



# Emergency and Safety Procedures



**Please keep this pamphlet at your desk at all times.**

*300 South Riverside Plaza Security Services: 312-676-2519*

Revised June 2018

Serious water damage can occur from a number of sources such as broken pipes, clogged drains, windows, or construction incidents.

### If a Water Leak Occurs:

- Remain calm.
- Notify Security and the Building Management Office to report the exact location and severity of the leak.
- If there are electrical appliances or outlets near the leak, use extreme caution. If there is any possible danger, evacuate the area immediately.
- If you know the source of the water and are confident in your ability to stop the flow (i.e. unclog the drain, turn off the water, etc.) then do so.
- Be prepared to assist as directed in protecting objects that are in jeopardy. Take necessary steps to avoid or reduce immediate water damage such as covering objects with plastic sheeting or moving small or light objects out of danger.

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**FLOODING AND WATER DAMAGE**

## **If Someone Becomes Ill or is Injured and Requires Medical Attention:**

- Call 911.\*
- Call Security and advise them of your location and the nature of the victim's illness/injury.
- Unless trained, do not attempt to render any first aid before trained assistance arrives.
- Do not attempt to move an injured person.
- Comfort the victim and reassure them that medical assistance is on the way.
- Be aware of hazards associated with bloodborne pathogens. Do not come into contact with bodily fluids. Wear proper personal protective equipment.
- After the victim's immediate needs have been taken care of, remain to assist security/medical services to provide pertinent information about the incident.
- Notify victim's supervisor.
- Any personnel who might have been exposed to an infectious material should seek medical attention as soon as possible.

\* *Specify your location as 420 West Van Buren.*

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**MEDICAL EMERGENCIES**

## If a Power Outage Occurs On Your Floor:

- Remain calm.
- Call Security and the Building Management Office to advise them of your location and the nature of the problem.
- Assist others in your immediate area who may be unfamiliar with the building/workplace.
- Turn off equipment such as computers and monitors to avoid potential serious damage once the power is restored.
- If you are in a dark area, proceed cautiously to an area that has emergency lights.
- If you are on an elevator, stay calm. Use the emergency intercom button to alert Security.
- Elevators will stop temporarily and return to the Lobby level.
- If instructed to evacuate the building, proceed cautiously to the designated reassembly areas outside the building, as directed by Police or Fire Department personnel, Security or Building Management.
- Please follow all instructions from your Floor Warden, Security, or Building Management personnel.

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**POWER OUTAGE**

## If a Tornado Warning is Issued:

- An announcement will be made over the Emergency Communication System in the event severe weather conditions make it necessary for employees to move to designated shelter areas.
- Proceed to the interior core of the building. Stairwells and restrooms offer the best protection against flying debris.
- Verify that all employees are accounted for.
- Stay away from windows, mirrors, glass, and large unsecured objects such as filing cabinets.
- **Do Not Use The Elevators.**
- Assist persons with disabilities to the shelter area on the same floor.
- Remain in the shelter area until an "All Clear" has been issued via the Emergency Communication System.
- Please follow all instructions from your Floor Warden, Security, or Building Management personnel.

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**TORNADO/SEVERE WEATHER**

### If a Chemical Spill Occurs:

- If toxic chemicals come into contact with your skin, immediately flush the affected area with water.
- Remove contaminated clothing.
- Call Security immediately.
- If there is a possible danger, evacuate your area.

### If a Chemical Fire Occurs:

- Remain calm.
- Call 911.\*
- Call Security and the Building Management Office to advise them of your location and to describe what occurred and what you observed.
- If the fire is small, you are not exposed to its fumes, and you have received proper training, attempt to put it out with a proper fire extinguisher.
- Never allow the fire to come between you and an exit.
- Evacuate your area if you are unable to put out the fire. Close doors behind you to confine the fire. Proceed to the nearest exit.
- Do not break windows. Oxygen feeds fires. Only break windows as a last resort.
- Do not attempt to save possessions at the risk of personal injury.
- Do not return to the emergency area until instructed to do so by Police or Fire Department officials.
- Please follow all instructions from your Floor Warden, Security, or Building Management personnel.

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**CHEMICAL SPILLS/CHEMICAL FIRES**

Chemicals, leaking gas, faulty boilers, or falling aircraft could all be the cause of life-endangering explosions.

### If an Explosion Occurs:

- Remain calm.
- Call 911.\*
- Call Security and the Building Management Office to advise them of your location and to describe what occurred and what you observed.
- Be prepared for the possibility of further explosions.
- Move to a protected area such as under a table or desk.
- Stay away from windows, mirrors, overhead fixtures, filing cabinets, bookcases, electrical equipment and large, heavy, unstable objects.
- If an evacuation is ordered by Police or Fire Department personnel, proceed to the designated reassembly area for your floor.
- Do not move seriously injured persons unless they are in obvious immediate danger (i.e. fire, building collapse, etc.)
- Open doors carefully and watch for falling objects.
- **Do Not Use The Elevators.**
- Assist persons with disabilities or who appear to need direction or assistance.
- Do not use matches or lighters.
- Use telephones for emergencies only. Remember that others may be calling Security if the phone number is busy. Remain calm and try your call again.
- Prior planning includes being familiar with possible hazards in your building and knowing evacuation routes, and location of fire extinguishers.
- Please follow all instructions from your Floor Warden, Security, or Building Management personnel.

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**EXPLOSIONS**

The following safety procedures will help you avoid dangerous or life-threatening situations.

### Notification Procedure:

#### IN CASE OF A FIRE OR OTHER EMERGENCY:

- Call 911.\*
- Notify Security and the Building Management Office.
- When talking to the dispatcher remain calm and give them the following information:
  - Your name and number.
  - Your exact location including floor, office or cube number if applicable.
  - Type of emergency you are reporting (fire, injury, etc.).
  - Do not hang up until the dispatcher has all the information and hangs up first.

\* Specify your location as 420 West Van Buren.

### P.A.S.S.:

When using a fire extinguisher remember the acronym "P.A.S.S."

- **P**ull the pin from the extinguisher.
- **A**im the hose or nozzle at the base of the fire.
- **S**queeze the handle to discharge entire contents of extinguisher.
- **S**weep (from side to side) the extinguisher agent across the base of the fire.

### Safety Practices:

- Wear your ID Badge at all times.
- Do not allow someone to "tailgate" behind you when entering a secured area.
- All visitors should be instructed on emergency procedures and evacuation routes.
- Do not wedge or block doors open.
- Keep aisles and stairs clear.
- Keep areas around emergency equipment (fire hose, fire extinguishers, emergency phone) clear of obstructions.
- Only smoke in designated areas outside of the building.
- Alert Building Management of unsafe conditions.
- Know your building's emergency procedures.
- Please follow all instructions from your Floor Warden, Security, or Building Management personnel.

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Even in a severe earthquake, you can still take numerous precautionary measures to prevent or minimize injuries or damage to property.

### If You are Inside:

- Stay inside.
- Watch for falling objects.
- Move to a protected area such as stairwells or under a table or desk.
- Stay away from window, mirrors, overhead fixtures, filing cabinets, bookcases, electrical equipment and large, heavy, very unstable object.
- If an evacuation is ordered, proceed to the designated reassembly areas of your floor.

### If You are Outside:

- Move to an open area such as plazas or parking lots away from buildings.
- If forced to stand near a building, watch for falling objects and stay away from:
  - Power lines
  - Street light fixtures
  - Trees
  - Utility poles
  - Signs

### After the Earthquake:

- Remain calm.
- Be prepared for aftershocks.
- If evacuation is ordered, proceed to the nearest clear exit.
- **Do Not Use The Elevators.**
- Do not move seriously injured persons unless they are in danger.
- Open doors carefully.
- Watch for falling objects.
- Do not use matches or lighters.
- Use telephones for emergencies only. Remember that other may be calling Security if the emergency number is busy.



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**EARTHQUAKE**

### If You Discover Fire or Smoke:

#### REMEMBER C.A.L.M.

- **Call:** 911 First.\*
  - **Alert:** Building Management/ Security / Co-workers.
  - **Listen:** For instructions over the public address system.
  - **Move:** To a safe area or evacuate if you are in immediate danger. If not, stay where you are.
- 
- If leaving a room, feel the door with the back of your hand before opening it and do not open any door that feels hot.
  - Do not return to your area for personal belongings.
  - If smoke is present, stay low. The best air quality is near the floor.
  - If you are in an elevator when the alarm sounds, do not push the "emergency stop" button.
  - Return to the building only when instructed by Security, Police or Fire Department officials.

\* Specify your location as 420 West Van Buren.

### If You Catch on Fire:

#### DO NOT RUN!!!

- **STOP** where you are,
- **DROP** to the ground, and
- **ROLL** over and over to smother the flames.

### If You are Trapped in Your Office/Room:

- If possible, wedge wet towels or cloth material along the bottom of the door to keep out smoke.
- Try to close as many doors between you and the fire as possible.
- Use telephone to notify Security/ Fire Department of your problem and location.
- If you are trapped in an area and need oxygen, only break the window as last resort.
- Use caution when breaking the window.

### Response to Audible Fire Alarms:

- If the audible alarm sounds and/or emergency strobes begin to blink, assemble near the closest stairwell and wait for further instructions.
- **Do Not Use The Elevator.**
- Assist persons with disabilities or who appear to need direction or assistance.
- If someone needs additional assistance please alert Security/ Fire Department as to the location and condition of the disabled person.
- Leave all personal belongings and packages behind.
- Return to the building only when instructed by Security, Police or Fire Department officials.

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**FIRE**

Suspicious packages and envelopes can take many forms.

### Item is Suspicious, But Threat is Unknown:

- Call Security and the Building Management Office to advise them of the item and its location.
- Isolate the suspicious item.
- Make your supervisor immediately aware of the item.

### If You Suspect a Biohazard or Chemical Material:

- Call Security and the Building Management Office immediately.
- Keep others away.
- Do not touch package.

### If You Suspect a Bomb:

- Call 911\*
- Call Security and the Building Management Office immediately.
- Do not touch or smell.
- Keep others away.

*\* Specify your location as 420 West Van Buren.*

### If You Find an Open Suspicious Package:

- Do not touch the package.
- Call Security and the Building Management Office to advise them of the incident.
- Make sure your supervisor is aware of the incident.
- Secure the area and do not allow entry.
- Advise Security of persons in the area during the time the package was discovered.
- Any employee who had direct contact with the package should wash their exposed skin with soap and water.
- Wait for Security to arrive and follow their directions.

### Characteristics of Suspicious Packages and Envelopes:

- A powdery substance on the outside.
- Unexpected or from someone unfamiliar to you.
- Excessive postage, handwritten or poorly typed address, incorrect titles or names, or misspelling of common words.
- Addressed to someone no longer with your organization.
- No return address or one that cannot be verified as legitimate.
- Unusual weight given size, is lopsided or oddly shaped.
- Unusual amount of tape, string or other wrapping material.
- Unusual markings.
- Strange odors or stains.
- Electrical wire or tin foil.
- Address not consistent with postmark.

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**SUSPICIOUS PACKAGES AND ENVELOPES**

Here are a few suggestions on what you can do to prevent crime in your area or being the victim of a crime.

### In Your Office:

- Lock up your valuables even if you are just going down the hall. It takes a thief less than 10 seconds to enter a room and steal your property.
- When entering a secure area, do not let someone "tailgate" in behind you.
- Make individuals unknown to you present their I.D. at the card reader to confirm access authorization.
- Do not leave messages on your door indicating that you are away and when you will be back.
- Do not put your home address on your keys and do not leave your keys in a "special" hiding place in your office.
- Call Security to report any suspicious persons or activities.

### When Walking:

- Be aware of your surroundings at all times.
- Walk with confidence and project a no-nonsense image.
- Avoid walking alone at night. Walk with a co-worker or call Security.
- If confronted by an attacker, defend yourself accordingly and try to draw attention to your situation.

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**PREVENTING CRIME**

In the event of a fire or other building emergency, the alarm system and strobe lights will be activated and an audible alarm will be emitted from the alarm system speakers. The audible alarm will be followed by an announcement giving you specific evacuation instructions.

### Evacuation Procedures:

If you are instructed by an emergency announcement to evacuate the floor or building:

- Remain calm.
- Do not take personal items with you and close doors behind you.
- Use stairways to exit the floor and listen to the Emergency Response Team personnel or the Emergency Communication System announcement for specific evacuation instructions.
- Assist persons with disabilities or who appear to need direction or assistance. If someone needs additional assistance, please alert Security/Fire Department as to the location and condition of the disabled person.
- Walk, do not run. Stay to the right and remove high heeled shoes.
- **Do Not Use The Elevators.**
- It is imperative that you "check-in" with your Emergency Floor Warden at the reassembly area so they can account for your whereabouts.
- Assist your Emergency Floor Warden and Security by determining if all persons from your area are accounted for.

### Full Evacuation

A full building evacuation may be used when the emergency involves more than one floor. Chicago Fire and/or Police Department will decide to call for a full building evacuation.

- Occupants should evacuate down to the ground level and exit out of the doors clearly marked "EXIT".
- Always know your evacuations routes and off side reassembly areas.

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**EVACUATIONS**

Telephone bomb threats can be received by any person at any time, but usually will be received by security, a main switchboard operator or person in a sensitive area. Mail bombs or bomb threats may be received by a number of means including standard mail, package delivery service, or truck.

### If You Receive a Telephone Threat:

- Remain calm.
- Keep the caller on the line as long as possible. Listen carefully. Note the time of call and telephone number it came in on.

#### Try to keep the caller talking by asking the following questions:

- Where is the bomb?
  - When will it explode?
  - What does the bomb look like?
  - What kind of bomb is it?
  - What will make it explode?
  - Did you place the bomb? Y/N
  - Why?
  - What is your name?
- 
- If possible, write a note to a college to call the authorities or, as soon as the caller hangs up, immediately notify them yourself.
  - Write down any pertinent information such as background noises, gender of caller, and voice pitches and patterns. Try to get exact words.
  - Immediately upon termination of the call, ***do not hang up***, but from a different phone, contact 911\* immediately with information and await instructions.

### If You Receive a Written Threat or Parcel:

- Remain calm.
- Notify 911\* then Security immediately.
- Do not attempt to open.
- Do not place the article in water or a confined space such as a desk drawer.
- Keep anyone from handling it or going near it.
- Do not use a portable radio or cell phone.
- Write down everything you remember about the letter or parcel.
- Save all packing materials.

### DO NOT:

- Use two-way radios or cellular phone; radio signals have the potential to detonate a bomb.
- Evacuate the building until police arrive and evaluate the threat.
- Activate the fire alarm.
- Touch or move a suspicious package.

Always err on the side of safety. If you feel that the parcel may indeed be an explosive device, calmly alert individuals in your area to leave quietly and contact 911\* then Security immediately.

\* Specify your location as 420 West Van Buren.

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**BOMB THREATS**

**Be calm. Be Courteous. Listen—do not interrupt the caller.  
Notify Security at 312-676-2519 while still on the line if possible.**

Date: \_\_\_\_\_ Time: \_\_\_\_\_  
Phone Number Where Call Received: \_\_\_\_\_  
Exact Words of Caller: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

*Pretend to have difficulty hearing. Try to keep the caller talking. If the caller seems agreeable to keep talking, ask these questions:*

When is the bomb set to go off? \_\_\_\_\_  
Where is the bomb? \_\_\_\_\_  
What type of bomb is it? \_\_\_\_\_  
What does it look like? \_\_\_\_\_  
What will make it explode? \_\_\_\_\_  
Did you place the bomb? Yes / No  
Why? \_\_\_\_\_  
What is your name? \_\_\_\_\_  
Did the caller sound familiar and/or familiar with the building?  
If so, why? \_\_\_\_\_  
Other Information: \_\_\_\_\_

Caller:  Male  Female  Juvenile \_\_\_\_\_ Age

Voice:  Loud  Soft  Raspy  Deep  
 High Pitched  Other \_\_\_\_\_

Speech:  Fast  Slow  Distinct  Slurred  
 Stutter  Distorted

Accent:  Local  Foreign \_\_\_\_\_ Nationality

Manner:  Calm  Angry  Laughing  Intoxicated  
 Coherent  Nervous  Irrational  Emotional

Language:  Excellent  Fair  Foul  
 Good  Poor

Background:  Machines  Music  Trains  Animals

Noises:  Machines  Music  Trains  Animals  
 Planes  Party Noises  Mixed  Quiet  
 Traffic Noises  Other \_\_\_\_\_

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**BOMB THREAT CHECKLIST**

**LEGEND**

My predetermined reassembly

location is:

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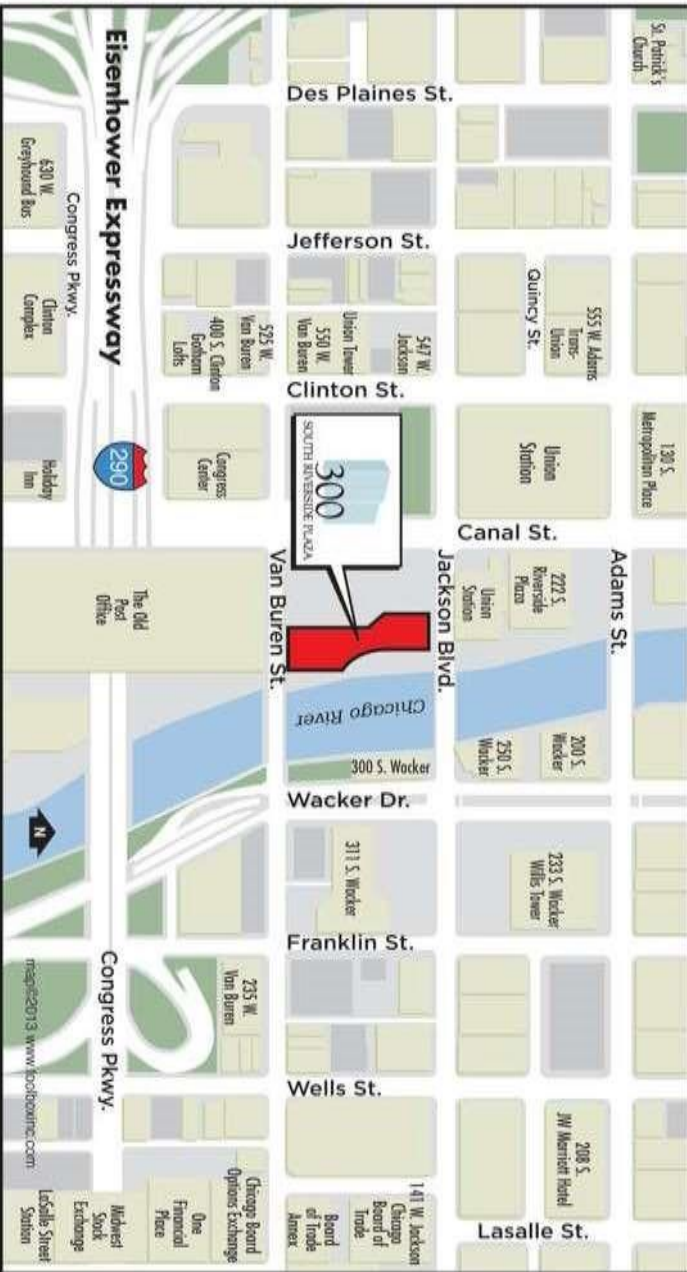
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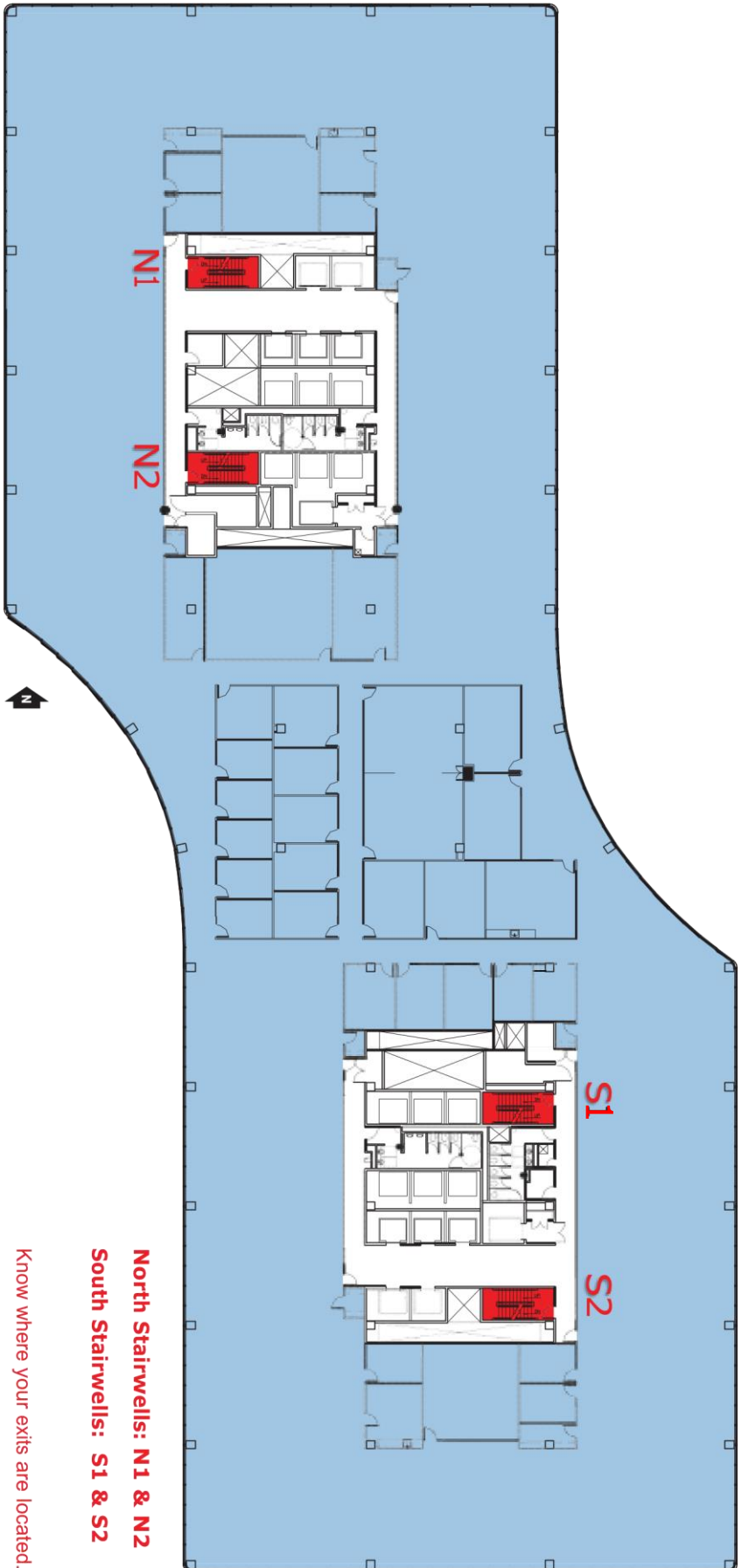
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# 300 South Riverside Plaza Typical Floor Plan



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