



**EMERGENCY  
PROCEDURES**

Idaho Capitol Mall

# Introduction | Contacts

This quick reference guide explains procedures for short-term emergencies requiring evacuation, partial evacuation, or shelter-in-place for the Idaho Capitol Mall.

**Please become familiar with this handbook and keep at your desk**

Dial **911** for emergencies. If available, press the nearest panic / duress alarm and inform Security at **208-334-2222** so they can meet and assist emergency personnel.

**Communication:** In the event of an emergency, Security will coordinate with emergency personnel and advise employees as appropriate.

**Fire System:** In the event of a fire, the horn/strobe units will be activated, building occupants and visitors should safely evacuate the building. Please use the stairs.

**Emergency Notification System (AlertSense):** AlertSense is an emergency notification system used to send text messages, emails, and phone recordings to selected parties during an emergency event. Notifications will provide details and instructions in the event of an emergency.

To opt-in to receive notifications, email [securityoperations@adm.idaho.gov](mailto:securityoperations@adm.idaho.gov)

Emergency Services (Law Enforcement/Fire/EMS)..... **911**

Security..... **208-334-2222**

## Hazardous Materials

If you discover a hazardous biological, chemical, or radioactive release or spill, immediately:

- Call **911** and Notify Security **208-334-2222**
- Evacuate the immediate area if you have not been exposed.
- Safely prohibit others from entering the area.
- Follow the instructions from emergency personnel.



If an employee(s) comes in contact with hazardous materials and if the below symptoms manifest, call **911**, inform emergency personnel of the symptoms

- Develop a skin rash
- Shortness of breath
- Blisters to the skin
- Watering to eyes
- Any other abnormal conditions



## Bomb/Telephone Threats

If you receive a bomb or telephone threat (remain calm, listen carefully,) and don't hang up:

**TIME CALL RECEIVED:** \_\_\_\_\_ **AM/PM Date:** \_\_\_\_\_

Gender of Caller: MALE / FEMALE / UNSURE

Age of Caller: YOUNG / ADULT / ELDERLY

Try to ask these questions;

- (Bomb) When is the bomb going to explode? \_\_\_\_\_
- (Bomb) Where is the bomb right now? \_\_\_\_\_
- (Bomb) What kind of bomb is it? \_\_\_\_\_
- (Bomb) What does it look like? \_\_\_\_\_
- Who are you? \_\_\_\_\_
- Who are you threatening? \_\_\_\_\_
- Why are you making these comments? \_\_\_\_\_
- Where are you? \_\_\_\_\_
- Exact words of the caller: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Voice Description:** CALM / ANGRY / EXCITED / SLOW / RAPID / SOFT / LOUD / LAUGHTER / CRYING NORMAL / DISTINCT / SLURRED / WHISPERED / NASALLY / STUTTER / LISP / RASPY / DEEP

**KNOWN CALLER:** \_\_\_\_\_

**Background Sounds:** STREET NOISES / TELEVISION / VOICES / PA SYSTEM / MUSIC / MOTOR ANIMALS / CLEAR / STATIC / MACHINERY

**Caller ID Number Shown:** \_\_\_\_\_

As soon as the caller hangs up, notify Security **208-334-2222**, and do not talk to anyone about the threat unless directed to do so by the appropriate authorities.

## EXPLOSION

If there is an explosion:

- Check your safety and those around you.
- If possible, call Security [208-334-2222](tel:208-334-2222) or [911](tel:911).
- Stay away from windows and other items likely to fall or collapse.
- If trapped, shout or make noise to guide rescuers.
- Breathe through a cloth where there is a large concentration of dust.
- Check to see if others in your immediate area need help.
- Evacuate if directed by security or emergency personnel.

## Disturbance | Other Threats

For active threat events in the workplace; physical conflicts, intentional destruction of property, and the like – you may be asked to evacuate or shelter-in-place.

- **Remain calm and notify Security [208-334-2222](tel:208-334-2222)**
- **Keep your cell phone available for use.**
- **Building occupants should expect that emergency responders are notified and will be addressing the incident.**
- **Security will ensure that all occupants are safely evacuated, if required**

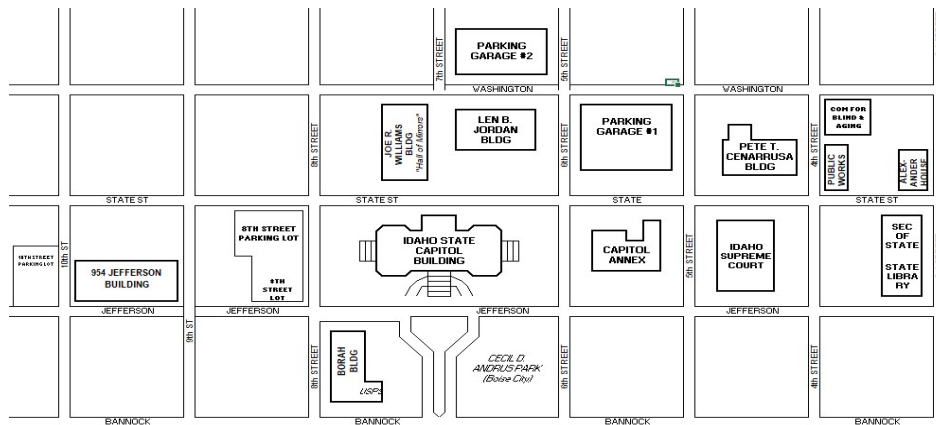
In addition, familiarize yourself with any panic / duress buttons located in your space, to be pushed whenever an employee does not feel comfortable with the customer or situation. If able, take your phone, leave the area, and call Security [208-334-2222](tel:208-334-2222)

### Points to Remember

- Avoid contact with aggressive persons and report all unsafe conditions to Security.
- Leave your work area if you are under immediate threat from the aggressive persons.
- If a disturbance becomes violent or hazardous, consider the option of shelter-in-place for your best safety.

Security [208-334-2222](tel:208-334-2222)

**For your agency's evacuation area, please speak to your supervisor**



# Earthquake | Medical Emergency

## During an earthquake:

- Do not attempt to exit the building.
- Use a desk or table for protective cover. Drop, Cover, and Hold On.
- Stay away from windows and other objects likely to fall or collapse.
- Be prepared for aftershock.
- If trapped, shout or make noise to guide rescuers.
- Breathe through a cloth if there is a large concentration of dust.
- Watch for hazards such as exposed live electrical wires.
- Do not pull a fire alarm.
- Evacuate only if directed.

## Once earthquake has subsided:

- Stand-by for orders from Security or other emergency personnel.
- If evacuation is ordered, proceed to an evacuation area and wait for further instructions.
- Do not re-enter the building unless notified that it is safe to do so by Capitol Mall Security.



## MEDICAL EMERGENCY

- Dial **911** and report the nature of the emergency. Press the nearest duress alarm.
- Give building name: \_\_\_\_\_
- Give the address: \_\_\_\_\_
- Give the street intersection: \_\_\_\_\_
- Give your exact location: \_\_\_\_\_
- Do not hang up until told to do so.
- If time permits, call or direct another person to call Security **208-334-2222**
- Provide medical assistance if properly trained.
- If possible, gather obvious information and relay to emergency personnel.

Evacuation

If it is necessary to evacuate the building:

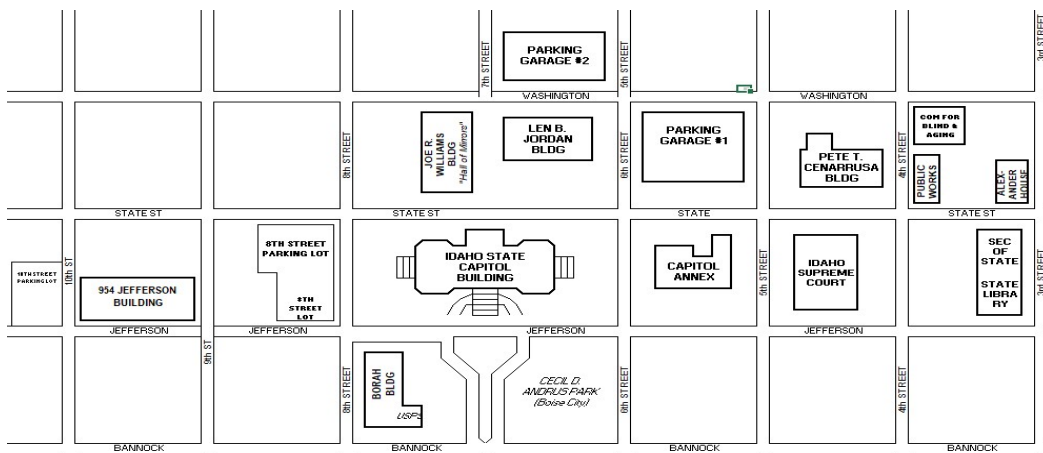
- You may be instructed by your agency manager or supervisor to evacuate the building.
- You will hear and see the alarm horns and strobe lights.
- If safe to do so, take personal belongings (keys, purse, wallet, coat, etc.) .
- Elevators may not work during an emergency, please use the stairs.
- Follow your assigned building evacuation route and go directly to your designated evacuation areas.
- Do not leave the evacuation areas unless an unsafe conditions exists or directed to do so.
- Wait for further instructions.

**Evacuation routes.** Stairwell entrances are marked by emergency exit signs.

**Evacuation area.** Everyone evacuating the building should assemble at the designated location (mustering point) at the direction of their department head. (Refer to the back page of this handbook for your evacuation areas). Evacuation areas may be modified due to wind direction and hazards of specific emergencies.

## Evacuation Areas

For your agency's evacuation area, please speak to your supervisor



**Medical/Mobility Issues.** Occupants and visitors with medical/mobility issues can be accompanied by Capitol Mall Security or other employees to a designated area to await evacuation or appropriate action by emergency response personnel.

**Re-entry.** Do not re-enter the building until directed to do so. If re-entering into a secured space, be sure to have your access card available and do not allow tailgaters.

**Release.** You may be released to go home by your agency if the building cannot be re-occupied

Each department is responsible for training their personnel with medical/mobility employees.

Departments with customer service areas or lobbies that may be frequented by visitors with medical/mobility issues should ensure that provisions are made to assist these visitors in an emergency.

This State Office Building is equipped with a fire alarm system that emits a continuous loud horn sound accompanied by pulsating strobe lights.

There are manual pull stations, used by employees who find a fire in their area. To activate the pull station, pull down on the handle. When the station is activated, the alarm will sound, and the signal is automatically sent to the local dispatch center. Familiarize yourself with pull stations in your work area.

Each floor is equipped with multiple fire extinguishers, familiarize yourself with their location. Your evacuation is the priority in all fire situations.

**If you hear the fire alarm:**

- You will hear and see the alarm horns and strobe lights, indicating that a fire has been detected by building systems or that a fire alarm pull station has been activated.
- Occupants should evacuate the building. Follow your assigned evacuation route and go directly to the designated off-site evacuation areas.
- Take necessary personal belongings (keys, purse, wallet, coats, etc.), if safe to do so.
- Security will assist and ensure that the floors have been evacuated.

Should the fire alarm system be activated, all employees are directed to evacuate the building and proceed immediately to an identified evacuation area. Since the elevators will not work during an emergency, please use the closest stairwell, and proceed out of the building and across the common area where you can assemble with your respective agency.

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**If you detect a fire:**

- Pull the nearest fire alarm pull station, if equipped.
- Dial **911** and report the fire.
- Remain close to the ground if heavy smoke or heat is present.
- Give the building name: \_\_\_\_\_
- Give the address: \_\_\_\_\_
- Give the street intersection: \_\_\_\_\_
- Give the location of the fire: \_\_\_\_\_
- Do not hang up until told to do so.
- If time permits, direct another person to call Security **208-334-2222**

**If your clothing catches fire: STOP, DROP, and ROLL.**



## Mail ~ Suspicious Packages

### Possible evidence of a suspicious letter and package

The indicator list below has been commonly confirmed in past cases where suspicious packages were discovered. \*NOTE combinations of more than one indicator increase the suspicion that any parcel might be hazardous.

- **Markings such as “personal,” “confidential,” or “private.”**
- **Markings such as “fragile”, “handle with care,” or “rush, do not delay.”**
- **Addressee’s name/title may be misspelled or inaccurate.**
- **Titles, but no name.**
- **No return address, or returned address is fictitious.**
- **Cancellation or postmark may show a different location than the return address.**
- **Distorted handwriting, poor typed addresses, homemade labels, or pasted lettering.**
- **Protruding wires or aluminum foil.**
- **Oily stains or discoloration.**
- **Peculiar odors.**
- **Excessive postage.**
- **Lopsided or uneven envelope.**
- **Irregular shape, soft spots, or bulges.**
- **Excessive securing materials (tape).**
- **Buzzing, ticking or sloshing noise.**



If you come across a suspicious package:

- Do not open or touch the package, device, or substance.
- Secure and isolate the immediate area around the object.
- If you have picked up the package, gently set it back down.

- Anyone in the immediate area, including yourself, should move to an adjacent area of safety with a telephone. Do not use your cellular phone.
- Contact Security **208-334-2222**.
- Notify your supervisor.

The building will not automatically be evacuated upon the discovery of a suspicious object. If evacuation becomes necessary, the fire alarm system will not be used. Wait for instructions from the appropriate authorities.

## Shelter-in-Place ~ Active Shooter

In the event of an active shooter or violent attack, remember the run-hide-fight (avoid-deny-defend) method. Run (avoid) if you have a chance, hide (deny) and shelter in place if you are unable, and fight (defend) if you have no other alternatives. Shelter-in-place is to seek safety within the space you are already within, rather than to evacuate the area or seek a community emergency shelter. Make sure that all visitors are directed to a shelter-in-place location with you.

In the event you have to hide and shelter in place – please remember the following:

- Lock/barricade doors; turn off lights
- Close any blinds and block windows. Do not stand by doors or windows.
- Silence radio, computers, and phones
- Have adequate protection between you and the door.
- Expect delays when calling the police as they are already taking calls.
- Doors should be locked prior to leaving an area.

**Remember, remain shelter-in-place unless you are directed by an authorized individual to evacuate the building, EVEN if you hear the fire alarm sound.**



### Active Shooter Procedures

If there is an active shooter, the situation could be constantly changing, and no two situations are the same. A safe approach is to **Avoid, Deny, Defend**.



- **Avoid:** if you can get to a safe place. Pay attention to your surroundings; have an exit plan; the more distance and barriers between you and the threat, the better.
- **Deny:** when getting away is difficult or impossible, keep a protective distance between you and the threat. Move away from windows and barricade in a hiding spot. Turn off the lights, remain out of sight and quiet by hiding behind large objects. Silence your phone. If safe to do so, call 911.
- **Defend:** if you have to protect yourself. If you cannot Avoid or Deny, be prepared to defend yourself. Be aggressive and committed to your actions. Make a plan to survive and act as a team with others.

When Law Enforcement arrives, all employees must show their hands, above their head with open palms facing forward and follow all commands.

