


Policy Title:		Emergency Response & Evacuation	
	OFFICE OF THE CHIEF ADMINISTRATIVE OFFICER	Category	Security
		Administrative Policy #	100-ADM-Emergency Response & Evacuation
		Revision #	N/A
		Review Frequency	As Needed – no less frequently than triennially
Administrative Division	Safety and Integrity Division	Reviewed By	Chief Administrative Officer, General Counsel, Chief of Security & Integrity
BOWC Approval	3/25/2019	Last Reviewed/Update Date	3/25/19
Implementation Date	3/25/2019	Resolution #	19-0079

## 1. OBJECTIVES

- 1.1. Establish policies and procedures to ensure and provide an effective process for emergency response and evacuations.

## 2. PURPOSE

- 2.1. To provide clear emergency response and evacuation procedures to ensure employees and customers on DWSD property reach safety during an emergency situation.
- 2.2. To establish baseline protocols across DWSD departments for an emergency situation.

## 3. DEFINITIONS

“DWSD” stands for Detroit Water and Sewerage Department.

"DWSD Security" means the Security and Integrity Division.

“Emergency Floor Coordinator” is a designated employee responsible for leading the evacuation process in an emergency situation.

“First Responder” refers to a specialized individual who is among the first to arrive and provide assistance at the scene of an emergency, such as an accident, natural disaster, or terrorist attack.

“GLWA” means Great Lakes Water Authority.

“Incident Commander” refers to the City of Detroit Fire official in charge of the scene.

“Officer” means any person employed by the DWSD Security and Integrity Division.

## 5. SCOPE

- 5.1. This policy applies to all DWSD employees while at work or engaged in work-related activities.

## **6. RESPONSIBILITIES**

6.1. DWSD, in conjunction with GLWA, is responsible for administration and oversight of this policy and will accept information from the following entities to administer this policy:

### **6.1.1. DWSD Employees**

6.1.1.1. DWSD employees shall be responsible for:

- a) Participating in all emergency evacuation drills.
- b) Knowing the evacuation routes and staging locations.
- c) Planning ahead and notifying the appropriate Emergency Floor Coordinator of any have special needs.
- d) Beginning evacuation procedures if the alarm is activated.
- e) Remaining calm and quiet; taking immediate belongings, purse, keys, and coat.
- f) Upon evacuation, following the Emergency Floor Coordinator's instructions or using nearest unobstructed exit.
- g) Not running, pushing, or using the elevators during the evacuation procedure.
- h) Using a buddy system to assist each other.

### **6.1.2. Emergency Floor Coordinator**

6.1.2.1. Emergency Floor Coordinators shall be responsible for:

- a) Knowing evacuation routes and locations.
- b) Maintaining an updated roster of any persons with special needs or mobility issues and sending to Security to update the master list.
- c) Keeping all emergency equipment (flashlights, vest, etc.) accessible and in working condition.
- d) Displaying the evacuation staging area on floor bulletin board.
- e) Notifying persons of the need to take protective action, in-place shelter, isolate, or evacuate.
- f) Assisting persons with evacuation.
- g) Assigning someone to lead floor personnel down the stairway.
- h) Determining the extent of the fire or explosion (if safely possible) and report this information to Security.
- i) Ensuring that all persons on the floor have evacuated.
- j) Reporting any special needs or person left behind to Security and/or Incident Commander on the scene.
- k) Accounting for all personnel at the staging area.

- l) Participating in an After-Action Briefing, commenting with suggestions or improvements for handling future incidents.

### **6.1.3. Facilities Management**

6.1.3.1. During an emergency, DWSD Facilities Management shall be responsible for:

- a) Assisting Emergency Floor Coordinators and Security in evacuation procedures.
- b) Reporting to the Command Center to assist in action plan.
- c) Shutting down HVAC system or systems (if required).
- d) Having parking structures stop all vehicles and persons from entering properties.
- a) Collecting and compiling damage information (as conditions permit).
- b) Replenishing, repairing, or replacing emergency equipment, including fire extinguishers (as necessary).
- c) Inspecting the site for damage and providing re-entry.
- d) Providing onsite recommendations (as conditions permit). Note: Local fire officials will make the final determination as to whether or not the site is safe to re-enter.
- e) Providing emergency repair services as necessary.
- f) Assisting with debris clearance and site cleanup as necessary.
- g) Providing auxiliary power/lighting as necessary.
- h) Starting up utility lines or systems when appropriate.
- i) Assisting in After-Action Briefing.

### **6.1.4. Security Officers**

6.1.4.1. DWSD and GLWA Security Officers shall be responsible for:

- a) Ensuring that the fire alarm system has been activated. Notify Detroit Fire Communications by calling Fusion Center.
- b) Deactivating card reader for stairs A and B, floors 2, 5, and 19 (Fusion Center).
- c) Ensuring the Detroit Fire Department has been notified and briefing the oncoming Incident Commander upon arrival.
- d) Directing fire and emergency personnel to the scene.
- e) Ensuring leadership and appropriate notifications are made.
- f) Utilizing the incident command system and documenting actions taken.
- g) Determining the extent of the fire or explosion (if possible), and assisting with the evacuation process.
- h) Directing personnel towards evacuation locations.

- i) Ensuring evacuation locations are upwind of the incident (as necessary).
- j) Recording information from Emergency Floor Coordinators on: cleared floor, persons left behind, any existing special needs or conditions.
- k) Establishing a perimeter and securing the area as best as possible.
- l) Stopping vehicular and pedestrian entrance to the building during the evacuation.
- m) Providing situational updates and maintaining liaison with DWSD Director and GLWA CEO (or their designee).
- n) Coordinating with Facilities Management, maintenance personnel, utility companies, and the fire department in shutting down utility lines or systems that might present an additional hazard (i.e., gas main).
- o) Monitoring two way radios to advise personnel of all clear and receiving or providing any instructions necessary.
- p) Coordinating utility start-up procedures with Facilities Management, maintenance personnel, utility companies, and the fire department.
- q) Preparing an incident report.
- r) Conducting an After-Action Briefing with key personnel, incorporating improvements for future incidents.

#### **6.1.5. Injury Response**

- 6.1.5.1. Dependent on the severity of the potential injury, at the staging area or post evacuation employees will be referred to the Henry Ford Occupational Health Center or the nearest available hospital.

#### **6.1.6. Public Affairs**

- 6.1.6.1. DWSD Public Affairs shall be responsible to:

- a) Obtain verified information about the incident from the Incident Commander.
- b) Establish a Media Center (as necessary).
- c) Conduct all media relations in compliance with relevant Public Affairs policies.
- d) Prepare and issue news releases to the media if needed.

#### **6.1.7. Executive Leadership**

- 6.1.7.1. DWSD's executive leadership team shall be responsible for:

- a) Having a representative report and activate the Emergency Command Center (ECC).
- b) Determining the extent of the fire or explosion.
- c) Determining direction and control for staff and personnel during the interim period.
- d) Authorizing the use of organization resources.

## **7. POLICY**

### **7.1. Advance Planning**

- 7.1.1. On an on-going basis, DWSD shall seek and use input from people with different types of disabilities (i.e., mobility, vision, hearing, cognitive, psychiatric, and other disabilities) regarding all phases of the emergency management plan.
- 7.1.2. DWSD Security and Integrity Division and Human Resources Division shall maintain a voluntary, confidential registry of persons with disabilities who may need individualized evacuation assistance, transportation, and/or notification.

### **7.2. Evacuation Drills**

- 7.2.1. DWSD will pre-arrange emergency evacuation drills at least semi-annually in coordination with GLWA and the City of Detroit Fire Department.
- 7.2.2. Participation in pre-arranged emergency evacuation drills is mandatory for all DWSD employees.

### **7.3. Fire Alarm**

- 7.3.1. In the event that the emergency fire alarm system is activated, all employees are to evacuate the building by following the procedures below.

### **7.4. Medical Assistance**

- 7.4.1. DWSD will engage with emergency responders in order to provide medical assistance to injured employees and customers, including providing all necessary insurance and benefits documentation post event.

### **7.5. Notifying Relatives of Injured Victims**

- 7.5.1. If an employee is injured during an emergency or evacuation situation, DWSD will promptly notify relatives of injured victims to the best of the organization's ability.

### **7.6. Reasonable and Necessary Accommodations**

- 7.6.1. Management may take reasonable and necessary actions to accomplish the intent of this policy.

## **8. PROCEDURE**

### **8.1. Evacuation Drills Procedures**

- 8.1.1. On a semi-annual basis, GLWA will coordinate pre-arranged emergency evacuation drills with the City of Detroit Fire Department and DWSD. GLWA shall notify in advance the DWSD Security and Integrity Division, who is responsible for ensuring the necessary staff supports are in place for the evacuation drill.
- 8.1.2. All DWSD employees are required to follow the below evacuation procedures, even during an evacuation drill.

- 8.1.3. Emergency Floor Coordinators are required to review the shelter-in-place locations and direct employees with mobility issues to the correct location.

## **8.2. Notification and Warning Procedures**

- 8.2.1. Emergency Floor Coordinators will check their work areas to ensure that all persons have taken the appropriate action.
- 8.2.2. GLWA and DWSD security will respond to the scene to assess and assist in the evacuation.
- 8.2.3. Small or isolated fires should be extinguished or contained if safely possible.
- 8.2.4. Emergency Floor Coordinators will account for their personnel at the evacuation staging area and report this information to DWSD Security Officer.
- 8.2.5. All Personnel should remain at the staging area for further instructions.
- 8.2.6. Security Officer will authorize reentry into the site/facility after being cleared to do so by the Incident Commander.
- 8.2.7. The Emergency Floor Coordinators will disseminate the all-clear notice to personnel at the staging area.

## **8.3. Evacuating the Building (MOB)**

- 8.3.1. Follow Emergency Floor Coordinator's instructions or use nearest unobstructed exit.
- 8.3.2. Enter unobstructed stairs, go down quickly, calmly, and quietly.
- 8.3.3. Check doorknobs for heat with the back of the hand before opening. Do not open if HOT.
- 8.3.4. Close all doors behind you as you leave, if possible.
- 8.3.5. Do not attempt to use elevators.
- 8.3.6. Do not go back into the building.
- 8.3.7. Move together. Unsteady persons should wait to avoid blocking stairway. If safe stay in landing for assistance (stand or sit opposite of the hand rail)
- 8.3.8. Go to assembly point on Monroe at Farmer Street.
- 8.3.9. Follow directions of Security, Facilities, and Emergency Floor Coordinators and proceed on sidewalk to established assembly area
- 8.3.10. Check in with Emergency Floor Coordinator at staging area
- 8.3.11. Have I.D. available for re-entry

## **8.4. Shelter In-Place - "ONLY IF YOU ARE UNABLE TO EVACUATE"**

- 8.4.1. Ensure that the Emergency Floor Coordinator, Security, or someone knows your location so first responders can be notified upon their exiting the building.
- 8.4.2. After the floor has evacuated, position yourself in the stairwell to await assistance, OR

- 8.4.3. Locate a room with a window and phone if possible. Do Not break the window.
- 8.4.4. Close doors to the room and seal as best possible to stop smoke from entering.

# Exhibits

## Exhibit A: Emergency Response & Evacuation

