



Business Emergency Protocols Guide





HOW TO USE THIS DOCUMENT

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These emergency procedures are meant to be customized to best suit your business. Any disasters left out that you think your business could face should certainly be added. This document has resources that can help you develop procedures. You should add in additional steps if needed to make these procedures fit your business.

PLEASE NOTE:

These procedures need to be customized to suit your business. The procedures provided are meant to provide guidance; they are not set in stone.

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INFECTIOUS DISEASE

An infectious disease is an illness caused by the presence of disease-causing agents or germs, including viruses, bacteria, fungi and parasites, and other microbes. These diseases are called communicable diseases or transmissible diseases due to their potential of transmission from one person to another.

1. Assign a person or a team who will be responsible for coordinating actions.

EMPLOYEE NAME:	RESPONSIBILITIES:

2. Stay informed about the local situation.
3. Implement policies recommended by the CDC to protect workers and others, such as social distancing, flexible sick-leave policies, virtual events, remote working, hand washing practices, daily medical checks, stay at home if sick, travel restrictions, quarantine/isolation policy for those who develop symptoms at work, facility shutdowns, etc.



4. Promote the daily practice of everyday preventive actions at all times. Develop posters and collateral with health messages; share with workers and hang on the walls.

5. Provide sanitizing supplies such as soap, 60% alcohol hand sanitizer, disposable face-masks, Lysol spray, tissues, gloves, etc.

SUPPLIES:	QTY PROVIDED:

6. Have a plan for worker absences and ensure you have back up employees to keep your business running.



7. Have procedures in place in the event an employee comes down with symptoms while at work (e.g. where will the individual wait if they are unable to drive, how will you disinfect, will you have to close down the business to keep others from contracting, etc.).

8. Implement your Communication Plan. Share information about how your business is responding to the situation.



WORKPLACE VIOLENCE

When confronted with a problem person:

- 1.** Get assistance from a colleague when in doubt regarding your safety. If the person verbalizes or engages in any physical violence, have someone call 911 immediately.
- 2.** Be calm and polite, but firm. Maintain an outward appearance of composure. This helps defuse tension.
- 3.** Separate the person/co-worker from others, but remain in the public eye; get help from other employees.
- 4.** Evaluate the situation and think carefully before responding.
- 5.** Try to remain attentive, concerned, and avoid using a tone of voice that is loud, condescending, or moralistic. Empathize with the patron; acknowledge their feelings.
- 6.** Listen carefully for clues as to the person's/co-worker's motivation and likely causes of behavior.
- 7.** Use "we" rather than "I" or "they" when explaining rules. Remember you are speaking for _____ when dealing with patrons/co-workers.



- 8.** Do not argue with the person. Don't be sidetracked into their personal issues such as deadlines. Suggest alternatives. If their complaint is legitimate, do something immediately to rectify the situation such as referring them to a supervisor or other authority.
- 9.** Be firm and consistent when explaining your position.
- 10.** Don't physically touch, crowd, or confront a person/co-worker.

Be aware of your surroundings. Do not let the patron/co-worker put you in a corner or position from which you can't flee. Keep the person/co-worker at least a leg-length away so they can't reach you.
- 11.**
- 12.** The last resort in some situations is self-defense. Florida State law permits the "justifiable use of force" in certain circumstances (Title XLVI CRIMES, Chapter 776).



ACTIVE SHOOTER

RUN

If there's an escape path, run.

- Leave your belongings behind
- Keep your hands visible
- Help others escape if possible

HIDE

If you can't escape, find a place to hide.

- Stay out of the shooter's view
- Block entry to your hiding place and lock doors
- Silence your phone and stay quiet

FIGHT

If you can't run or hide, as a last resort, fight.

- Do whatever it takes to overpower the shooter
- Work as a group to disarm the shooter

Information to give 911:

- Location of active shooter(s)
- Number of shooter(s)
- Physical description of shooter(s) to include any distinguishing characteristics (i.e., tattoos, earring, scars, etc.)
- Number and type of weapons held by shooter(s)
- Number of potential victims at the location

The first officers on the scene will not stop to help the injured; their top priority is to end the threat. Rescue teams will move in after the first officers. They will treat and move the wounded to safety.





STOP THE BLEED

Steps to take to stop bleeding:

- Call 911
- Apply direct pressure with hands to the injured area
- Apply dressing and press
- Elevate the injured area
- Apply tourniquet to wound

TIP: Place tourniquet 2" - 3" above wound if needed

CONTROLLING BLEEDING



Call 911.



Apply direct pressure.



Elevate injured area.



Wrap with a bandage.



Place tourniquet 2"-3" above wound if needed.



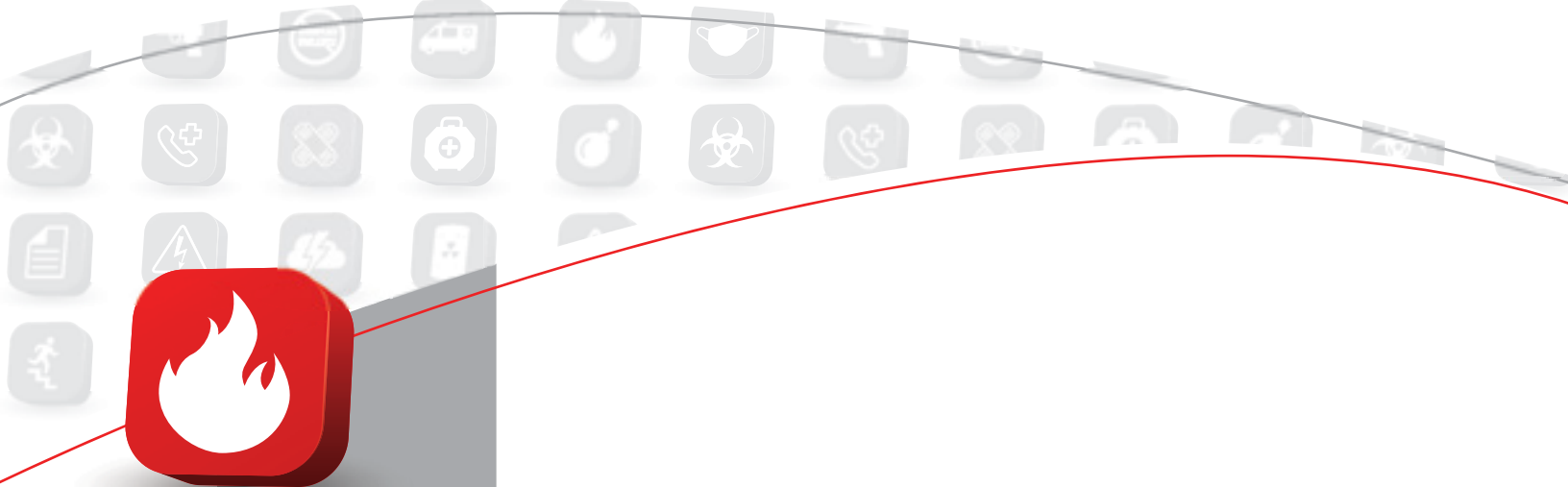
FIRE

If a fire occurs in your area:

- 1.** Remain calm.
- 2.** Notify the Fire Department @ **911 IMMEDIATELY**. Provide your name and location of the fire. If it is a safe location, stay on the line with the dispatcher until told you may hang up.
- 3.** If the fire is small, you may attempt to put it out with a fire extinguisher if you have been properly trained. Do not jeopardize your personal safety.
- 4.** Know alternative exits from your work area. Never allow the fire to come between you and the exit.
- 5.** Evacuate your area if you are unable to put out the fire. Close doors behind you to confine the fire. Proceed to the appropriate assembly location (see map on the last page).
- 6.** Do not break windows unless it is the **ONLY** means of escape. Oxygen feeds a fire.



- 7.** If opening a door seems unavoidable, use the back of your hand to feel the top of the door, the doorknob, and the crack between the door and the door-frame to make sure that the fire is not on the other side. If it feels hot, use your secondary escape route. Even if the door feels cool, open it carefully. If the door is hot, or if smoke is visible, do not open the door. If you have to move through a burning or smoke filled area stay low to the ground. Use a damp cloth to breathe through if it is available.
- 8.** Do not use elevators.
- 9.** Do not attempt to save possessions at the risk of personal injury.
- 10.** Do not return to the emergency area until instructed to do so by safety personnel.
- 11.** If you hear an evacuation alarm, proceed to the appropriate assembly location (see evacuation map on next page).



**Fire Evacuation
Map**

Ensure you post the map showing the location(s) in a conspicuous location for all employees to see.



BOMB THREATS & SUSPICIOUS ITEMS

Every situation is different and should be handled in the context of the environment in which it occurs. Please note that not all items are suspicious. An unattended item is an item of unknown origin and content, such as an unattended bag, package, vehicle, etc.

What to do If You Receive A Bomb Threat:

- Remain calm
- Notify authorities immediately, and your building managers or supervisors
- Refer to the Bomb Threat Checklist
- Record all information from threat, whether it was made by phone, in person, via email, or a written note
- Cooperate with authorities for interviews and any other instructions given

What to do If You Receive A Suspicious Item:

- Remain calm
- Do NOT touch, tamper with, or move the item
- Notify authorities immediately, and your building supervisor or manager
- Call 9-1-1 or JSO if no building supervisor is available
- Explain why it appears suspicious
- Follow instructions given by JSO or 9-1-1.
- If no guidance or instructions are given and you feel you are in immediate danger, calmly evacuate the area
- Be aware. There could be other threats or suspicious items.

SEE APPENDIX 1 - BOMBTHREAT CHECKLIST



SHELTER IN PLACE

During an emergency, the City of Jacksonville may issue an emergency alert requiring the public to shelter in place by taking refuge indoors.

Sheltering in place offers immediate protection for a short time in your home or other building. It is the best way to protect yourself from hazards and is a safer alternative than evacuating.

Businesses are strongly encouraged to develop a lock-down plan to ensure the safety of employees and others during hazardous situations. Your business lock-down plan should include:

- Move anyone outside indoors immediately.
- Move all personnel away from doors and windows and into an interior space
- For multistory buildings, moving personnel to upper floors.
- Seek shelter in rooms where the door can be locked or quickly barricaded.
- Hide somewhere where you cannot be seen, remain quiet, and wait for all-clear or evacuation instructions.
- Call or text 911 to report any suspicious behavior or activity that occurs in or around your business.



BIOHAZARDS

Biohazardous agents are bacteria, viruses, or parasites which cause disease. These could be body fluids such as blood or vomit.

All biohazardous waste must be properly disposed of in a red biohazardous waste bag, sealed, and transported by a licensed medical waster contractor.

If you are exposed to biohazards:

1. If human blood and/or body fluids are encountered, **DO NOT CLEAN THEM UP.**
2. Contact your supervisor.



SUPERVISOR NAME:	PHONE NUMBER:
_____	_____
_____	_____

SECURITY OFFICE POINT OF CONTACT:	PHONE NUMBER:
_____	_____
_____	_____

3. Secure the area to the best of your ability without touching anything contaminated. Your supervisor can help access the needs for the clean-up.
4. If direct skin contact with blood/body fluids does occur, immediately wash the affected skin with hot water and soap, and report it to your supervisor.
 - If the skin area is intact (no cuts, abrasions, etc.) this is not considered an “exposure” and there is no danger of being infected with a pathogen.
 - If the affected skin area does have cuts, abrasions, etc., a post-exposure evaluation should be performed immediately.



5. Personnel who injure themselves and cause a blood spill should clean up the spill themselves, if possible, with a 10% bleach solution.

HOW TO DISPOSE OF WASTE

BIOHAZARD WASTE

Human blood
Human body fluids
Human tissue and anatomic parts
Sharps waste
Bandages containing dry blood or body fluids



REGULAR WASTE

Food waste
Paper and Cardboard
Clothing
Plastic and Glass waste
Metal waste
Electronic items





CALLING 911

In an emergency, call or text 911 to report an incident that you believe requires response or intervention by law enforcement, the fire department, or emergency medical services.

What happens when you call 911:

- The operator will gather information to get help started
 - What is the address of the emergency?
 - What is the phone number?
- Tell the operator exactly what happened
 - The operator needs to gather information to assist emergency personnel for the most accurate response.
 - The operator will ask a short series of questions to determine if any pre-arrival instructions are required.
 - Answer the questions to the best of your knowledge and follow any instructions you are given.

How to text 911:

- Text from as safe a place as possible (get out from harm's way, if you can)
- Enter "911" in the recipient field (no dashes, dots, etc.)
- Give the location and what is wrong FIRST
- You will receive a text asking for more information
- Be patient - text takes longer than a voice conversation
- 911 is also utilizing an application called Rapid SOS which provides better location information.
- Android and Apple users can register at EmergencyProfile.org to provide more helpful information in case of an emergency.

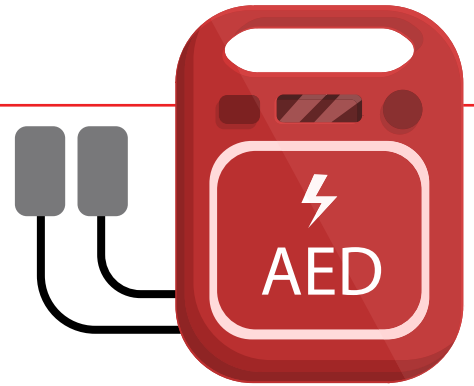
Alert trained employees (members of the medical response team) to respond to the victim's location and bring a first aid kit or AED.





What is an AED?

An AED, or automated external defibrillator, is used to help those experiencing sudden cardiac arrest. It's a sophisticated, yet easy-to-use, medical device that can analyze the heart's rhythm and, if necessary, deliver an electrical shock, or defibrillation, to help the heart re-establish an effective rhythm.



When using an AED, turn on the AED and follow the voice commands and/or instructions.

LOCATION OF AED:

LOCATION OF FIRST AID KIT:

List trained employees' names and contact information below for reference in an emergency.

EMPLOYEE NAME:

LOCATION/PHONE NUMBER:

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RESPONDING TO A MEDICAL EMERGENCY

In an emergency, call or text 911 to report an incident that you believe requires response or intervention of law enforcement, the fire department, or emergency medical services.

First steps in responding to a medical emergency:

- 1.** Scene Safety
 - Check the scene for safety
 - Form an initial impression
 - Obtain consent
- 2.** If the person appears unresponsive, check for:
 - Responsiveness
 - Breathing
 - Life-threatening bleeding
 - Other life-threatening conditions using shout tap-shout

Note: Check for no more than 10 seconds.



If person isn't responsive proceed to step 3. If person is responsive, proceed to step 4.

- 3.** If the person isn't responsive:
 - Call 911 and get equipment or tell someone to do so
 - Give CARE based on the condition found and at you level of training
 - Continue to check to determine if additional care is needed

NOTE: For a person who is unresponsive and not breathing, start CPR and use an AED immediately





4. If the person is responsive:
- Ask person questions about signs and symptoms, allergies, medications, and medical conditions
 - Do a focused check based on what the person told you
 - How the person is acting based and what you see

NOTE: As you check the person, take note of any medical identification tags





PROVIDING CARE IN AN EMERGENCY

CPR Emergency Procedure - Adults (Compression, Airway, Breathing)

- Check if alert, breathing & pulse.
- Call 911.
- CPR if needed. Push hard and fast in center of chest.
- Continue until help arrives.

CPR Emergency Procedure - Child or Baby (Compression, Airway, Breathing)

- Check if alert, breathing & pulse. Shout-tap shout.
- Check for no more than 10 seconds.
- Call 911.
- Place child or baby on their back on a firm, flat surface
- Kneel beside the child
- Stand or kneel to the side of the baby, with your hips at an angle
- Give 30 compressions

- **For a baby**, place both thumbs (side-by-side) on the center of the baby's chest, just below the nipple line
- Use the other fingers to encircle the baby's chest toward the back, providing support
- Using both thumbs at the same time, push hard down and fast about 1 1/2 inches at a rate of 100 to 120 per minute
- Allow the chest to return to its normal position after each compression

- **For a small child**, use a one-handed CPR technique
- Place the heel of one hand in the center of the child's chest
- Push down hard and fast about 2 inches at a rate of 100 to 120 per minute

- **For a child**, place the heel of one hand in the center of the child's chest, with your other hand on top and your fingers interlaced and off the child's chest
- Position your shoulders directly over your hands and lock your elbows
- Keep your arms straight
- Push down hard and fast about 2 inches at a rate of 100 to 120 per minute
- Allow the chest to return to normal position after each compression



- **Alternatively, for a baby**, use the two-finger technique
- Use two fingers placed parallel to the chest in the center of the chest
- **For a baby**, if you can't reach the depth of 1 1/2 inches, consider using the one-hand technique
- Give two breaths
- **For a child**, open the airway to a slightly past neutral position using the head-tilt/chin-lift technique
- **For a baby**, open the airway to a neutral position using the head-tilt/chin-lift technique
- Blow into the child or baby's mouth for about 1 second
- Ensure each breath makes the chest rise
- Allow the air to exit before giving the next breath
- If the first breath does not cause the chest to rise, retilt the head and ensure a proper seal before giving the second breath. If the second breath does not make the chest rise, an object may be blocking the airway
- Continue giving sets of 30 chest compressions and 2 breaths until help arrives.

For more information on CPR,
visit <https://www.redcross.org/take-a-class/cpr/performing-cpr/child-baby-cpr>



Shock

Critical condition brought on by sudden drop in blood flow (i.e., bluish lips, clammy and pale skin, rapid pulse, nausea or vomiting, enlarged pupils, etc.)

- Call 911
- Lay person down and elevate legs and feet slightly
- Keep the person still
- Begin CPR if person is NOT breathing, coughing, or moving
- Loosen any restrictive clothing, and cover the person to prevent any chilling



- Don't let the person eat or drink
- If person is vomiting, turn them on their side to prevent choking
- If person is having an allergic reaction, administer EpiPen according to instructions
- If person is bleeding, hold pressure over bleeding area using a towel or bandage

Choking

- Verify if person is choking.
- Give 5 back blows.
- Give 5 abdominal thrusts.
- Alternate giving back blows & abdominal thrusts.

Bee Stings

- If you can, removed the stinger as soon as possible, by scraping it off with a fingernail.
- If the stinger is below the skin surface, do not attempt to remove it.
- Wash the sting area with soap and water.
- Apply a cold compress.
- Take an ibuprofen, Advil, or Motrin as needed to ease discomfort.
- You can apply hydro-cortisone cream or calamine lotion to ease the itching, redness, or swelling of the injured area. You can also take an oral antihistamine such as Benadryl which will help relieve itching and swelling of the affected area.

Don't scratch the sting area, as it can worsen the risk of infection.



- Visit a hospital or your primary care doctor to have the stinger removed (if below the skin surface), and the injured area inspected if the reaction is not minor.



Anaphylaxis (life-threatening allergic reaction)

- Immediately call 911
- Ask the person if they are carrying an EpiPen or other epinephrine autoinjector
- If the person states they do need to use, ask if they want you to help inject the medication
- If they do state they want your assistance injecting the medication, have the person lie still on their back
- Inject the medication into the persons thigh and follow the directions on the medication itself
- Continue to seek emergency treatment for the person even if symptoms start to improve

Diabetic Emergencies

- Give the person something sweet to eat or a non-diet drink to raise their blood sugar levels
- Reassure the person, and call 911

Seizures

- Call 911:
- If the person has never had a seizure before, has difficulty breathing or waking after a seizure, is hurt during seizure, seizure occurs in water, person has continuous seizures, the person has another health condition, or if the seizure lasts more than 5 minutes
- Stay with the person until the seizure ends and they are fully awake
- After the seizure ends help the person sit in a safe place
- Once they are alert and able to communicate, explain to them what happened
- Comfort the person and speak calmly
- Check to see if the person is wearing a medical bracelet or other emergency information
- Ensure the person can make it home safely
www.cdc.gov/epilepsy/about/first-aid.htm





Head, Neck, and Back Injuries

- Call 911.
- Hold Still.
- Watch for vomiting.
- May have unequal pupils.

Aiding Fractures

- Help/support area.
- Check pulses and sensation.
- Apply ice or a cold pack.
- Immobilize the area.
- Treat for shock.

Strains and Sprains

Rest

- Rest the injured part until it's less painful.

Ice

- Wrap an icepack or cold compress in a towel and place over the injured part immediately.
- Continue for no more than 20 minutes at a time, 4-8 times a day.

Compression

- Support the injured part with elastic compression bandage for at least 2 days.

Elevation

- Raise the injured part above heart level to decrease swelling.

Heat Exhaustion

- Move person to a cooler place.
- Remove or loosen tight clothing & apply cool cloths to the skin.
- Fan the person.
- Give small amounts of cool water to drink.
- If the person vomits or loses consciousness call 911.



Poisoning

If the individual collapses, has a seizure, has trouble breathing, or can't be awakened, call 911.

Call **Poison Control at 1-800-222-1222** for specific guidance.



Swallowed poisons

If the product swallowed is burning, irritating, or caustic, conscious, not having convulsions, and able to swallow

- Drink a small amount of water or milk immediately
- Get help from poison control

Poison in the eye

- Remove contact lenses if you wear them
- Rinse the eye immediately with room temperature water for at least 15-20 minutes
- Encourage blinking

Poison on the skin

- Rinse the skin immediately with room temperature water for at least 15 minutes
- Remove contaminated clothing
- Use mild soap to remove material that sticks to the skin

Inhaled poison

- Move to fresh air immediately
- Stay away from toxic fumes and gases

Electrical Shock

- Don't touch injured person if they are still in contact with the electrical current
- **Stay at least 20 feet back**
- Call 911
- Turn off the source of electricity if possible.
- If not, move the source away from you and the injured person, using a dry, nonconducting object made of cardboard, plastic, or wood.





- Begin CPR if the injured person is not breathing, coughing, or moving.
- Prevent the injured person from becoming chilled, by covering them up with a blanket.
- Apply a sterilized gauze bandage, if available to the burned areas to prevent infection.
- Don't use loose fibers (blankets or towels) as they will stick to the burns.





UTILITY SHUTOFF

Natural Gas

- If you smell or hear a blowing or hissing noise, open a window and get everyone out quickly.
- Turn off the gas using the outside main valve if possible.
- Call the gas company.

CAUTION: Never attempt to turn the gas back on yourself. Only a qualified professional from the gas company can turn the gas back on.



LOCATION OF MAIN GAS VALVE:

Water

- Locate the shut-off valve for the main water line.
- Note: Cracked lines may pollute the water supply. Keep the water shut off until authorities notify you that it's safe to drink.

LOCATION OF MAIN WATER VALVE:

Electricity

- Locate the electrical circuit box.
- Always shut off the individual circuits before shutting off the main circuit.

LOCATION OF ELECTRICAL CIRCUIT BOX:



Contacting your Utility Company

JEA	800-683-5542 OR 904-665-6000
BEACHES ENERGY SERVICES	904-247-6241
FLORIDA POWER & LIGHT	800-468-8243



POWER OUTAGES

Practice Safety

- Use a flashlight, to light your work area
- Avoid carbon monoxide poisoning
- Generators should always be used outdoors and at least 20 feet away from windows.
- Stay away from low-hanging or downed power lines
- Ensure you backup your files and databases on a regular basis

Stay Comfortable

- Stay cool in extreme heat: drink plenty of water and avoid strenuous activity
- Stay warm in cold weather: wear warm clothes
- Go to a community location with power if heat or cold is extreme

Preserve Devices and Appliances

- Preserve cell phone battery life. Texting saves battery life compared to calling.
- Keep freezers and refrigerators closed. Use coolers with ice if necessary.
- Turn off or disconnect appliances, equipment, or electronics.
- Power may return with momentary “surges” or “spikes” that can cause damage.

Stay Safe on the Road

- Watch out for debris and downed power lines.
- If a traffic light is out, treat the intersection as a four-way stop.



EVACUATION PROCEDURES

Evacuation may be required if there is a fire in the building or other hazard. The evacuation team will direct the evacuation of the building and account for all employees outside at a safe location.

In advance, each staff person should:

- 1.** Understand this evacuation plan.
- 2.** Recognize the sound of the evacuation alarm.
- 3.** Know at least two ways out of the building from your regular workspace, and practice using those exits.

When you hear the evacuation alarm or are told to evacuate the building:

- 1.** Remain calm.
- 2.** Leave quickly.
- 3.** Floor captains present in each department shall be responsible for ensuring all members of their department evacuate the area. In addition, every employee should check all others in that workspace are leaving as instructed.

[A floor captain should be designated to responsible for the evacuation of different areas of your office, their names should be listed here. The floor captains need to be well-versed in their responsibilities.]

FLOOR CAPTAIN NAMES:	RESPONSIBILITY:



4. As the floor captains exit, they should quickly check nearby restrooms, copier rooms, closets, etc.
5. Accompany and assist disabled persons and any co-worker who appears to need calm direction or assistance. If disabled person(s) are unable to leave the building, please assist them.
6. If you are at a work station, take personal items such as keys, purse and/r briefcase, and coat. Don't attempt to take large heavy objects or attempt to save possessions at the risk of personal injury.
7. Shut all doors behind you as you go. Closed doors can slow the spread of fire, smoke, and water.
8. Do not use elevators, but proceed as quickly as possible, in an orderly manner, to stairways.
9. Hold handrails when you are walking on stairs.
10. Do not push or shove.
11. Once out of the building, move out of the structure.
12. Go to the appropriate assembly location (see map on the last page).
13. Meet with other members of your department and remain in the assembly location. Wait for further instructions.

Employees will be warned to evacuate the building using the following system:



Employees should assemble at the following location for accounting by the evacuation team:

Person who will bring the employee roster and visitor log to the evacuation assembly area to account for all evacuees. The evacuation team leader will be informed if anyone is missing or injured.

EVACUATION TEAM:

NAME/LOCATION:

Evacuation Team Leader

Floor Wardens (one for each floor)

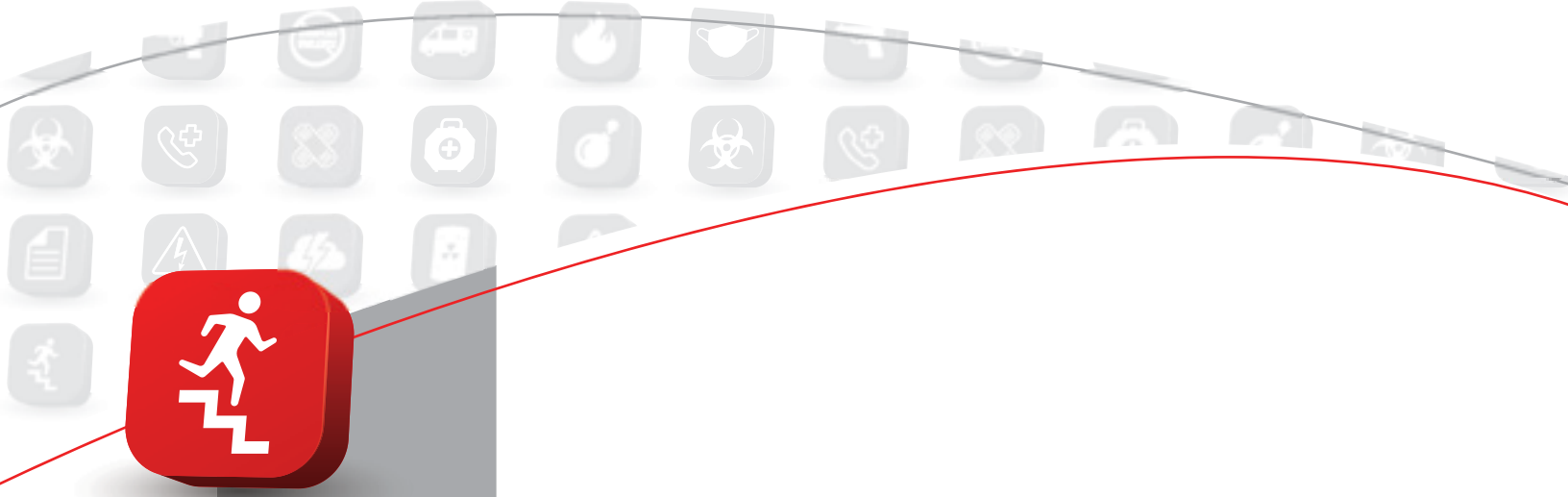
Searchers (one per floor)

Stairwell and Elevator Monitors

Aides for Persons with Disabilities

Assembly Area Monitors*

*Accounting for evacuees at the assembly area and inform incident commander if anyone is missing or injured.



Evacuation Map

Ensure you post the map showing the location(s) in a conspicuous location for all employees to see.



SEVERE WEATHER

First steps to take:

- Ensure you have multiple ways to receive weather alerts, warnings, and notifications.
- Stay tuned to local weather or listen to your NOAA weather radio.
- Secure loose objects outdoors or move them inside.
- Go to the innermost hallway on the lowest floor of your home or workplace. Stay away from windows.
- Do not try to outrun a tornado in a car. Seek sturdy shelter immediately.
- If you live in a manufactured home, seek other sturdy shelter immediately.
- Do not leave your shelter until the danger has passed

Sheltering In Place for Severe Weather/Tornado:

If a tornado warning is issued, broadcast a warning throughout all buildings instructing everyone to move to shelter.

SHELTER-IN-PLACE TEAM ASSIGNMENTS:	NAME/LOCATION:
Team Leader	
Person to monitor weather sources for updated emergency instructions and broadcast warning if issued by weather services	
Persons to direct personnel outside to enter the building	
Persons to direct employees to designated tornado shelter(s)	



Tornado Warning Systems & Shelter Locations:

LOCATION OF TORNADO WARNING SYSTEM:

LOCATION OF TORNADO SHELTERS:

**TORNADO
WARNING**

A TORNADO IS
HAPPENING OR
IMMINENT.

TAKE SHELTER
IMMEDIATELY.

VS

**TORNADO
WATCH**

A TORNADO IS
POSSIBLE.

STAY TUNED
TO LOCAL
RADIO/TV FOR
INFORMATION.

KNOW WHERE
YOU'LL
SHELTER IF YOU
HAVE TO.



HAZARDOUS MATERIALS

If a chemical spill occurs:

- 1.** If toxic chemicals come in contact with your skin, immediately flush the affected area with clean water for 15 minutes. Use chemical showers, if available.
- 2.** If possible, have someone call **911 IMMEDIATELY**.
- 3.** If there is any possible danger, evacuate the area.
- 4.** Notify your supervisor of the extent and location of the spill, if possible.

If a chemical fire occurs:

- 1.** If possible, have someone call **911 IMMEDIATELY**.
- 2.** Do not attempt to save possessions at the risk of personal injury.
- 3.** Do not return to the emergency area until instructed to do so by safety personnel.

If warned to “shelter-in-place” from an outside airborne hazard, a warning should be broadcast and all employees should move to shelter.





Shelter in place procedures:

SHELTER-IN-PLACE TEAM ASSIGNMENTS:	NAME/LOCATION:
Team Leader	
Direct personnel outside to enter the building; then close exterior doors	
Shutdown ventilation system and close air intakes	
Move employees to interior spaces above the first floor (if possible)	
Person to monitor news sources for updated emergency instructions	
Assembly Area Monitors (to account for evacuees at the assembly area)	

Shutdown of Ventilation Systems:

LOCATION OF CONTROLS TO SHUTDOWN VENTILATION SYSTEM:

LOCATION OF AIR HANDLING UNITS, FAN ROOMS, OR AIR INTAKES:



CYBER - SECURITY

Small businesses can implement simple cybersecurity practices, that can help safeguard their information and data.

Tips to stay Cyber Secure:

- Make sure all of your organization's computers are equipped with antivirus software and antispyware. This software should be updated regularly.
- Secure your Internet connection by using a firewall, encrypt information, and hide your Wi- Fi network.
- Establish security practices and policies to protect sensitive information.
- Educate employees about cyber threats and how to protect your organization's data.
- Hold employees accountable to the Internet security policies and procedures.
- Require employees to use strong passwords and to change them often.
- Invest in data loss protection software, use encryption technologies to protect data in transit, and use two-factor authentication where possible.
- Protect all pages on your public-facing websites, not just the checkout and sign-up pages.



Types of Suspicious Cyber Incidents:

System Failure or Disruption

Has your system or website's availability been disrupted? Are your employees, customers, suppliers, or partners unable to access your system or website? Has your service been denied to its users?

Suspicious Questioning

Are you aware of anyone attempting to gain information in person, by phone, mail, email, etc., regarding the configuration and/or cybersecurity posture of your website, network, software, or hardware?

Unauthorized Access

Are you aware of anyone attempting (either failed or successful) to gain unauthorized access to your system or data?

Unauthorized Changes or Additions

Has anyone made unauthorized changes or additions to your system's hardware, firmware, or software characteristics without your IT department's knowledge, instruction, or consent?

Suspicious Emails

Are you aware of anyone in your organization receiving suspicious emails that include unsolicited attachments and/or requests for sensitive personal or organizational information?

Unauthorized Use

Are unauthorized parties using your system for the processing or storage of data? Are former employees, customers, suppliers, or partners still using your system?



If your business has been compromised:

- Inform local law enforcement or the state attorney general as appropriate.
- Report stolen finances or identities and other cybercrimes to the Internet Crime Complaint Center at www.ic3.gov
- Report fraud to the Federal Trade Commission at www.onguardonline.gov/file-complaint
- Report computer or network vulnerabilities to US-CERT via the hotline: [1-888-282-0870](tel:1-888-282-0870) or www.us-cert.gov



What information needs to be provided when reporting cyber crimes?

- Victim's name, address, telephone, and email
- This will be your information if you are the victim, or another person if you are filing on behalf of a third party
- Financial transaction information (e.g., account information, transaction date and amount, who received the money)
- Subject's name, address, telephone, email, website, and IP address
- The subject is the person/entity allegedly committing the Internet crime
- Specific details on how you were victimized
- Email header(s)
- Any other relevant information you believe is necessary to support your complaint



Cyber Incident Reporting Guide

Victim's Information:	Victim's Name:
	Victim's Address:
	Victim's Telephone:
	Victim's Email:
Financial Transaction Information:	Account Information:
	Transaction Date:
	Transaction Amount:
	Person Receiving Funds:
Subject's Information:	Subject Name:
	Subject Address:
	Subject Telephone:
	Subject Email:
	Email Subject Line:
	Subject Website & IP Address:
Cyber Incident Description:	



ALERTS AND WARNINGS CITY OF JACKSONVILLE

It is important to know how the City of Jacksonville will notify the community before, during, and after an emergency. Below are some of the ways you can expect to find important emergency information.



JAXREADY App

Download the **JAXREADY** app on your smartphone to monitor weather threats and plan to evacuate in the event of a natural disaster. Some of the features of the **JAXREADY** app include:

- Evacuation zones based on current location or address
- Shelter locations and openings
- Link to Special Medical Needs registration
- Weather information and maps
- Wildfire and drought indexes
- Up-to-date weather forecasts
- Live weather satellite imagery
- Current emergency activation level
- Translation into multiple languages

Download the **JAXREADY** app today! Available for iOS and Android devices.

Duval County uses ALERTJAX (powered by the Everbridge Automated Notification System) to warn residents of a potential or pending emergency. Sign up for ALERTJAX notifications today at JaxReady.com/ALERTJAX.



ALERTS AND WARNINGS YOUR BUSINESS

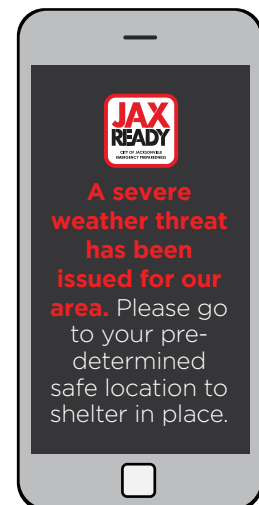
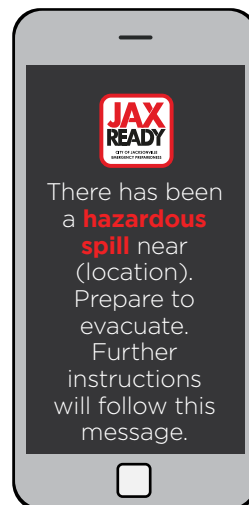
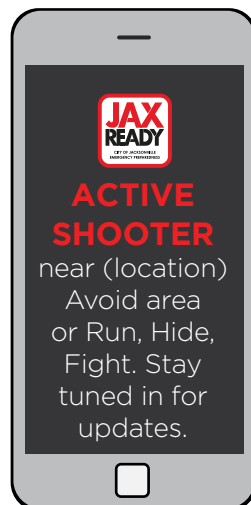
It is important to know how your business will notify your employees before, during, and after an emergency. Below is a template for you to fill in with the methods that you will use to send alerts and warning to your employees.

Instructions for Broadcast Warnings

WHERE TO ACCESS THE WARNING SYSTEM (E.G., TELEPHONE, PUBLIC ADDRESS SYSTEM, ETC.):

Instructions for using the system:

Template Warning Messaging:





ALERTS AND WARNINGS SYSTEMS

The following systems are used to warn employees to take protective action (e.g., evacuate, move to tornado shelter, shelter-in-place, or lockdown) and provide them with information. The communications capabilities enable members of our emergency team to communicate with each other and others.

Communication Capabilities:

WARNING SYSTEM	LOCATION/CONTROL PANEL OR ACCESS POINT
Fire Alarm	
Public Address	

NOTIFICATION SYSTEM	LOCATION/CONTROL PANEL OR ACCESS POINT
Email	
Telephone Call Tree	



**PERSONNEL
ROSTER**

**Fill out the following roster for PERSONNEL
ACCOUNTABILITY during an emergency.**

PERSONNEL NAME:	TELEPHONE:
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INFORMATION RESOURCES

JaxReady

jaxready.com

Small Business Development Center at UNF

sbdc.unf.edu

Florida Disaster

floridadisaster.biz

Ready.gov

ready.gov

Jacksonville Chamber of Commerce

myjaxchamber.com

American Heart Association - CPR Certification

heart.org

Stop The Bleed

stopthebleed.org

U.S. Fire Administration

usfa.fema.gov

Cybersecurity & Infrastructure Security Agency

cisa.gov

Occupational Safety and Health Administration - Small Business Safety and Health Handbook

osha.gov



LOCAL HOSPITALS

UF Health Jacksonville Downtown

655 8th St W, Jacksonville, FL 32209

UF Health North

15255 Max Leggett Pkwy, Jacksonville, FL 32218

Baptist Hospital Downtown

800 Prudential Dr, Jacksonville, FL 32207

Baptist Hospital Beaches

1350 13th Ave S, Jacksonville Beach, FL 32250

Baptist Hospital South

14550 Old St Augustine Rd, Jacksonville, FL 32258

Memorial Hospital

3625 University Blvd S, Jacksonville, FL 32216

Ascension St. Vincent's Riverside

1 Shircliff Way, Jacksonville, FL 32204

Ascension St. Vincent's Southside

4201 Belfort Rd, Jacksonville, FL 32216

Mayo Clinic

4500 San Pablo Rd S, Jacksonville, FL 32224

Wolfson Children's Hospital Downtown

800 Prudential Dr, Jacksonville, FL 32207



**LOCAL
NON-
EMERGENCY
RESOURCES**

Jacksonville Fire Rescue Dept.

904-630-0434

Jacksonville Sheriff's Office

904-630-0500

COJ Emergency Preparedness

904-255-3110

Florida Department of Health in Duval County

904-253-1000

Florida Department of Transportation (FDOT)

904-360-5400

JEA

904-665-6000

Jacksonville Transportation Authority (JTA)

904-630-3100

Public Works

904-630-2489

MyJax (formerly 630-CITY)

904-630-2489



**IMMEDIATE
ASSISTANCE
RESOURCES**

Florida/USVI Poison Information Center - Jacksonville

1-800-222-1222

Suicide Hotline

1-800-273-8255

Mental Health Resource Center

904-695-9145

Animal Control

904-630-2489

APPENDIX 1 - BOMB-THREAT CHECKLIST

BOMB THREAT PROCEDURES

This quick reference checklist is designed to help employees and decision makers of commercial facilities, schools, etc. respond to a bomb threat in an orderly and controlled manner with the first responders and other stakeholders.

Most bomb threats are received by phone. Bomb threats are serious until proven otherwise. Act quickly, but remain calm and obtain information with the checklist on the reverse of this card.

If a bomb threat is received by phone:

1. Remain calm. Keep the caller on the line for as long as possible. DO NOT HANG UP, even if the caller does.
2. Listen carefully. Be polite and show interest.
3. Try to keep the caller talking to learn more information.
4. If possible, write a note to a colleague to call the authorities or, as soon as the caller hangs up, immediately notify them yourself.
5. If your phone has a display, copy the number and/or letters on the window display.
6. Complete the Bomb Threat Checklist immediately. Write down as much detail as you can remember. Try to get exact words.
7. Immediately upon termination of call, DO NOT HANG UP, but from a different phone, contact authorities immediately with information and await instructions.

If a bomb threat is received by handwritten note:

- Call _____
- Handle note as minimally as possible.

If a bomb threat is received by e-mail:

- Call _____
- Do not delete the message.

Signs of a suspicious package:

- No return address
- Excessive postage
- Stains
- Strange odor
- Strange sounds
- Unexpected delivery
- Poorly handwritten
- Misspelled words
- Incorrect titles
- Foreign postage
- Restrictive notes

*** Refer to your local bomb threat emergency response plan for evacuation criteria**

DO NOT:

- Use two-way radios or cellular phone. Radio signals have the potential to detonate a bomb.
- Touch or move a suspicious package.

WHO TO CONTACT (Select One)

- 911
- Follow your local guidelines

For more information about this form contact the DHS Office for Bombing Prevention at OBP@dhs.gov



Homeland Security

2014

BOMB THREAT CHECKLIST

DATE:

TIME:

TIME CALLER HUNG UP:

PHONE NUMBER WHERE CALL RECEIVED:

Ask Caller:

• Where is the bomb located? (building, floor, room, etc.)

• When will it go off?

• What does it look like?

• What kind of bomb is it?

• What will make it explode?

• Did you place the bomb? Yes No

• Why?

• What is your name?

Exact Words of Threat:

Information About Caller:

• Where is the caller located? (background/level of noise)

• Estimated age:

• Is voice familiar? If so, who does it sound like?

• Other points:

Caller's Voice	Background Sounds	Threat Language
<input type="checkbox"/> Female	<input type="checkbox"/> Animal noises	<input type="checkbox"/> Incoherent
<input type="checkbox"/> Male	<input type="checkbox"/> House noises	<input type="checkbox"/> Message read
<input type="checkbox"/> Accent	<input type="checkbox"/> Kitchen noises	<input type="checkbox"/> Taped message
<input type="checkbox"/> Angry	<input type="checkbox"/> Street noises	<input type="checkbox"/> Irrational
<input type="checkbox"/> Calm	<input type="checkbox"/> Booth	<input type="checkbox"/> Profane
<input type="checkbox"/> Clearing throat	<input type="checkbox"/> PA system	<input type="checkbox"/> Well-spoken
<input type="checkbox"/> Coughing	<input type="checkbox"/> Conversation	
<input type="checkbox"/> Cracking voice	<input type="checkbox"/> Music	
<input type="checkbox"/> Crying	<input type="checkbox"/> Motor	
<input type="checkbox"/> Deep	<input type="checkbox"/> Clear	
<input type="checkbox"/> Deep breathing	<input type="checkbox"/> Static	
<input type="checkbox"/> Disguised	<input type="checkbox"/> Office machinery	
<input type="checkbox"/> Distinct	<input type="checkbox"/> Factory machinery	
<input type="checkbox"/> Excited	<input type="checkbox"/> Local	
<input type="checkbox"/> Laughter	<input type="checkbox"/> Long Distance	
<input type="checkbox"/> Lisp		
<input type="checkbox"/> Loud		
<input type="checkbox"/> Nasal		
<input type="checkbox"/> Normal		
<input type="checkbox"/> Ragged		
<input type="checkbox"/> Rapid		
<input type="checkbox"/> Raspy		
<input type="checkbox"/> Slow		
<input type="checkbox"/> Slurred		
<input type="checkbox"/> Soft		
<input type="checkbox"/> Stutter		

Other Information: