

**EMERGENCY PROCEDURES**

**For the**

**DEPARTMENT OF HUMAN SERVICES**

**ELMER L. ANDERSEN OFFICE BUILDING**

**540 CEDAR STREET**

**SAINT PAUL, MINNESOTA**

MARCH 2008

**BUILDING EMERGENCY PROCEDURES PLAN  
DEPARTMENT OF HUMAN SERVICES  
ELMER L. ANDERSEN BUILDING**

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Workplace Info / Health and Safety / Building Emergency Plans

**BUILDING EMERGENCY PROCEDURES PLAN  
DEPARTMENT OF HUMAN SERVICES  
ELMER L. ANDERSEN BUILDING**

**I. PURPOSE**

The purpose of this plan is to establish procedures to follow and actions to take in case of fire, severe weather, loss of utilities, terroristic threat, medical or other emergency that may affect the building.

**II. RESPONSIBILITIES**

**A. COMMISSIONER, DEPARTMENT OF HUMAN SERVICES**

1. Approve plan and initiate any necessary revisions.
2. Oversee implementation of the overall plan.

**B. DHS EMERGENCY PROCEDURES DIRECTOR**

**Central Office Safety and Health Administrator 651- 431-2992 / cell 651-621-2521**

1. Develop, advise implementation, and maintain the emergency plan.
2. In conjunction with DOA representatives, conduct inspections to ensure that the internal protection equipment system is operational.
3. After receiving a bomb threat and in conjunction with Andersen Building Security, DHS Security Manager, DHS Management, and local law enforcement, review the situation and implement an appropriate response to safeguard life and property.
4. Coordinate the development and implementation of the plan with Andersen Building Security and DHS Management and, if necessary, request corrective action.
5. Train and maintain a contact list Floor Wardens.
6. In conjunction with the Floor Wardens, ensure that each mobility-impaired employee who requests Attendants have two Attendants assigned to him/her.

**C. ASSISTANT DHS EMERGENCY PROCEDURES DIRECTOR**

**Management Services Division, Security Manager 651-431-2207 / 651- 431- 3000.**

1. Assist the DHS Emergency Procedures Director in the implementation and maintenance of this plan.
2. Assure ongoing compliance with Life Safety Codes and address any violations with building management.
3. Train Floor Wardens about the building emergency plan.

4. Coordinate the emergency response by local authorities, Andersen Building Security, Facility and Information Staffs and other designated DHS units.
5. Chair the DHS threat assessment team to analyze threats and initiate a response.

#### **D. FLOOR WARDENS**

1. Provide periodic training to staff in their assigned area so that all persons are aware of emergency procedures, evacuation routes, building life/safety systems and external relocation areas.
2. Coordinate with employees with disabilities, the selection by supervisors/managers of capable Attendants for each person requiring or requesting such assistance.
3. Provide training to Attendants, employees with disabilities and staff.
4. If safe to do so and when available in assigned area, coordinate the emergency response, relocation or evacuation of assigned staff during an emergency.
5. If safe to do so during a relocation or evacuation, make the final floor check to assure all personnel have been evacuated, check the final location of mobility-impaired employees, assure all doors are closed and assist emergency response personnel as appropriate.
6. After securing assigned area, evacuate self to internal or external relocation area and conduct a census of all employees. Report the absence of any staff person to emergency response personnel.
7. Support and attend Floor Warden training.
8. Inspect aisles regularly to ensure the means of egress to exits are clear and report violations to an appropriate supervisor/manager or the Management Services Division.
9. Inspect assigned work area for blocked aisles, malfunctioning exit lights, discharged fire extinguishers, blocked exits, overloaded electrical outlets, etc. Report any problems to the Management Services Division.

#### **E. ATTENDANTS FOR LIMITED MOBILITY STAFF / PERSONS WITH DISABILITIES**

1. Meet regularly with your assigned person to determine level of assistance required.
2. Have team meetings to review emergency procedures, designate relocation and backup areas, identify alternate Attendants who may be available when primary Attendants are absent. Discuss plans to avoid smoke during fires and establish notification methods to alert emergency response personnel of your relocation.
3. Attend all training.

## **F. MANAGERS/SUPERVISORS**

1. Ensure that all personnel under your supervision have access to this plan and understand their responsibilities during an emergency event.
2. Appoint Floor Wardens and support them in their responsibilities.
3. Assist Floor Wardens in accounting for employees gathered at their internal or external relocation area.
4. Ensure that each employee with a disability who requests assistance has at least two Attendants available to help in the event of an emergency.
5. Assure that all employees under your supervision relocate or evacuate when required and take appropriate corrective actions against employees who refuse to adhere to emergency policies.
6. Ensure participation of all staff in emergency exercises so they become familiar with their response and evacuation routes.

## **G. EMPLOYEES**

1. Respond to emergencies in a calm and orderly fashion. Assist each other in the notification procedures so all employees are aware of the emergency.
2. Relocate or evacuate the building upon initiation of the fire alarm in your area or floor or when instructed to do so by emergency authorities.
3. During a relocation or evacuation, close all interior doors.
4. If a bomb threat is received, follow the bomb threat procedures in Section V. "Terroristic Threats."
5. Report all hazardous conditions to Management Services Division.
6. Assist Floor Wardens and managers in accounting for all employees during an emergency.

## **H. INFORMATION CENTER STAFF**

1. Attend all emergency training.

## **I. DEPARTMENT OF ADMINISTRATION (DOA)**

1. Ensure the operation of all life safety equipment.
2. Train the Andersen Building Security, facility and safety staff in the operation of the

life safety equipment.

3. Send representative(s) or building engineers to work with Andersen Building Security to investigate all fire or smoke incidents or alarm activations. Provide the fire department with necessary information.
4. Attend all emergency plan critique meetings.
5. Provide, maintain, and post accurate evacuation floor diagrams.
6. Establish a safe command center during emergencies to disseminate accurate information to DHS Emergency Responders.

#### **J. ANDERSEN BUILDING SECURITY PERSONNEL**

1. In the absence of DOA representatives, investigate the cause of fire alarms and manage emergency responses.
2. Alert and meet responding emergency authorities and identify the site of the incident.
3. Direct building occupants and visitors in the main lobby and cafeteria areas during emergencies.
4. Assist with search procedures in common interior and exterior areas during bomb threat situations.
5. Answer the Andersen Building Security phone line (651-431-3000) 24 hours a day.
6. Be knowledgeable of all building life safety and notification systems.
7. Provide crowd control to protect employees and provide access for emergency response personnel during times of crisis.

### **III. BUILDING INFORMATION**

The Andersen Building has a basement level and nine upper level floors. The top floor is an unoccupied equipment penthouse. The building is equipped with fire detection, alert, and suppression systems. Included in these systems are smoke detectors in the HVAC system and elevator lobbies, heat detectors, sprinklers, stairway pressurization, strobe lights, an automated public address system and fire horns. These systems work together to notify occupants of a fire and which floors to evacuate

The Andersen Building has 24/7 on-site security. There are 80 surveillance cameras in operation around the outside and inside the structure. The cameras, however, are not proactively monitored. Employee shuttles stop at the employee parking lots and the Andersen Building Security staff provides an escort service, if needed.

Emergency call buttons are located on the Lower Level, Fourth Floor and Eighth Floor of

the interior stairwells. Emergency call buttons are located in each parking ramp elevator lobby and in the parking ramp under the blue lights. The emergency call buttons connect the user to the Andersen Building Security Desk. Analog telephones are located at the entrance doors of the East and South Stairwells on all floors. These telephones remain in service during a power outage or loss of VoIP service.

The VoIP InformaCast System will broadcast prerecorded or live emergency information through desktop telephones speakers. InformaCast will also provide a short text message on the VoIP telephone LCD display. InformaCast is used for life safety purposes such as fire, severe weather or other incidents that affect the building or staff.

## **High Rise Building Evacuation**

The Andersen Building uses the high-rise evacuation method. Detection of fire or smoke activates the building's alarm system. The system automatically notifies the floor where smoke or fire is detected, the floor above and below that floor, the alarm-monitoring center and Andersen Building Security. Staff whose floor is included in the fire alarm will evacuate using their primary or secondary stairwell exits. Floor Wardens, assigned to all floors, will provide direction when possible during an emergency.

## **Primary Evacuation Routes**

The primary evacuation routes out of the building are Central Stairwell A, East Stairwell B and South Stairwell C. The stairwells are pressurized. The pressurization will reduce smoke infiltration and provide a safe haven for those evacuating the building. Staff will evacuate down the stairwells and out the building exits.

## **LIMITED MOBILITY STAFF**

Staff who cannot exit the building via stairs will enter their floor's elevator lobby and wait for evacuation assistance by the fire department. The elevator lobbies are enclosed smoke-free areas of refuge and are points of access for the fire department.

## **Exterior Relocation Areas**

Once out of the building, staff will walk to their relocation area in the National Guard Armory on Cedar Street, north of Interstate 94. (See your evacuation relocation map)

## **Limited Mobility Staff**

Staff who cannot relocate to the Armory will assemble in the St. Louis Church on the corner of 10<sup>th</sup> and Cedar Street, just south of the Andersen Building. Entrance to the church is through the doors to the church parking lot located in the middle of the block. (See your evacuation relocation map)

## **Secondary relocation Area**

In the event the Armory is not available, the secondary relocation area is in the McNally Smith College of Music located in the Great American History Building. That building is on the southwest corner of 10<sup>th</sup> and Cedar Streets. The entrance is on the Exchange Street side of the building.

## **Executive Staff Relocation**

Executive staff will relocate to the Second Floor Conference Room in the Public Health Center Building, 555 Cedar Street, directly west of the Andersen Building.

## IV. FIRE PROCEDURE (High Rise Procedure)

### A. FIRE EMERGENCY PROCEDURE

1. In case of a fire or a fire drill, the fire alarm will sound and strobe lights will flash. A prerecorded message will tell staff which floors to evacuate. **Initially, the floor with the activated detector, the floor above and the floor below will evacuate. If the alarm sounds on other floors, those floors will then evacuate. DO NOT USE ELEVATORS!**

If available and safe to do so, Floor Wardens will direct the evacuation or relocation and check that the floor is clear of staff. When the fire department arrives, the Fire Site Commander will direct further evacuation.

#### a. Evacuation

- 1) When the fire alarm sounds, employees and all visitors must evacuate their floor and exit the building using the nearest safe exit. Employees who are away from their work location must follow the lead of employees in that area. After exiting the building, proceed to the designated relocation area in the National Guard Armory. (See your evacuation relocation map).
- 2) Floor Wardens, DHS Emergency Staff, and Andersen Building Security Staff will coordinate the evacuation until the arrival of the Fire Site Commander.
- 3) Staff must assist visitors during evacuation procedures and direct them as necessary. Any available Floor Warden or Attendant must assist visitors with disabilities.

#### b. Limited Mobility Evacuation

- 1) Two Attendants must accompany limited mobility employees during evacuations. Limited mobility staff on the Lower Level and on Floors 2 through 8 will relocate with their Attendants to their floor's elevator lobby. They must wait in the elevator lobby until evacuated by the Fire Department or until the Fire Department indicates that it is safe to return to their work area. If possible, mobility impaired persons located on first floor shall evacuate with their Attendants using the nearest safe exit.

The objective of this section of the plan is to keep staff in a safe area until trained fire department personnel can perform a safe rescue. If smoke is detected, limited mobility individuals and their Attendants must move to another smoke-free location. **Move to another smoke-free area only during an imminent life-threatening situation!** Once at this new location, call 911 to advise the fire department of the move. Fire dispatchers will notify the Fire Site Commander of the location change.

**c. Discovery of Fire**

**If you discover a fire and/or smoke and alarms are not sounding:**

- 1) Clear the area of personnel and close doors while leaving.
- 2) Call 911 and report the fire.
- 3) Call DHS Security at 651-431-3000 when safe to do so.

**B. EXTERIOR RELOCATION AREAS**

Once outside, all employees and visitors shall move to their exterior relocation area. They will report to their area Warden that they have evacuated the building. Staff should account for each other. Report any missing staff members to your Floor Wardens and to emergency responders.

**C. BUILDING CHECK**

The Fire Site Commander, DHS Management Services, Andersen Building Security, or DOA representative will take command of the emergency condition, verify the fire alarm, perform a building check and determine if it is safe to re-occupy.

**D. ALL CLEAR ORDER**

Evacuated building occupants cannot return to the building until the all clear order is given. When the emergency is over and the building or area is safe to occupy, the Fire Site Commander will give DHS Management Services, Andersen Building Security, or DOA representative the all clear order to return.

**E. AFTER BUSINESS HOURS (6:00 p.m. - 6:00 a.m., weekends and holidays)**

When working after normal business hours, evacuation procedures remain the same except for the following:

- a. When entering or leaving the building after regular hours, it is important that you register with the Andersen Building Security and use your key card.
- b. Employees who have limitations that interfere with their ability to respond to an emergency or evacuate the building must notify Andersen Building Security.
- c. During a fire alarm, employees with limited mobility who cannot evacuate must move to an elevator lobby and call 911 to inform the fire department of their location.
- d. To verify their safe evacuation, employees must report to the Fire Site Commander or Andersen Building Security after evacuating.

## V. TERRORISTIC THREATS:

Treat all threats seriously - NEVER consider a threat a prank!

### A. THREAT PROCEDURE

1. If you receive a phone call regarding a **bomb threat or any other type of threat** stay calm and do the following:
  - a. Try to keep the caller talking;
  - b. Listen carefully and try to write down everything that the caller is saying;
  - c. Be alert for distinguishing background sounds (music, traffic, trains, etc.);
  - d. Note any voice characteristics (gender, age, accent, slurred, slang, disguised, loud, weeping, etc);
  - e. Note the caller's attitude (calm, excited, angry, stressed, confused, etc);
  - f. Try to identify the responsible organization, reasons for the bomb, etc.
  - g. If it is a bomb threat:
    1. Ask when the bomb will explode;
    2. Ask for the location of the bomb;
    3. Ask what the bomb looks like;
    4. Ask about the kind of bomb, and what will trigger it to explode;
    5. Ask for the callers name and location.
  - h. Do not hang up until the caller has ended the call.
  - i. Write down as much of the conversation and your impressions as soon as possible.
2. Immediately notify your supervisor and Andersen Building Security at 651-431-3000. Try to document the details of the call. **DO NOT discuss any aspect of the incident with co-workers until debriefed by Law Enforcement or DHS Security Manager.**
3. If you discover a threatening voice mail message, do not erase the message. Alert your supervisor and Andersen Building Security immediately at 651-431-3000.
4. If you receive a threat via written or graphic material, do the following:
  - a. Upon recognition of a threat, avoid further handling of the potential evidence/material.
  - b. Save all materials, including envelopes or containers.
  - c. Immediately alert your supervisor and Andersen Building Security at 651-431-3000.

Based on an analysis of the threat by local authorities, Executive Office, DHS Security Manager, DHS Safety Administrator, and Management Services representatives, a response plan based on the threat potential will be determined and communicated to employees.

## Action Plan Options

### Alert

Notification of the Commissioner's Office and all affected division directors.

1. Threat analysis performed. If it is a credible threat, then:
  - a. Law enforcement notification.
  - b. Building staff notified.
  - c. Advisories issued to other DHS office locations
  - d. Response actions implemented.

### Response

#### 1. Search

- a. A brief search of the building may be required.
- b. Floor Wardens will coordinate a review of their area with employees.
  1. Staff must briefly inspect their immediate work area and common office space for any **unusual, unfamiliar, or unidentified** items.
- c. Andersen Building Security will inspect all higher-risk areas such as public areas, loading docks, and exterior locations.

#### 2. Discovery of a suspicious item

- a. **DO NOT TOUCH OR MOVE IT.**
- b. Immediately call Andersen Building Security at (651-431-3000) to report the suspicious item and location.
- c. Floor Wardens must evacuate the area and prevent any tampering or moving of the item until relieved by Andersen Building Security or Law Enforcement.

#### 3. Response options

- a. Object identified - no evacuation or relocation necessary.
- b. Area evacuation or shelter in place until the suspected item is identified.
  1. If an area evacuation is ordered, employees must leave the area, closing all doors.
- c. Building evacuation.
  1. If a total building evacuation is ordered, staff will follow procedures in place for fire evacuation using all stairwells to leave the building. Limited mobility staff and their Attendants may use the elevators to leave the building.

#### 4. Incident Management (Detonation of Explosive Device)

- a. Implement Minnesota Emergency Operations Plan and notify the Duty Officer.
- b. Address medical needs.
- c. Secure crime scene.
- d. Preserve all written records (logs, sign-in/out sheets, access records, videos).
- e. Remain at the relocation area and account for staff.
- f. Begin disaster recovery

## B. ALL CLEAR ORDER

1. Only DHS emergency staff, building officials, and St. Paul emergency authorities have authorization to access the building. All other DHS staff must remain in their relocation area until the “all clear” order is issued.
2. When the emergency is over and the building or area is safe to reoccupy, emergency authorities will give the “all clear” order to return.
3. If the bomb threat caused a building evacuation, returning employees should continue to be cautious of all unknown items.

## C. PERSONAL THREAT PROCEDURE

Treat all personal threats seriously - **NEVER** consider a threat a prank!

1. If you receive a phone call regarding a threat against an individual, stay calm and do the following:
  - a. Keep the caller talking and listen carefully, write down as much of the conversation as possible.
2. Immediately notify your supervisor and Andersen Building Security at 651-431-3000. Stay in a private area and document the details of the call. **DO NOT discuss any aspect of the incident with co-workers until you have been debriefed by law enforcement.**
3. If you discover a threatening voice mail message, do not erase the message. Immediately alert your supervisor and Andersen Building Security at 651-431-3000.
4. If you receive a personal threat via written or graphic material, do the following:
  - a. Upon recognition of a threat, avoid further handling of the potential evidence/material.
  - b. Save all materials, including envelopes or containers.
  - c. Alert your supervisor and Andersen Building Security at 651-431-3000.

Based on an analysis of the threat by law enforcement, DHS Security Manager, Executive Office, DHS Safety Administrator, and Management Services representatives, an action plan decision based on the threat potential is made.

### Action Plan Options

Each incident requires a threat analysis to determine the level of the threat to each employee and any co-workers. After considering all aspects of the situation and confidentiality issues, measures such as law enforcement involvement, access control, escort services, office relocation, additional security personnel, parking assignment changes and phone monitoring are implementation options.

## **VI. SEVERE WEATHER INCIDENTS**

### **A. NOTIFICATION**

Activation of sirens, emergency radio tones or the InformaCast System indicates the broadcast of emergency information. Individuals should tune to a major broadcast station for advisories on affected areas.

#### **1. SEVERE WEATHER WARNING**

- a. Building occupants are notified of the of the immediate threat to the building via the National Weather Radio Service, radio/TV broadcasts, InformaCast System or the St. Paul Civil Defense sirens.
- b. The Floor Wardens will warn occupants in meeting rooms or other locations that may be unable to hear the advisories of the immediate threat and direct them toward designated areas of refuge.

### **B. RELOCATION WITHIN THE BUILDING**

1. Building occupants shall vacate all areas with windows; the cafeteria, first floor lobby, and the perimeter of the building. Close all doors when evacuating these areas to contain any broken glass and other flying debris.

### **C. DESIGNATED AREAS OF REFUGE (See Plan Maps)**

Building occupants will move to windowless safe areas of refuge such as inner conference rooms, rest rooms, inner hallways, Central Stairwell, elevator lobby areas (Second through Eighth Floors) and the Lower Level.

### **D. ALL CLEAR ORDER**

1. Building occupants remain in the areas of refuge until the "All Clear" is given.
2. The "All Clear" message will be announced via the Weather Service Radio, radio/TV broadcast, or the InformaCast System and relayed to Floor Wardens by Andersen Building Security .

### **E. AFTER BUSINESS HOURS**

1. In the event of severe weather that may affect the building and staff, Andersen Building Security will alert building occupants via the InformaCast System to relocate.
2. Areas of Refuge are the same as during regular business hour periods. Employees must sign in and out with Andersen Building Security during after business periods to assist with employee counts.
3. Individuals must inform Andersen Building Security of any special needs they may require for advisories or relocation notification and assistance.

## VII. MEDICAL EMERGENCIES

- A. If serious injury/illness occurs, **call 911**. Give the name and address of the building (**540 Cedar St**), exact location in the building, symptoms of the victim and the victim's name. Stay on the line until the dispatcher ends the call.
- B. Call **Andersen Building Security (651-431-3000)** to inform them of the incident.
- C. Send a coworker to the lobby to meet the emergency responders and escort them back to the victim.
- D. **AFTER BUSINESS HOURS** - If serious injury/illness occurs after normal business hours, **call 911**. Then, **notify Andersen Building Security (651-431-3000)** to insure emergency responders can gain access into the building and office area.

### Heart Attack

If the medical emergency is a suspected heart attack, Automatic External Defibrillators (AEDs) are available at the Andersen Building Security Desk and on the Sixth Floor. Anyone may use the AEDs. Security Guards and some Floor Wardens are trained in AED use.

### Minor Injuries

For minor injuries, first aid kits are located on each floor near the Service Centers.

## VIII. LOSS of UTILITIES

- A. Management Services staff will evaluate the loss of utilities with DOA representatives. Based on all available information, business continuation decisions will be made and the building occupants informed of the situation.
- B. All employees must remain at their workstations during the outage until informed of business continuation decisions.

## IX. TRAINING

- A. EMPLOYEES - will receive information on emergency procedures during new employee orientation and through periodic notices on InfoLink.
- B. FLOOR WARDENS - will receive annual training by the DHS Safety Administrator and other department personnel.

## X. UNUSUAL SITUATION OR CONDITION REPORTING

Managers, supervisors, or employees who become aware of problems with the implementation of this plan, or who may be concerned or aware of an unusual circumstance should contact the DHS Safety Administrator (651-431-2992) and Andersen Building Security (651-431-3000).

# RELOCATION SITE

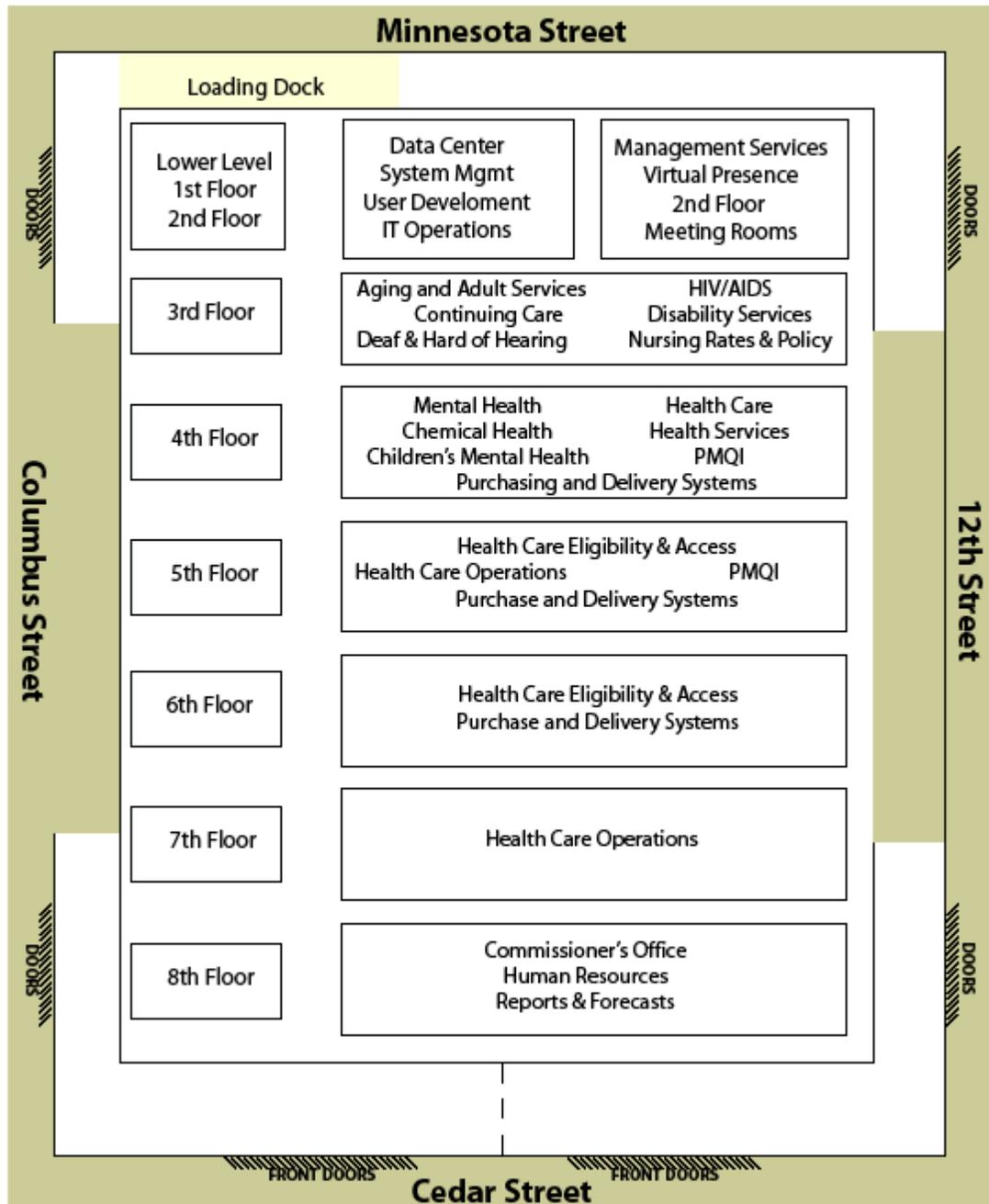
**The Andersen Building Primary Relocation Site is the National Guard Armory north of the Andersen Building across I-94.**

**Relocate there and assemble your staff for a head count.**



**Each floor has its own meeting area in the assembly hall.**

**Armory Relocation Zones  
Andersen Building**



# RELOCATION SITE

## Limited Mobility

The accessible Relocation Site is in the St. Louis Church at the corner of 10th and Cedar Streets. Enter the church through their parking lot doors.

