

City of Los Alamitos
Emergency Evacuation Guide

This guide is intended to provide basic emergency information for employees, as well as visitors to our complex. The focus of the guide is on evacuation protocols, with some basic emergency information included for your reference.

The Los Alamitos City Hall complex is currently equipped with a public address system, which is broadcast through the phones. Within the system, there are individual zones for each building; however, the PA will not broadcast in an office when the person is on the phone. At this time, there is no outside PA system. In order to ensure that all employees and visitors are safely evacuated from the complex in the event of an emergency; the following guidelines have been developed.

Evacuation Team

The Evacuation Team consists of two key positions, each with clearly defined responsibilities during an evacuation. These positions are *Evacuation Leader and the Complex Incident Commander*.

Complex Incident Commander:

The Complex Incident Commander (Complex I.C.) will generally be the Police Department Watch Commander. The Complex I.C. will assume general responsibility for coordinating the evacuation. Their responsibilities are as follows:

1. Make a general evacuation announcement on the PA system
 - a. Dial 80 to broadcast to the entire City Hall complex.
 - b. Dial 81 to broadcast to Public Services
 - c. Dial 83 to broadcast to Community Development
 - d. Dial 84 to broadcast to the Police Department
 - e. Dial 85 to broadcast to Recreation and Community Services
2. Notify by telephone or runner any preselected areas not reached by the PA system.
3. Verify that West-Comm has been notified of the evacuation and appropriate emergency personnel are enroute.
4. Report to the evacuation area and, if necessary, establish a Command Post.
5. Receive status reports from Evacuation Leaders.
6. Provide status report to any responding emergency personnel.

Evacuation Leaders:

The Evacuation Leaders are usually the frontline personnel with job assignments that operate primarily out of the office rather than the field. These people are generally

available during office hours and are in a good position to direct fellow employees as well as any visitors out of the building. Their responsibilities include the following:

1. Alert all department members that an evacuation order has been given.
2. Conduct a search of respective area to verify the evacuation is complete and to identify potential hazards or suspicious objects.
3. Respond to the evacuation area and account for personnel in designated area or building.
4. Report any missing or unaccounted personnel to the Complex I.C.
5. Listen for the “All clear” signal from the Complex I.C., and inform respective personnel that is safe to re-enter the building.
6. Report any problems, safety hazards, or suggestions for improvement to the other Evacuation Leaders or Complex I.C.

Each building should designate an Evacuation Leader, and this role should rotate so that all employees learn the responsibilities of the assignment. Since the Watch Commander may be in the field during an emergency evacuation of City Hall, the Police Department will designate an Evacuation Leader in addition to Complex I.C.

Methods of Alerting

The City of Los Alamitos will use three basic methods to alert personnel of an emergency or evacuation of the City Hall complex.

1. **Building Public Address System**
The PA system should cover several zones within the complex. If it does not, refer to methods 2 and 3.
2. **Personal Notification**
You may be notified by the Complex I.C. or Evacuation Leader that an evacuation order has been issued. Follow the evacuation procedures described in this plan.
3. **Observation**
As an employee, you may encounter an unreported fire, medical emergency, or other incident. If you encounter smoke, fire, or any other unusual circumstance, notify Police Dispatch immediately by dialing (9) 9-1-1. Then contact your Evacuation Leader. The Evacuation Leader should then begin to activate the appropriate emergency measures.

Evacuation Procedures

If you are notified that an evacuation is necessary, you are to proceed to the nearest safe exit. If there are customers or visitors in your work area, please have them accompany you to the designated evacuation area. In most circumstances, the primary evacuation area will be the Community Center Parking Lot. If, depending on the incident, this location is not suitable, you will be directed to another location. Alternate locations include the Verizon Parking Lot and the Oak Middle School Parking Lot.

While you are evacuating be aware of broken glass, falling debris, and any responding emergency personnel. Do not enter any smoky areas, even if it is very light. If you encounter smoke while exiting, retrace your steps and proceed to another exit. If you observe any unusual circumstances, take note and inform your Evacuation Leader or Complex I.C.

Re-entry Procedures after an Evacuation or Drill

Do not re-enter the City Hall complex until you are authorized to do so. Once the emergency has been cleared, the Complex I.C. will advise the Evacuation Leaders that it is safe to re-enter. This may be accomplished by face to face communication or an announcement over a public address system such as a bull horn. Evacuation Leaders should assist the re-entry process as necessary.

Earthquake Procedures:

During an earthquake

- If you are indoors, stay there until the earthquake is over. Get under a desk, table, or stand in a strong door frame. Stay away from windows and areas that may have falling debris.
- If you are outdoors, get into an open area away from trees, buildings, walls, windows, power lines, and other objects that may fall on you.
- If you are driving, safely pull over to the side of the road and stop. Avoid overpasses and power lines. Stay in your car until the shaking is over.

After an earthquake

Evacuation Leaders should conduct a prompt evaluation of their assigned areas. If objects have fallen or been knocked down, notify the Complex I.C. as soon possible. If any areas of the City Hall complex have sustained damage, an immediate evacuation order shall be given by the Watch Commander. Once you are notified to evacuate your respective building, follow standard procedures and guidelines as described in this packet.

Often times there are aftershocks following an earthquake. You should be prepared for them. It is important to remain calm, maintain your personal safety, and follow directions.

After an inspection of the City Hall complex is completed, a decision will be made regarding the safety of each building.

1. If no damage is found, employees will be allowed to re-enter and resume normal operations.

2. If damage is found, employees will be given instructions on whether to stay at the facility or leave.
3. If the damage is severe or otherwise structurally unsound, City Government/Operations will relocate to an alternate seat of government as directed.

1st Alternate: Community / Youth Center
10911 Oak St., Los Alamitos

2nd Alternate: Oak Middle School
10821 Oak St., Los Alamitos
Phone (562) 799-4740

3rd Alternate: Joint Forces Training Base (JFTB)

Fire Emergency Procedures:

The City Hall complex does not have a fire alarm or sprinkler system. However, there are portable fire extinguishers located at various spots in each building and outdoors. Employees should familiarize themselves with the locations of these fire extinguishers in the event it is necessary to use one.

Department Heads should make sure their employees receive updated training regarding the use fire extinguishers.

A fire can contain dangerous smoke, gases, and heat, which may pose a health hazard to anyone. You should not attempt to extinguish a fire without proper personal protective equipment and training. Therefore, under no circumstances should an employee attempt to extinguish a fire when the following exists:

- You do not know what is burning.
- You could jeopardize your own safety.
- The fire could cut off your means to evacuate safely.
- You do not have the proper type of extinguisher.
- You have not received training in the proper use of extinguishers.

Remember a portable fire extinguisher should *only* be used on very small fires!

Anyone who discovers fire or smoke should locate the nearest phone and dial (9) 9-1-1. Remain calm when speaking to the dispatcher and be sure to give your exact location and the location of the fire. Stay on the line with the dispatcher, so you can provide further information if needed.

If the fire is very small, locate a portable fire extinguisher and attempt to extinguish it. If the fire is spreading or growing larger, begin evacuation procedures immediately. Do not attempt to extinguish it. It is much more important to ensure you and your co-workers safely exit the building. If possible, notify the Evacuation Leader. They can assist in the evacuation of the building. If the Evacuation Leader is not present, assume that role and see that personnel safely leave the building and/or immediate area. While evacuating, make sure to check areas such as bathrooms, closets, meeting rooms, and storage rooms for people who may be unaware of the emergency. **You should do this as you exit.** If there are visitors present, escort them out of harms way.

Evacuating to Safe Areas:

During a fire emergency everyone must evacuate from the building and report to a safe area. Evacuation Leaders should immediately account for their respective personnel. If someone is unaccounted for, the Evacuation Leader should notify the Complex I.C. and/or the Fire Department immediately.

The Fire Incident Commander will determine when the building is safe to re-enter. Do not re-enter a building damaged by fire until directed to do so.

Medical Emergency

In the event of a medical emergency notify Emergency Medical Services (EMS) by dialing (9) 9-1-1. Stay on the line with the dispatcher and provide the following information:

- Give your name and the address of the emergency.
- Give the exact location of the victim and a description of the emergency.
- If known, provide the cause of the emergency.
- Tell the dispatcher what first aid has already been provided.

If the dispatcher asks for more information, remain calm and answer any questions to the best of your ability. If you are in a position to render first aid, be sure to use **universal precautions** to limit your exposure to blood and body fluids.

Persons with Disabilities:

If a physically challenged person is in immediate danger, they should be moved to a safe location.

- Always ask someone with a disability how you can help before attempting any rescue technique or giving assistance. Ask how he or she can best be assisted or moved, and whether there are any special considerations or items that need to come with them.

- Do not grasp a visually impaired person's arm. Instead, ask if they would like to hold your arm as you exit. Remember to give verbal instructions and guidance.
- Proper lifting techniques should be used to avoid injury to rescuers' backs. Be careful on stairs and landings. When lifting, bend the knees, keep your back straight, hold the person close, and use your leg muscles to lift.

Evacuation methods for Disabled Individuals

1. Two person carry fore and aft

- a. One helper reaches under the arms and grasps the individual's right waist with their left hand and left wrist with their right hand.
- b. If the disabled person is able to separate their legs, the other helper stands between their legs and just above the knees.
- c. If the disabled person cannot separate their legs, the helper should stand along side and carry from that position.
- d. Helpers control the descent by bending slowly and keeping the back straight.

2. Two person carry side by side

- a. Helpers position themselves next to the wheelchair and grasp the other person's upper arm or shoulder.
- b. The disabled individual places their arms around the helpers' neck.
- c. The helpers then lean forward and place their free arm under the individual's legs and firmly grasp each other's wrist.
- d. The helpers descend the steps at the same time.

3. In chair evacuation

- a. Unlock the brake
- b. The chair is gently leaned backward and moved to the edge of the first step.
- c. One helper steadies the chair by holding the rods to which the footrest is attached. Do not lift the chair from the bottom position.
- d. The helper in the top position controls the descent of the chair by bending their legs slowly and taking most of the weight.

4. Office chair evacuation

- a. Transfer the disabled individual into a sturdy office chair.
- b. One helper gently leans the chair backward.
- c. The other helper faces the chair and holds onto the front legs of the chair
- d. The helpers control the descent by bending legs slowly and keeping their back erect.

Bomb Threat Procedures

The heightened use of explosive devices and potential for terrorist actions is a cause for concern. The City of Los Alamitos realizes no entity is immune from a potential attack.

Therefore we must learn to respond effectively to this type of incident. Bomb threats can be disseminated via any number of different ways, e.g. telephone, voice mail, email, suspicious packages, or simple notes left at or near the workspace. All employees should remain vigilant and recognize that we are not immune to this activity.

It is important to remain calm if you receive a bomb threat, and gather as much information as possible.

Bomb threats by telephone:

- Remain calm and listen intently.
- If possible, write down details of the call as you are hearing them.
- Let the caller finish their message without interruption. If you interrupt, you could miss vital information and the caller might hang up.
- Get as much information as you can. Write down their exact words. Do not interpret.
- Listen for clues that will identify the caller's gender, age, accent, and any background noises.
- Attempt to garner the following information
 - a. Exact location of the bomb
 - b. Time set for detonation
 - c. What the device looks like
 - d. Type of bomb or explosive
 - e. The reason it was planted

After receiving a bomb threat phone call:

- Notify your Evacuation Leader
- If practical complete the Bomb Threat Checklist*
- Notify West Comm via (9) 9-1-1
- Immediately evacuate the building and report to a safe area.

*A Bomb Threat Checklist is contained in this document. It has a list of identifiers that can be helpful to emergency responders. If possible, an effort should be made to complete it if an incident of this nature occurs.

Receiving a suspicious package:

- Under no circumstances should you or anyone else handle or open a suspicious package.
- If the package was handled prior to discovering it was suspicious, note who handled the package and how it was handled.
- Leave the immediate area.
- Notify the Evacuation Leader

- Do not allow anyone to enter the immediate area of the package.
- If the package has a named recipient, find out if they have information regarding the package.
- If the contents of the package or source cannot be confirmed dial (9) 9-1-1.

Work area Bomb Search

Follow this Basic Rule: Look for something that does not belong. Conduct the search at a quickened pace. If in doubt, consider it dangerous and act accordingly.

Search procedures

- Begin your search in public access areas including restrooms, lobby entrances, and corridors.
- Check your work area before exiting, and then check common areas on your way out of the building.
- If there are employees out of the office check their work areas too.
- If you locate a suspicious item, do not touch or handle it. Make note its position and description, and provide that information to responding emergency personnel.

Building evacuation

Once an order to evacuate has been declared, follow these guidelines.

- Promptly collect your personal belongings.
- If you spot a suspicious item in close proximity to your personal belongings, leave it as well as your personal belongings alone. Report that information to the proper personnel.
- Follow proper evacuation procedures and respond to a safe area.

Given the design of the Los Alamitos City Hall complex, an explosive device could affect all buildings. You should not consider yourself safe unless you are at minimum 300 feet away and behind cover. If you can see the device, the device can see you!

Emergency Evacuation Drill Procedures

An actual emergency will be chaotic, stressful, and confusing. One of the best ways to reduce the stress of an actual emergency is through practice. The City of Los Alamitos is committed to ensuring the safety of its employees, customers, and citizens. Recognizing the need for preparedness and planning ahead, evacuation drills will be held semi-annually. This will allow employees to familiarize themselves with their duties and responsibilities in the event of an emergency.

Evacuation drills will be scheduled events. Department Heads, managers, and supervisors will be notified of the dates and times prior to the drill. During practice drills, it is recommended that each building designate one employee to remain at their work station so that City operations and customer service are not interrupted. When participating in a drill, it is important to take the event seriously. Remember, you are practicing for the actual event.

Bomb Threat Checklist

The following information should be gathered when possible. Do not jeopardize your safety in the event of an emergency.

- 1) Name of the caller:
- 2) Time the call was received:
- 3) Telephone line on which the call was received:
- 4) Caller's gender: Male or Female
- 5) Caller's age: Adult Adolescent Juvenile
- 6) Caller's voice: Loud Soft
 Excited Calm
 High Pitched Low Pitched
 Intoxicated
- 7) Caller's Speech: Fast Slow
 Distorted Slurred
 Stuttered Lisp
 Other _____
- 8) Caller's race:
- 9) Caller's accent:
- 10) Caller's manner: Angry Calm
 Profane Humorous
 Irrational Coherent
 Incoherent Deliberate
 Emotional Righteous
- 11) Background noises: Factory Traffic
 Animals Party
 Music Quiet
 Other _____
- 12) Bomb description:

Bomb Threat Checklist Continued

13) Any parting comments:

14) List any noteworthy statements:

15) Total length of the call:

16) Any unique circumstances or facts about the call: