

# BASIC EMERGENCY PROCEDURES

## LOCKDOWN-----

**Notification:** "Lockdown" via intercom or by word of mouth.

**Purpose:** Create physical barrier and protection from a potential intruder or threat in or near building.

**Response:**

1. Inform a staff member
2. Staff member: alert security guard if present
3. Staff member: call 911 or press emergency police summons button at Front Desk below client window
4. Immediately go inside the closest office
5. Close doors and windows and create a physical barrier
6. Close all blinds, cover windows and turn off lights
7. Move to the safest part of the room (away from windows and doors)
8. Sit down, silence cell phones and call 911
9. Do not open doors for anyone
10. Wait for Staff or Law Enforcement to give "all clear" in person

## EARTHQUAKE-----

**Notification:** Trembling or shaking

**Response:**

1. Drop: under desk or table
2. Cover: your eyes with arm (face away from windows/glass)
3. Hold: on to desk or table legs
4. After shaking stops: evacuate to parking lot
5. Account for clients, counselors and staff
6. Confirm count: report anyone missing to staff
7. Wait for further instructions

## FIRE-----

**Notification:** Smoke, flames, intercom or word of mouth

**Response:**

1. Evacuate to a safe distance
2. Account for clients, counselors and staff
3. Confirm count: report anyone missing to staff
4. Wait for further instructions

# BASIC EMERGENCY PROCEDURES

## SHELTER IN PLACE-----

**Notification:** “Shelter in Place” by intercom or word of mouth

**Purpose:** Create physical barrier and protection from potential airborne threat

**Response:**

1. Immediately go to front lobby
2. Close all doors and windows
3. Account for clients, counselors and staff
4. Wait for staff to give “all clear”

## CLIENT INCIDENT-----

**Notification:** Instructions from Front Desk or other staff members

**Purpose:** De-escalate situation; create calm; find solutions

**Response:**

1. Inform a clinical staff member
2. Facilitate moving to a room so that other clients are not disturbed
3. Create calm by responding empathically and attempting to meet the client’s needs while maintaining appropriate clinical and professional boundaries.