Close all open windows.
- Be sure to close all doors connecting exterior offices to a corridor.
- OEO members will report to their regular posts to help with the needs of occupants, relay information, and assist with the building evacuation.

In the event of a chemical, biological, or radiological incident the building's heating, ventilation, and air conditioning system will be shut down to reduce the chance of contaminants entering or spreading throughout the building.

Duration of Shelter-in-Place

SIP at the FLETC is anticipated to last only a short period. However, transportation and security issues in the vicinity may prevent you from leaving the immediate area for several hours. SIP actions are mandatory when directed by law enforcement or public health officials to ensure public safety. Personnel will be allowed to leave when it is determined safe to do so.

APPENDIX C: FLETC OCCUPANT EMERGENCY PLAN FORMAT

See Attached.



Protecting the Homeland

Building XXX

Revision History

Version	Update By:	Summary of Changes	Date

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Responsible Officials' Sign-off Sheet

By their signatures below, the following officials certify that they have participated in the development of this Occupant Emergency Plan (OEP), fully understand the procedures to be followed in an emergency affecting the building and the employees for whom they are responsible, and concur with the OEP as written.

Position	Primary		Alternate	
Designated Official/ Occupant Emergency Coordinator	Name		Name	
	Title		Title	
	Signature		Signature	
1st Floor/Section Monitor	Name		Name	
	Title		Title	
	Signature		Signature	
2nd Floor/Section Monitor	Name		Name	
	Title		Title	
	Signature		Signature	
Assembly Area Monitor	Name		Name	
	Title		Title	
	Signature		Signature	
Emergency Assistance Monitors	Name		Name	
	Title		Title	
	Signature		Signature	

Preface

The best way to protect against the potentially harmful effects of both manmade incidents and natural disasters is to ensure that all building occupants know how to respond in an emergency. This level of protection involves pre-planning, training, and rehearsal.

Pre-planning includes establishing the Occupant Emergency Organization (OEO) comprised of employees designated to undertake certain responsibilities to ensure that personnel are moved quickly to safety, that damage to property is minimized, and that proper authorities are notified in the event of a localized emergency, as outlined in this OEP.¹⁷ Training is conducted to ensure that all tenants understand the contents of the OEP and their individual responsibilities. Rehearsals or drills provide an opportunity to practice emergency procedures to ensure efficient response in the event of a real emergency.

Participation in OEP activities includes all tenants regardless of employment status (e.g., managers, supervisors, OEP team members, volunteers, contracting officers, and hosts of visitors). Each individual must assume the responsibility for his or her own planning and safety in an emergency, as well as for working effectively with emergency planning officials.

Scope

This OEP applies to all employees, support contractors, and visitors occupying Building (#) and assumes a localized emergency in which the building is impacted in part or in whole.

Provide a brief description of the building; e.g. how many floors, type of structure and roof and square footage. Facilities may need to be contacted to provide specific information pertaining to your building.

Effective Date

The effective date of this OEP is (Date). This document supersedes all previously recognized OEPs for Building (#). This OEP will be reviewed and updated on an annual basis by the Designated Official (DO) or delegate.

¹⁷ Federal Management Regulations (FMR), Subpart 102-74.230A requires Federal agencies that occupy Federal property to develop Occupant Emergency Plans with technical assistance provided by GSA for establishing and maintaining them.

Part 1: PREPARE for an Emergency Situation



- 1.0 Incident Command Structure and Posts
- 2.0 Facility Characteristics
- 3.0 Protection Systems and Security
- 4.0 Occupant Information

1.0 Incident Command Structure and Posts

The OEO structure is consistent with the incident command system and National Incident Management System. OEO positions and responsibilities include:

Position	Responsibilities
Designated Official/ Occupant Emergency Coordinator	Manages and reviews the OEP for the building and completes the Annual Evacuation Exercise Record. Responsible for the duties of the Floor/Section Monitor, Assembly Area Monitor(s), and Emergency Assistance Monitor(s) when those roles are not assigned.
Floor/Section Monitor	Each floor/section should have its own emergency floor/section monitors. Floor/section monitors act in several different capacities depending on the emergency. They should have a current list of all occupants with physical handicaps, including those persons who cannot use stairwells or fire escapes because of temporary illness or other impaired physical condition.
Assembly Area Monitor	Individuals who are assigned responsibility for proceeding to the designated assembly area with a current roster of occupants and taking a head-count.
Emergency Assistance Monitors	Assist the Floor Monitors with occupants needing special accommodations or assistance. This may require more detailed planning in the event of an emergency situation in the facility. Generally, those occupants are in the best position to determine their own needs. Do not assume that occupants with obvious disabilities will always need assistance during an evacuation.

2.0 Building Characteristics

Characteristic	Description
<p>EXAMPLE:</p> <p>Building ## is a Single-Story Building, Approximately 20,000 Square Feet of space. Primary Use is Office Spaces and Meeting Rooms.</p>	<p>EXAMPLE:</p> <p>Building is a single-story steel structure with split faced masonry and a metal roof. Structure is designed to withstand a wind load of 130 MPH.</p> <p>Entrances:</p> <ul style="list-style-type: none">• One Front Entrance• Two Back Entrances and• One South Side Entrance

3.0 Protection Systems and Security

System or Security	Description
EXAMPLE: Fire Sprinkler System	EXAMPLE: Sprinkler heads are located throughout building and the system is annually tested and inspected by a certified fire sprinkler contractor.
Fire Alarm System Notifies the FLETC Security Force upon Activation. The Security Force Will Notify the local Fire Department.	<ul style="list-style-type: none">• Fire Alarm Pull Stations Located at Each Entry Point• Smoke Detection in Each Room (Addressable)• IR Detectors in Mechanical Rooms• Visual and Audible Signaling Devices
Security Alarm	Motion and Door Sensors

4.0 Occupant Information

Primary Occupant			Number of Occupants		
Directorate			Federal	Other	Total
Division			##	##	##
Building (#)					
Floor	Occupant	Occupancy Type	Phone	Space Type	
1st					
2nd					

Part 2: RESPOND to an Emergency Situation



- 1.0 OEP Activation**
- 2.0 Emergency Telephone Numbers and Contacts**
- 3.0 Occupant Emergency Actions**
- 4.0 OEO Emergency Actions**

1.0 OEP Activation

Individuals authorized to activate the OEP are as follows:

Timeframe	Individuals Authorized to Activate the OEP
Normal Duty Hours	Anyone
After Normal Duty Hours	FLETC Security

The following situations involving **immediate danger** to occupants or the facility require activation of the OEP:

Emergency Situation	Inside the Building	Outside the Building
Explosion or Fire		
Flood		
Hazardous Material – Chemical, Biological or Radiological		
Medical Emergency – General and Pandemic Influenza		
Natural Hazard or Disaster – including Earthquakes, Severe Weather (Flood, Hurricane, Severe Thunder Storms, Tornadoes) and Wildfires.		
Suspicious Objects or Bomb Threats		
Active Shooter		
Add any additional Hazards for your Building		

In other cases, determine if OEP activation is prudent based on:

- The best available information combined with their experience with similar situations.
- Advice solicited from OEO team members and Federal, State, and local law enforcement agencies.

2.0 Emergency Telephone Numbers and Contacts

Refer to the following pages for emergency telephone numbers and contact information:

- Emergency Telephone Numbers
- Building Points of Contact

FLETC EMERGENCY TELEPHONE NUMBERS

Service	Provider	Primary Number	After Hours
On Center Emergencies:			
FLETC/Glynco Security Force	<i>FLETC</i>	<i>2911 (internal phone) (912) 267-2911 (external or cell phone)</i>	<i>2911 (internal phone) 912-267-2911 (external or cell phone)</i>
Off Center Emergencies:			
Glynn County Fire Department	<i>Glynn County</i>	<i>911</i>	<i>911</i>
FLETC Operational Status Number	<i>FLETC</i>	<i>(800) 79-FLETC (800) 793-5382</i>	<i>(800) 79-FLETC (800) 793-5382</i>

BUILDING POINTS OF CONTACT

Position	Primary		Alternate	
Designated Official/ Occupant Emergency Coordinator	Name		Name	
	Phone		Phone	
	Mobile		Mobile	
1st Floor Section Monitor	Name		Name	
	Phone		Phone	
	Mobile		Mobile	
2nd Floor Section Monitor	Name		Name	
	Phone		Phone	
	Mobile		Mobile	
Assembly Area Monitor	Name		Name	
	Phone		Phone	
	Mobile		Mobile	
Emergency Assistance Monitor	Name		Name	
	Phone		Phone	
	Mobile		Mobile	

3.0 Occupant Emergency Actions

Immediate occupant actions involve the following:



Recognize

- Situations that could lead to, or become, an emergency
- Actual emergency situations.



React to ensure safety of themselves and other occupants in the immediate area.



Report to proper authorities from a safe location: **(2911) or (912) 267-2191**



Complete Evacuation

- **Evacuate the facility** and proceed to designated assembly areas.
- **Relocate** to another facility.
- **Dismiss occupants from the facility** for the day (due to facility or government closure).



Shelter-in-Place

Proceed to designated shelters (e.g., shelter-in-place).

Occupant actions for evacuation and shelter-in-place are in the following sections.

3.1 COMPLETE EVACUATION

OCCUPANT EMERGENCY ACTIONS

All Floors

When an emergency is identified and the OEP is implemented; all employees, contractors, guests and visitors in building (#) will evacuate the building using the nearest exits and proceed to the designated assembly area.

PRIMARY ASSEMBLY AREA:

Provide directions to the designated assembly area. Signage should be considered to identify the area.

SECONDARY ASSEMBLY AREA: (Used during inclement weather)

Provide directions to the designated assembly area. Signage should be considered to identify the area.

OEO Member: perform personnel accountability of the employees, contractors, guests, and visitors that were in building (#) during the evacuation.

3.2 SHELTER-IN-PLACE

OCCUPANT EMERGENCY ACTIONS

All Floors

When an emergency is identified and the OEP is implemented and a SIP Command is given; all employees, contractors, guests, and visitors in building (#) will shelter in place preferably away from doors and windows until all clear is given.

3.3 SPECIFIC EMERGENCY SITUATIONS

OCCUPANT EMERGENCY ACTIONS

EMERGENCY SITUATION: FIRE

Occupants: In the event of a FIRE, employees shall immediately evacuate the building and proceed to the designated assembly area. They should close their office doors but do not lock them if possible. Once at the assembly area the employee shall check in with the designated Assembly Area Monitor.

3.3 SPECIFIC EMERGENCY SITUATIONS

OCCUPANT EMERGENCY ACTIONS

EMERGENCY SITUATION: FLOOD

Occupants: In the event of a FLOOD, employees shall immediately evacuate the building and proceed to the designated assembly area. They should close their office doors but do not lock them if possible. Once at the assembly area the employee shall check in with the designated Assembly Area Monitor.

EMERGENCY SITUATION: HAZARDOUS MATERIAL

In the event of a localized HAZARDOUS MATERIAL – CHEMICAL, BIOLOGICAL OR RADIOLOGICAL HAZARD with in the building: Employees shall immediately evacuate the building and proceed to the designated assembly area. They should close their office doors but do not lock them if possible. Once at the assembly area the employee shall check in with the designated Assembly Area Monitor.

In the event of a large scale HAZARDOUS MATERIAL – CHEMICAL, BIOLOGICAL OR RADIOLOGICAL HAZARD: Employees shall monitor the ENS for additional information and instructions.

EMERGENCY SITUATION: MEDICAL

Refer to the Pandemic Response Plan

EMERGENCY SITUATION: TORNADO

When an emergency is identified and the OEP is implemented and a SIP Command is given; all employees, contractors, guests, and visitors in building (#) will SIP preferably away from doors and windows, until all clear is given.

EMERGENCY SITUATION: ACTIVE SHOOTER

Quickly determine the most reasonable way to protect your own life. Customers and clients are likely to follow the lead of employees and managers during an active shooter situation.

1. Evacuate: have an escape plan in mind. Leave your belongings. Keep your hands visible.
2. Hide Out: Hide in an area out of the active shooters view. Block entry to your hiding place and lock the doors
3. Take Action: As a last resort and only when your life is in imminent danger, attempt to incapacitate the active shooter. Act with physical aggression throw items at the active shooter.
4. Call FLETC Security when it is safe to do so.

4.0 OEO Emergency Actions

Depending on the nature of the emergency and whether it is internal or external to the facility, the OEO must be prepared to coordinate actions to ensure the safety of occupants.

This section provides OEO actions to be taken for evacuation, SIP, and the following specific emergency situations:

Emergency Situation	Inside the Facility	Outside the Facility
FIRE	Evacuate	If Imminent Danger Evacuate
FLOOD	Evacuate	Evacuate
HAZARDOUS MATERIAL – CHEMICAL, BIOLOGICAL OR RADIOLOGICAL:	Evacuate	Evacuate
MEDICAL EMERGENCY- GENERAL AND PANDEMIC INFLUENZA	Evacuate	Evacuate
TORNADO	Shelter in Place	Seek Shelter
ACTIVE SHOOTER	Evacuate if possible Hide and Block Doors Last resort Take Action	Evacuate if possible Hide and Block Doors Last resort Take Action

4.1 COMPLETE EVACUATION

OEO EMERGENCY ACTIONS

All Floors

Floor/Section Monitor:

Each floor/section monitor ensures their sections are completely evacuated and perform accountability of personnel in their section.

Floor/section monitors act in several different capacities depending on the emergency. They should have a current list of all occupants with physical handicaps, including those persons who cannot use stairwells or fire escapes because of temporary illness or other impaired physical condition. They ensure their sections are completely evacuated and perform accountability of personnel in their section.

Assembly Area Monitor:

Individuals who are assigned the responsibility as assembly area monitors proceed to the designated assembly area with a current roster of building occupants and proceed in taking a head count of building 99 personnel for accountability.

Emergency Assistance Monitors:

Emergency assistance monitors assist the floor/section monitors with occupants needing special accommodations or assistance.

This may require more detailed planning in the event of an emergency situation in the facility. Generally, those occupants are in the best position to determine their own needs. Do not assume that occupants with obvious disabilities will always need assistance during an evacuation. As such, they should be involved in planning to inform the OEO of what kind of assistance they require.

4.2 SHELTER-IN-PLACE

OEO EMERGENCY ACTIONS

All Floors

When an emergency is identified and the OEP is implemented and a SIP Command is given; all employees, contractors, guests, and visitors in building (#) will shelter in place preferably away from doors and windows until all clear is given.

4.3 SPECIFIC EMERGENCY SITUATIONS

OEO EMERGENCY ACTIONS

EMERGENCY SITUATION: FIRE

Floor/Section Monitor:

Each floor/section monitor ensures their sections are completely evacuated and perform accountability of personnel in their section.

Floor/section monitors act in several different capacities depending on the emergency. They should have a current list of all occupants with physical handicaps, including those persons who cannot use stairwells or fire escapes because of temporary illness or other impaired physical condition. They ensure their sections are completely evacuated and perform accountability of personnel in their section.

Assembly Area Monitor:

Individuals who are assigned the responsibility as assembly area monitors proceed to the designated assembly area with a current roster of building occupants and proceed in taking a head count of building (#) personnel for accountability.

Emergency Assistance Monitors:

Emergency assistance monitors assist the floor/section monitors with occupants needing special accommodations or assistance.

This may require more detailed planning in the event of an emergency situation in the facility. Generally, those occupants are in the best position to determine their own needs. Do not assume that occupants with obvious disabilities will always need assistance during an evacuation. As such, they should be involved in planning to inform the OEO of what kind of assistance they require.

EMERGENCY SITUATION: FLOOD

Floor/Section Monitor:

Each floor/section monitor ensures their sections are completely evacuated and perform accountability of personnel in their section.

Floor/section monitors act in several different capacities depending on the emergency. They should have a current list of all occupants with physical handicaps, including those persons who cannot use stairwells or fire escapes because of temporary illness or other impaired physical condition. They ensure their sections are completely evacuated and perform accountability of personnel in their section.

Assembly Area Monitor:

Individuals who are assigned the responsibility as assembly area monitors proceed to the designated assembly area with a current roster of building occupants and proceed in taking a head count of personnel for accountability.

Emergency Assistance Monitors:

Emergency assistance monitors assist the floor/section monitors with occupants needing special accommodations or assistance.

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EMERGENCY SITUATION: TORNADO

Floor/Section Monitor:

Each floor/section monitor ensures their sections are completely evacuated and perform accountability of personnel in their section.

Floor/section monitors act in several different capacities depending on the emergency. They should have a current list of all occupants with physical handicaps, including those persons who cannot use stairwells or fire escapes because of temporary illness or other impaired physical condition. They ensure their sections are completely evacuated and perform accountability of personnel in their section.

Assembly Area Monitor:

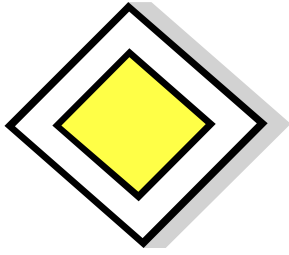
Individuals who are assigned the responsibility as assembly area monitors proceed to the designated assembly area with a current roster of building occupants and proceed in taking a head count of building 99 personnel for accountability.

Emergency Assistance Monitors:

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This may require more detailed planning in the event of an emergency situation in the facility. Generally, those occupants are in the best position to determine their own needs. Do not assume that occupants with obvious disabilities will always need assistance during an evacuation. As such, they should be involved in planning to inform the OEO of what kind of assistance they require.

Part 3: RECOVER from an Emergency Situation



1.0 Facility Recovery Plans

2.0 OEO Recovery Actions

3.0 Occupant Recovery Actions

1.0 Facility Recovery Plans

Refer to the following facility plans for additional details pertaining to recovery operations:

Type of Plan	Scope and Applicability
Hurricane Plan	Covers evacuation and recovery from hurricane.
Reconstitution Plan	Covers re-entry procedures to the facility following an evacuation.

Occupant and OEO recovery actions from these emergency situations are presented in the following sections:

RECOVERY ACTIONS	
OCCUPANT RECOVERY ACTIONS	
EMERGENCY SITUATION	
All Emergency Situations - Reach out to FLETC counterparts, deemed necessary by the situation, as appropriate to return to full operational status.	
<ul style="list-style-type: none">• Identify PII Documents – Secure/Relocated as needed• Identify Required IT equipment – Secure/Relocated as needed• Identify Needed Space Allocations – Relocate Staff as needed• Identify Needed Phone Service – Relocate/Reassign as needed	

Part 4: Resource Page

Severe Weather Notification and Response Information

<https://fcs.fletcnet.dhs.gov/mrsd/EMC/Documents%20of%20Interest/Forms/AllItems.aspx?RootFolder=%2Fmrsd%2FEMC%2FDocuments%20of%20Interest%2FSevere%20Weather&FolderCTID=0x0120007542F6FF0C93FD448E7C2B8239F40D23&View=%7BFEE75F8F%2D0829%2D41C2%2DACA1%2D78A5C5FE52BC%7D>

Hurricane Plan

<https://fcs.fletcnet.dhs.gov/mrsd/EMC/Documents%20of%20Interest/Forms/AllItems.aspx?RootFolder=%2Fmrsd%2FEMC%2FDocuments%20of%20Interest%2FHurricane%20Response&FolderCTID=0x0120007542F6FF0C93FD448E7C2B8239F40D23&View=%7BFEE75F8F%2D0829%2D41C2%2DACA1%2D78A5C5FE52BC%7D>

Continuity of Operations

<https://fcs.fletcnet.dhs.gov/mrsd/EMC/Continuity%20Coordinators%20References%20and%20Resources/Forms/AllItems.aspx>

Early Warning System (EWS) Siren Sound and Meanings

<https://fcs.fletcnet.dhs.gov/mrsd/EMC/Documents%20of%20Interest/Forms/AllItems.aspx?RootFolder=%2Fmrsd%2FEMC%2FDocuments%20of%20Interest%2FEarly%20Warning%20System%20%28EWS%29&FolderCTID=0x0120007542F6FF0C93FD448E7C2B8239F40D23&View=%7BFEE75F8F%2D0829%2D41C2%2DACA1%2D78A5C5FE52BC%7D>

Emergency Notification System (ENS)

<https://fcs.fletcnet.dhs.gov/mrsd/EMC/Documents%20of%20Interest/Forms/AllItems.aspx?RootFolder=%2Fmrsd%2FEMC%2FDocuments%20of%20Interest%2FEmergency%20Notification%20System%20%28ENS%29&FolderCTID=0x0120007542F6FF0C93FD448E7C2B8239F40D23&View=%7BFEE75F8F%2D0829%2D41C2%2DACA1%2D78A5C5FE52BC%7D>

FLETC Pandemic Plan

<https://fcs.fletcnet.dhs.gov/mrsd/EMC/Documents%20of%20Interest/Forms/AllItems.aspx?RootFolder=%2Fmrsd%2FEMC%2FDocuments%20of%20Interest%2FHealth%20Preparedness&FolderCTID=0x0120007542F6FF0C93FD448E7C2B8239F40D23&View=%7BFEE75F8F%2D0829%2D41C2%2DACA1%2D78A5C5FE52BC%7D>

Evacuation Exercise Record

Complete this page documenting specific OEP exercised that were completed for your building. Retain a copy for record and submit a digital copy to EMC.

Note: Contact EMC prior to conducting an emergency exercise.

Date of Exercise:	Building Number:	Name of Occupant Emergency Coordinator:
Start Time:	Division:	Print: _____
End Time:	Prepared by:	Sign: _____
Amount of time taken to fully evacuate building: Minutes: _____	Number of Personnel in the building:	Number of personnel participating in the exercise:
Were personnel informed of the exercise prior to activation? <input type="checkbox"/> Yes <input type="checkbox"/> No	Type(s) of emergency situation exercised:	Place of assembly used for evacuation:
Occupants evacuated building in a reasonable amount of time. <input type="checkbox"/> Yes <input type="checkbox"/> No	Method (s) used to communicate emergency to occupants:	Personal accountability of building occupants was completed. <input type="checkbox"/> Yes <input type="checkbox"/> No Time Completed:
Emergency Evacuation met expectations? <input type="checkbox"/> Yes <input type="checkbox"/> No If No, provide areas of improvement in comment section.	Occupancy Emergency Coordinator performed and completed required actions? <input type="checkbox"/> Yes <input type="checkbox"/> No If No, provide areas of improvement in comment section.	Floor/Section Monitors performed and completed required actions? <input type="checkbox"/> Yes <input type="checkbox"/> No If No, provide areas of improvement in comment section.
Assembly Area Monitor performed and completed required actions? <input type="checkbox"/> Yes <input type="checkbox"/> No If No, provide areas of improvement in comment section.	Emergency Assistance Monitor performed and completed required actions? <input type="checkbox"/> Yes <input type="checkbox"/> No If No, provide areas of improvement in comment section.	
Comments/Lessons Learned - _____ _____ _____ _____		

Insert Floor Plan(s)