



**American
Specialty**

EMERGENCY RESPONSE PLAN TEMPLATE



Emergency Response Plan - Template

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INTRODUCTION

A well-thought-out Emergency Response plan provides employees at all levels with effective and tested procedures to respond to a variety of emergency situations. Emergency response plans should not be developed and used as a recipe (i.e. a set of specific instructions with precise measurements used for a consistent outcome) for responding to emergencies. Rather, effective plans offer guidance by identifying the fundamental processes that should be followed during emergency situations. In an emergency situation where stress, fear, and adrenaline are the reality, details may be forgotten, but a practiced approach will be instinctively applied. Lastly, Emergency Response plans are not a substitute for thinking. Proper execution of the plan requires analyzing the situation and formulating the best response based on the situation and the available resources.

The contents of this manual were designed to assist facilities to develop and implement an emergency response plan. Every facility is different and has its own unique set of physical and operational characteristics and is subject to the different threats and hazards that may occur. The contents of this plan do not address procedures for every hazard or threat that may be encountered. Your plan should be specifically tailored to match the characteristics of your facility and the threats and hazards that are the most likely to occur. Use this manual as a guide when you write your facility's unique emergency response plan. The Ready Business website, www.ready.gov/ is an excellent on-line resource to assist businesses in developing an emergency response plan.

Lastly, American Specialty strongly recommends that facilities have their plans reviewed by local emergency response agencies such as the Fire Department, Emergency Medical Services, and Law Enforcement. Developing a good rapport with your local emergency response agencies is of great benefit when their response to your facility is required. By obtaining these agencies' feedback and approval, you strengthen the communication between your facility and their staff, which helps to ensure that everyone is working from the same page during an emergency.

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GENERAL INFORMATION

BUSINESS NAME	
ADDRESS	
TELEPHONE	
LAST REVISION DATE	

POLICY STATEMENT

A Policy Statement outlines the purpose of the Emergency Response Plan. It also demonstrates management's commitment to protecting employees, guests, and the business. The following is a sample policy statement for an Emergency Response Manual. You can replace the bracketed highlighted text with your organization's name.

Sample Policy Statement

The purpose of this Emergency Response Plan is to assist employees and management in making the appropriate decisions during emergencies. This plan contains guidance in determining the appropriate actions to take to prevent injury and property loss from the occurrence of emergency situations.

The management team at [Name of Your Organization] recognizes that every emergency situation is different, shaped by the nature and severity of the incident, the geographic and political nuances of the event, and even how stakeholders and employees react to what has happened. However, in the event of an emergency or crisis, [Name of Your Organization] is committed to taking all reasonable and appropriate steps to protect people, property, and the business interests of the [organization].

PLAN DISTRIBUTION

The Plan will be distributed to members of the emergency response team and department heads. The Emergency Response Summary Sheet located in the appendix portion of this document (A-1) will be distributed to all employees.

A master copy of this document will be maintained by (Name and Title). Electronic copies are also stored on a secured USB flash drive for printing.

REVISION HISTORY

REVISION NO.	DATE	CHANGES MADE	AUTHORIZATION

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EMERGENCY RESPONSE TEAM

Identify members of the organization’s Emergency Response team using the table below. When assigning specific roles and duties for the Emergency Response Team, consider employee job responsibilities, training, and/or expertise. The following are the positions that may be included into an organization’s Emergency Response Team:

- ✓ Team Leader
- ✓ Operations
- ✓ Maintenance
- ✓ Security
- ✓ Employees trained in CRP, First Aid, AED, fire extinguishers

EMERGENCY RESPONSE TEAM		
Name	Responsibilities/Department	Phone/Radio Numbers
		<i>Home:</i>
		<i>Cell:</i>
		<i>Radio Call #:</i>
		<i>Home:</i>
		<i>Cell:</i>
		<i>Radio Call #:</i>
		<i>Home:</i>
		<i>Cell:</i>
		<i>Radio Call #:</i>
		<i>Home:</i>
		<i>Cell:</i>
		<i>Radio Call #:</i>
		<i>Home:</i>
		<i>Cell:</i>
		<i>Radio Call #:</i>
		<i>Home:</i>
		<i>Cell:</i>
		<i>Radio Call #:</i>
		<i>Home:</i>
		<i>Cell:</i>
		<i>Radio Call #:</i>

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EVACUATION PLAN

Protecting the health and safety of everyone at the facility is always the first priority during an emergency situation. During certain situations, it may be necessary to evacuate a building, an area, or the entire facility. A facility should be evacuated if it is determined that having people remain inside would further jeopardize their safety or place them at risk if there is a threat of an incident.

Prior to initiating evacuation procedures, the inherent risks associated with evacuating the facility should be taken into consideration. Confusion and mass panic resulting from the evacuation could cause injuries. The following are possible reasons to initiate evacuation procedures:

- Fire
- Bomb Threat
- Hazardous Material Spill – (on-site, from a nearby facility, or from a transportation accident)
- Acts of violence

The evacuation team will direct the evacuation of the building and account for all employees outside at a safe location.

EVACUATION TEAM

EVACUATION TEAM MEMBERS	NAME /LOCATION/DUTIES
Evacuation Team Leader	
Area Warden – (per each specific section of the building)	
Stairwell/Elevator Monitors	
Aides for Persons Living with Disabilities	
Assembly Area Monitors – (responsible to bring employee roster and visitor log to evacuation assembly location. The Evacuation Team Leader will be informed if anyone is missing or injured.)	

AREA(S) OF REFUGE FOR INDIVIDUALS LIVING WITH DISABILITIES

AREA OF REFUGE	LOCATION
Designated safe areas within the building where individuals living with disabilities can wait if the paths of the exit are unavailable.	

EVACUATION ASSEMBLY POINT

EVACUATION ASSEMBLY POINT	LOCATION
Individuals should assemble at the following location for accounting.	<i>Note: Designate a predetermined location that is a minimum of 300 feet from the facility where employees and patrons can safely gather.</i>

(Insert maps of evacuation routes, areas of refuge and the evacuation assembly point.)

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SEVERE WEATHER PLAN

Severe weather includes thunderstorms, tornadoes, and lightning. The dangers associated with these types of occurrences include strong winds, damaging hail, lightning strikes, heavy rain, flash floods, and property destruction that could lead to serious injury or death. Definitions of verbiage commonly associated with severe weather are described as follows.

WEATHER WATCHES/WEATHER WARNINGS

WATCHES	
<i>Conditions are favorable or expected, but not occurring or imminent.</i>	
Severe Thunderstorm	Atmospheric conditions are favorable for the development of severe thunderstorms – i.e. producing hail at least 1 inch in diameter and/or 58 mph or greater wind speeds.
Tornado	Atmospheric conditions are favorable for the development of severe thunderstorms capable of producing tornadoes.
WARNINGS	
<i>Conditions are occurring or imminent.</i>	
Severe Thunderstorm	There is a severe thunderstorm in the area, which has produced high winds, hail and dangerous lightning. This storm may have been reported by someone in the area or indicated on radar.
Tornado	A tornado has been spotted or is indicated by radar. Immediate actions must be taken to protect life and property.

If a tornado warning is issued, activate the alarm throughout the building instructing everyone to proceed to the designated shelter-in-place location(s).

TORNADO SHELTER-IN-PLACE PLAN

SHELTER-IN-PLACE TEAM	NAME/SPECIFIC DUTIES
<i>Team Leader</i> – Directs Shelter-in-Place Team.	
<i>Weather Watcher</i> – Person who monitors the weather sources and updated emergency instructions. Informs Team Leader of weather updates.	
<i>Shelter Area Assistant #1</i> – Person to direct individuals outside to enter the building.	
<i>Shelter Area Assistant #2</i> – Person to direct individuals to the designated shelter area(s).	
<i>Shelter Area Assistant #3</i> – Person to accounts for individuals as they arrive in the shelter area – takes head count.	

(Insert a map of the Shelter-in-Place location(s) inside the building.)

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FIRE EMERGENCY PLAN

Life safety should always take precedent during a fire. *The two most important items are always the safe evacuation of employees and patrons and the immediate notification of emergency responders.*

If a fire is reported or is visible, pull the fire alarm, (if available and not already activated) to warn occupants. Then dial 9-1-1 to alert the Fire Department. *The Evacuation Team will direct the evacuation of employees and visitors.*

FIRE EVACUATION PROCEDURES

- Evacuate building occupants along evacuation routes to primary assembly areas outside.
- Redirect building occupants to stairs and exits away from the fire.
- Prohibit use of elevators.
- Evacuation team to account for all employees and visitors at the assembly area.
- Meet the appropriate fire Department representative and inform him/her of the following:
 - ✓ If everyone has been accounted for or not
 - ✓ Of any injuries
 - ✓ Provide IC with building floor plans and keys to the building

FIRE EXTINGUISHER PROCEDURES

All employees should be trained on how to properly use a fire extinguisher. Employees should only attempt to extinguish a fire if it is safe to so. The following steps are general procedures on how to use a fire extinguisher:

- Make sure all employees are out of harm's way.
- Remove the extinguisher from its hanger.
- Pull the pin out (pull hard enough to break the seal).
- Place yourself between the fire and exit and maintain this advantage until the fire is extinguished.
- Aim at the base of burning material, and with a back and forth motion, disperse the agent by squeezing the handle.
- Continue dispersing the agent until the fire is completely out, covering the entire surface.

Remember the acronym P.A.S.S., which stands for:

- ✓ **PULL** the pin out.
- ✓ **AIM** at the base of the fire.
- ✓ **SQUEEZE** the trigger handle.
- ✓ **SWEEP** in a back and forth method.



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MEDICAL EMERGENCY PLAN

If a medical emergency is reported, dial 9-1-1 and request an ambulance. The individual who is responsible for notifying emergency responders should be able to calmly and professionally relay the following information to the emergency dispatcher or 911 operator:

- ✓ Nature of the illness or injury (e.g., breathing difficulty, neck pain, unconsciousness, etc.).
- ✓ Location of the victim(s).
- ✓ Number of victims.
- ✓ Nearest entrance (emergency access point).
- ✓ Hazards in the area (if applicable).
- ✓ Specialized equipment needed (i.e. personal protective equipment, rescue or extrication equipment, etc.).

The individual who is responsible for notifying emergency responders should inform the emergency dispatcher of the location where a park employee will meet them.

PERSONNEL TRAINED IN FIRST AID, CPR AND/OR USE OF THE AUTOMATED EXTERNAL DEFIBRILLATOR (AED)

NAME	CERTIFICATION/TRAINING	OFFICE LOCATION/TELEPHONE EXTENSION

FIRST AID/LIFE SAVING EQUIPMENT

EQUIPMENT	LOCATION
First Aid Kit	
AED	
Universal Precautions Kit	

GENERAL PROCEDURES

- Only trained responders should provide first aid assistance.
- Do not move the victim unless the victim's location is unsafe.
- Control access to the scene.
- Take "universal precautions" to prevent contact with bodily fluids.
- Meet the ambulance at the nearest entrance or emergency access point, direct them to the victim(s).

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ACTIVE SHOOTER PLAN

According to the U.S. Department of Homeland Security, an *Active Shooter* is an individual actively engaged in killing or attempting to kill people in a confined and populated area. Active Shooter situations are unpredictable and evolve quickly. Typically, the immediate deployment of law enforcement is required to stop the shooting and mitigate harm to victims. Because Active Shooter situations are often over within 10 to 15 minutes and occur before law enforcement arrives on the scene, employees must be prepared to mentally and physically deal with an active shooter situation. When an Active Shooter situation occurs, employees need to be prepared to do the following:

- If you hear what sounds like gunshots, or popping, assume an active shooter situation and assess the situation for the best survival option that is available.
- If possible, attempt to move away from the shooting noise and immediately evacuate the building using the nearest available exit.
- If an exit is blocked, take the safest route to the next available exit, taking cover if and when necessary.
- Do not enter an area where you could be trapped or your options for movement are restricted.
- If you're in an office or a conference room, and it is not safe to leave, barricade the door and throw a heavy object at the corner of the window to break it, and proceed to evacuate the building.
- If an armed intruder enters and begins shooting, any and all actions to stop the shooter are justified. This includes the following countering options:
 - Making noise
 - Moving about the room to lessen the shooter's accuracy
 - Throwing items (books, computers, phones, etc.)
 - Fighting

WHEN LAW ENFORCEMENT ARRIVES ON SCENE

Law enforcement's purpose is to stop the Active Shooter as soon as possible. Officers will proceed directly to the area where the last shots were heard. Officers may shout commands and push individuals to the ground for safety. The first officers to arrive at the scene will not stop to help injured persons. Expect rescue teams comprised of additional officers and emergency medical personnel to follow the initial officers. These rescue teams will treat and remove any injured persons. They may also call upon able-bodied individuals to assist with removing the wounded from the premises. The following are general procedures regarding how to react when enforcement personnel arrives:

- Remain calm and follow officers' instructions.
- Immediately raise hands and spread fingers.
- Keep hands visible at all times.
- Avoid making quick movements towards officers.
- Avoid pointing, screaming, and/or yelling.
- Do not stop to ask officers for help or direction when evacuating.

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BOMB THREAT

These procedures are intended to provide general guidelines for action to take when a bomb threat is received.

GENERAL PROCEDURES

- Prevent panic.
- Locate the device in question, if one exists.
- Protect life and property.
- Evacuate if necessary – *follow the Emergency Evacuation Procedures.*
- Prevent publicity that could lead to additional threats.

TELEPHONE PROCEDURES

- Keep the caller on the line as long as possible.
- Use the Bomb Threat Sheet as a guide - (*see in the Appendix section*).
- Listen to the entire call before asking any questions (i.e., do not interrupt the caller).
- Ask the caller to repeat the message.
- Record every word spoken by the caller.
- Try to ascertain the following:
 - ✓ Exact location of the device.
 - ✓ Detonation time.
 - ✓ Type of explosive involved.
- Listen for and record any background noise.
- Try to discern the caller's voice and mood.
- After the caller hangs up, immediately contact a manager or supervisor.

BOMB SEARCH

There are three actions that can be taken when faced with a bomb threat: 1) ignore the threat, 2) evacuate immediately, or 3) search and evacuate if necessary. Initiating a search after a threat is received and evacuating after a device has been located may be the best course of action to take. It is not as disruptive as an immediate evacuation and satisfies the requirement of taking appropriate action when a threat is received. If a device is located, evacuation of the facility can be accomplished while at the same time avoiding the area in which the device has been located.

SEARCH PROCEDURES

- Assemble the search team in an area behind the scenes from the public.
- Assign team members with specific areas of responsibility.
- Ensure that all areas of the building are searched.
- Maintain visual contact with team members.
- Conduct visual inspections only.
- Look for out-of-place items, do not move items to look into, around, or behind them.
- Listen for out-of-place sounds – (e.g. clock ticking, electric motor, etc.).

SUSPICIOUS OBJECT LOCATED

- Call 9-1-1.
- Escort emergency responders to the scene of the suspicious object.
- Direct employees to turn off all electronic communication devices – (radios, cell phones etc.).
- Ensure that the area where the device is located is secure.
 - ✓ Do not allow any unauthorized individuals to enter the area.
 - ✓ Establish a minimum of a 300-foot perimeter.
- Prepare to initiate Emergency Evacuation Procedures

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ANNEX

ADDITIONAL HAZARDS

The following are additional hazards to consider when developing the organization's Emergency Response Plan:

NATURAL HAZARDS	MAN-MADE HAZARDS
Geological Hazards <ul style="list-style-type: none"> ✓ Earthquake ✓ Tsunami ✓ Volcano ✓ Landslide ✓ Mudslide 	Accidental <ul style="list-style-type: none"> ✓ Hazardous material spill/release ✓ Explosion/fire ✓ Transportation accidents <ul style="list-style-type: none"> ➤ Automobile ➤ Railroad ➤ Aircraft ➤ Watercraft ✓ Building/structure collapse ✓ Entrapment/rescue <ul style="list-style-type: none"> ➤ Machinery ➤ Confined space ➤ Water
Meteorological Hazards <ul style="list-style-type: none"> ✓ Flood/flash flood ✓ Blizzard ✓ Ice storm ✓ Windstorm ✓ Extreme temperatures (heat/cold) 	Intentional <ul style="list-style-type: none"> ✓ Robbery ✓ Lost person/child abduction ✓ Workplace violence ✓ Demonstrations ✓ Riots ✓ Terrorism
Biological Hazards <ul style="list-style-type: none"> ✓ Foodborne illnesses ✓ Pandemic/Infectious/Communicable diseases 	
Technology Caused Event <ul style="list-style-type: none"> ✓ Computer system ✓ Utility interruption or failure <ul style="list-style-type: none"> ➤ Telecommunications ➤ Electrical power ➤ Water ➤ Gas ➤ HVAC ➤ Sewage ➤ Critical infrastructure 	

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APPENDICES

A-1: EMERGENCY RESPONSE PLAN EMPLOYEE SUMMARY SHEET

EMERGENCY EVACUATION



- Proceed to the nearest appropriate exit.
- Proceed to the evacuation assembly area located at (location) for roll call – (unless otherwise directed).
- Do not re-enter the building until given permission from the Evacuation Team Leader.

TORNADO/SEVERE THUNDERSTORM



- Upon notice from receptionist, immediately seek shelter at the designated shelter area – (see map).
- Wait for an announcement as to when it is safe to leave the shelter areas.

FIRE



- Notify employees in the immediate area to evacuate.
- Notify the receptionist of what is burning and the exact location.
- Obtain a portable fire extinguisher and attempt to extinguish the fire if trained and if it is safe to do so.
- Evacuate building by the appropriate closest exit.
- Proceed to the evacuation assembly area for roll call – (unless otherwise directed).
- Do not re-enter the building.

MEDICAL EMERGENCY



- Inform the receptionist to call 911.
- Stay with individual to offer comfort – (do not render any treatment beyond your training).
- Do not move the individual unless they are in immediate danger or give any medications.
- If individual is unconscious, ensure that someone retrieves the AED, and someone trained in CPR is alerted.

ACTIVE SHOOTER – (three options)



- Evacuate (should be first option to consider)*
 - ✓ Have an escape route and plan in mind.
 - ✓ Attempt to move towards an exit away from the shooting noise.
 - ✓ Leave belongings behind.
- Temporary shelter or lockdown
 - ✓ Seek temporary shelter in an area out of the active shooter's vision.
 - ✓ Do not enter an area where you could be trapped or your options for movement are restricted.
 - ✓ If in an office or conference room, and it is not safe to leave, barricade the door.
 - ✓ If there is a window, and it is a viable escape route, throw a heavy object at the corner of the window to break it, and proceed to evacuate the building.
- Take Action*
 - ✓ As a last resort take the following countering options:
 - Making noise
 - Moving about the room to lessen the shooter's accuracy
 - Throwing items (books, computers, phones, etc.)
 - Fighting

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BOMB THREAT



- Threatening Call*
 - ✓ Keep individual on phone.
 - ✓ Notify co-worker who will then notify a manager.
 - ✓ Stay on the line until you hear a dial tone.
 - ✓ If unable to notify a co-worker of the call, immediately notify a manager.
 - ✓ Fill out the Bomb Threat Checklist after the caller hangs up.
- Threatening letter*
 - ✓ Notify a manager immediately.
 - ✓ Preserve the letter for investigative purposes.
- Suspicious Letter or Package*
 - ✓ Do not touch or move the object.
 - ✓ Notify a manager immediately.

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A-2: FACILITY MAP AND DIAGRAMS

Insert map of the facility and consider including the following information and diagrams:

- Building blueprints and/or diagrams
- Primary and secondary emergency evacuation routes
- Evacuation assembly areas
- Shelter-in-place locations
- Utility shut offs (water, gas, electricity)
- Hazardous material storage
- Emergency vehicle entrances
- Location of first aid and safety equipment (first aid kit, AED etc.)

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A-3: EMERGENCY CONTACT LIST

EMERGENCY CONTACT LIST		
Organization	Contact Name	Emergency Phone #
Fire Department		911
Emergency Medical Services		911
Police Department		911
Poison Control		
Public Health Department		
Center for Disease Control (CDC)		
Gas Company		
Electric Company		
Water Company		
Cleanup/Disaster Restoration		
Electrician		
Plumber		
Insurance Broker		
Insurance Carrier – (Property)		
Insurance Carrier – (General Liability)		
Insurance Carrier – (Auto)		
Insurance Carrier – (Workers' Compensation)		
Corporate Law Firm/Attorney		
Corporate Office		

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A-4: KEY VENDOR LIST

KEY VENDOR LIST			
Vendor	Function/Department	Contact Person	Contact Number

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A-5: BOMB THREAT CHECKLIST

BOMB THREAT CHECKLIST		
<i>Exact wording of threat:</i>		
QUESTIONS TO ASK	THREAT LANGUAGE	
1. When is the bomb going to explode?	<input type="checkbox"/> Abusive <input type="checkbox"/> Incoherent <input type="checkbox"/> Irrational <input type="checkbox"/> Well-spoken <input type="checkbox"/> Message read by caller <input type="checkbox"/> Taped <input type="checkbox"/> Other: _____	
2. Did you place the bomb?	BACKGROUND NOISES <input type="checkbox"/> Aircraft <input type="checkbox"/> Animal noises <input type="checkbox"/> Clear <input type="checkbox"/> Highway <input type="checkbox"/> House noises <input type="checkbox"/> Local call <input type="checkbox"/> Long distance call <input type="checkbox"/> Motor <input type="checkbox"/> Music <input type="checkbox"/> Office machinery <input type="checkbox"/> PA system <input type="checkbox"/> Party <input type="checkbox"/> Static <input type="checkbox"/> Street noises <input type="checkbox"/> Voices <input type="checkbox"/> Other: _____	CALLER'S VOICE <input type="checkbox"/> Accent <input type="checkbox"/> Angry <input type="checkbox"/> Calm <input type="checkbox"/> Clearing throat <input type="checkbox"/> Cracking voice <input type="checkbox"/> Crying <input type="checkbox"/> Deep voice <input type="checkbox"/> Deep breathing <input type="checkbox"/> Disguised <input type="checkbox"/> Distinct <input type="checkbox"/> Excited <input type="checkbox"/> Familiar <input type="checkbox"/> Laughing <input type="checkbox"/> Lisp <input type="checkbox"/> Loud <input type="checkbox"/> Nasal <input type="checkbox"/> Normal <input type="checkbox"/> Rapid <input type="checkbox"/> Raspy <input type="checkbox"/> Slow <input type="checkbox"/> Soft <input type="checkbox"/> Slurred <input type="checkbox"/> Stutter
3. Where did you place it?		
4. What does it look like?		
5. When did you put it there?		
6. What kind of bomb is it?		
7. What will make it explode?		
8. What is your name?	CALL INFORMATION	
9. Where are you?	Person taking call: _____ Date of call: ___/___/___ Time of call: ___:___	Estimated age: _____ Sex of caller: <input type="checkbox"/> M <input type="checkbox"/> F
10. What is your address?	Number call was received on:	If voice sounded familiar, whom did it sound like? _____

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A-6: WARNING, NOTIFICATION AND COMMUNICATION SYSTEMS

COMMUNICATION SYSTEM		LOCATION	USES
Warning System	Fire Alarms		
	Public Address		
	Other (describe)		
Notification System	Electronic		
	Telephone Tree		
Communication Capabilities	Telephone		
	Two-way radio		

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REFERENCES

1. Emergency Response Plan, Ready Business, (2014), U.S. Department of Homeland Security (<http://www.ready.gov/business/>)
2. Implementing NFPA 1600 National Preparedness Standard, First edition 2007, Donald L. Schmidt, Editor; published by the National Fire Protection Association, Quincy, MA, (www.nfpa.org/catalog)
3. U.S. Department of Homeland Security, Managing the Consequences of an Active Shooter Situation, October 2008
4. Federal Emergency Management Agency (FEMA), Emergency Management Guide for Business & Industry FEMA 141 (1993) (<http://www.fema.gov/business/guide/index.shtm>)
5. Sample Emergency Action Plan, Employee and Management Procedures, January 2002, version 1.0
6. Disability Evacuation Plan, McGuire Associates Evacuation Program, Copyright 2002 McGuire Associates, Inc.

ADDITIONAL RESOURCES

1. Ready Business, U.S. Department of Homeland Security (<http://www.ready.gov/business/>)
2. People with disabilities, Resources from the National Fire Protection Association including “Emergency Evacuation Planning Guide for People with Disabilities” and other resources (<http://www.nfpa.org/assets/files/PDF/Forms/EvacuationGuide.pdf>)
3. Evacuation Plans and Procedures eTool, Occupational Safety & Health Administration (<http://www.osha.gov/SLTC/etools/evacuation/index.html>)
4. AED Programs and AEDs in the Workplace Safety and Health Topics pages by the Occupational Safety & Health Administration (<http://www.osha.gov/SLTC/aed/solutions.html>) and (<http://www.osha.gov/SLTC/aed/recognition.html>)
5. Model Plans and Programs for the OSHA Bloodborne Pathogens and Hazard Communications Standards, Occupational Safety and Health Administration, Publication 3186 (<http://www.osha.gov/Publications/osha3186.pdf>)
6. CPR and Emergency Cardiovascular Care, American Heart Association Training (<http://www.americanheart.org/presenter.jhtml?identifier=3011764>)