

**Sunnyvale
2013 City Emergency Exercise**

Tabletop Exercises



When a 6.9 earthquake strikes Sunnyvale will you know what to do?

CITY EMERGENCY EXERCISE

**Saturday
October 26
9am - 1pm**



Tabletop exercises are discussion-based sessions in an informal setting to stimulate discussion of various issues regarding hypothetical situations. Tabletop exercises can be used to assess plans, policies, and procedures or to assess types of systems needed to guide the *prevention of, response to, or recovery* from a defined incident. *Participants* are encouraged to discuss issues in depth and develop decisions through slow-paced problem-solving rather than the rapid, spontaneous decision-making that occurs under actual or simulated emergency conditions. Tabletop exercises are typically aimed at facilitating understanding of concepts, identifying strengths and shortfalls, and/or achieving a change in attitude. A facilitator guides participants through a discussion of one or more scenarios. The duration of the tabletop depends on the audience, the topic being exercises and the exercise objectives. Feel free to select one or more of these incidents for group discussion in your neighborhood.

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SNAP TABLETOP EXERCISE INCIDENTS

Allow five to ten minutes discussion per incident

- 1) You are returning to Sunnyvale from a business trip and upon arriving at the airport, you learn that there is a major fire in your neighborhood. You get to your car and learn from the news that residents have been told to evacuate. You have a cell phone, but you can't get through to your husband/wife.
 - a) What do you do to find out where he/she is?
 - b) Where do you go?

- 2) In-laws from out of state have been visiting and you are on your way home from work when an earthquake hits. You pull over until the shaking stops. You are unable to reach your in-laws by phone. You are unable to get to your home by car due to toppled trees across the road.
 - a) What do you do?
 - b) What is the best way to ensure their safety?

- 3) Due to a fast moving fire, approximately a mile from your home, police are ordering an evacuation. You have less than 5 minutes to vacate your home. Your children are at school across town and you now realize that you cannot pick them up.
 - a) What do you do?
 - b) What do you take?
 - c) Where do you go?
 - d) How can you connect with your children?

- 4) You have just been awakened by sirens. It is 3:30 am. You look out your window and see two homes on your block in flames. Strong winds blowing toward your home threaten to spread the fire. You realize that you may need to evacuate, but can't do so by car due to the fire apparatus. You are also concerned about evacuating by foot at night. Your spouse is getting nervous and wants to take action. Your dogs are in the back yard barking loudly.
 - a) How do you handle the situation?
 - b) What do you do first?
 - c) What are your options?

- 5) When you hear more sirens and see police knocking at the neighbor's doors, you know you must evacuate your home.
 - a) What do you do about your dogs?
 - b) What do you take?

- 6) You are working in your yard and hear a large series of explosions. Fumes and flames are released in the air. A breeze is blowing toward you. You later learn that a toxic release has occurred and residents within your area are being advised to take precautionary safety measures.
 - a) What do you do?
 - b) Why?

- 7) A house on your street has a badly cracked chimney. As you approach the house, you can hear voices from inside. The occupants are shouting that they cannot open either front or back doors. You call out to see if they are injured, and they respond that they not hurt but they are frightened.
 - a) What do you do?
 - b) Are other escape routes available?

- 8) You detect a strong smell of natural gas outside your neighbor's house. You knock loudly on the door and call out your neighbors' names, but no one answers. A neighbor tells you that the owners are both at work in San Francisco.
 - a) What do you do?
 - b) What would the Hazard Reduction team do?

- 9) A house on your block has slipped off of its foundation. A neighbor tells you that he saw all five members of the family in the house a few hours before the earthquake. You shout, "Is anybody here? Is everyone okay?" but no one answers you.
 - a) What do you do?
 - b) What can you do to be sure that no one is inside the house?
 - c) What else can you do?

- 10) A power line has fallen across the street
 - a) What do you do?
 - b) Who do you notify?
 - c) What can you use to block off the area?

- 11) A car has crashed into a retaining wall at the intersection one block from your house. There are two victims trapped inside the car. Both of them are unconscious and bleeding badly.
 - a) What do you do?
 - b) Who do you notify?
 - c) What can you use to block off the area?

- 12) An elderly man is found wandering across the nearby schoolyard. He does not appear to be injured but he is dazed and starting to cry.
 - a) What do you do?
 - b) Who do you notify?
 - c) What help is available?

- 13) A neighbor was able to escape from this third story condominium after the earthquake struck by climbing through a small bathroom window. Shortly after he reached the ground, an aftershock badly damaged the only stairway in the building. The power is out so the elevator is not operational. The neighbor is a diabetic and says that he will need a shot of insulin within three hours. The only insulin he has is still in his condo.
- What do you do?
 - Who do you notify?
 - What can you do for this man?
- 14) None of the residential phones in your area are working and you need information about which Red Cross shelter sites are open and the availability of medical facilities. You also need to relay critical damage assessment reports to the City's Emergency Operation Center (EOC).
- Who do you contact?
 - What options are available to you?
- 15) You are within three miles of your house when you encounter a police barricade. The major boulevard into your neighborhood is closed due to structural damage and fallen trees. Traffic is backed up due to stalls and deep standing water.
- What will you do?
 - What will you need to accomplish your goals?
 - How will you get home?
- 16) You were at home when the earthquake struck. You fell and sustained a bad bump on the head while trying to take cover. You're starting to experience dizziness and nausea.
- What will you do?
 - What kind of help do you need?
- 17) You were at home when the earthquake hit, nursing a broken leg from a mountain biking accident. You were originally designated as a member of the Search and Rescue Team.
- What will you do first?
 - How can you help your neighbors?
- 18) You were working in San Francisco when the tremor hit and all efforts to get out of the City has been futile because all traffic and public transportation are at a stand still. Your elderly parents are visiting and you haven't been able to make contact with them. You hope that your children, one in middle school and the other in elementary, have been picked up by the neighbor you entrusted with that task. You haven't been able to reach the neighbor either.
- What will you do?
 - What resources do you have/need to take care of yourself until you get home?

- 19) You arrived home an hour ago and the neighborhood is a mess through there's no evidence of serious damage. However, there is a large eucalyptus tree that fell across your neighborhood's primary access road, taking down a power to that line but they can't offer any estimates of when the pole will be fixed or the power will be restored. You have many elderly neighbors.
- What were the first things you did?
 - What will you need to do next?
 - Who or what will you need to help you?
- 20) You arrived home at 5:20pm and notice many broken windows and cracked chimneys as you drove through the neighborhood. The water in the gutter is almost over the curb. You see very few other neighbors who would help with an organized response and your designated neighborhood commander is still on the other side of the San Jose. There is a childcare facility on your street and all of the children are stuck there for the time being because parents haven't been able to get into the neighborhood.
- What do you do first?
 - What do you plan to do after that?
- 21) You got home at 6:20pm and encountered two cars that collided at the major intersection near your home. Both of the drivers are still with their vehicles, arguing loudly about who was at fault. The engines of both cars are flooded and they can't be moved because of fast-moving water in the street. One of the drivers is bleeding from a bump on the forehead and the other is holding her arm as if it's injured.
- What did you do when you first arrived in the neighborhood?
 - What, if anything, will you do about the accident?
 - What other concerns do you have?
- 22) You are the designated neighborhood commander and are prepared to organize your neighborhood response. Unfortunately, your pre-selected command center is inaccessible because of structural damage to buildings in the area.
- What will you do first?
- 23) A small house next door to you slipped off the foundation and is tilting badly.
- What are your initial concerns?
 - What else could present a problem in this situation?
 - What will you do and what do you need?
- 24) Six dogs are running through the neighborhood with no apparent home in sight. They all have collars and tags and seem friendly from a distance.
- What if anything, will you do?

- 25) You are one of the communication team members on your block. While listening to KCBS radio you heard that the city might issue an evacuation order for your area.
- What will you do with that information?
 - What else do you need to know?
 - How will you assist your neighborhood commander?
- 26) You and your neighbor are working as a damage assessment team. At one of the houses you are assigned to check, you detect a strong smell of hot electrical wires.
- What is the first thing you and your partner will do?
 - What will you do after that?
- 27) You are on a business trip out of state when you learn that Sunnyvale has sustained a major earthquake. Your teenage son is staying with friends in the neighborhood and you are concerned about their safety and the condition of both homes. Your concerns are heightened when you hear that evacuation orders are being given in some areas near your home. You are unable to reach your son or our neighbors by phone.
- What can you do?
 - What communication arrangements did you make before you left?
- 28) You are a substitute teacher and it's your second day at an elementary school in Sunnyvale. When the earthquake struck, you and students from your class were relocated to the gym because of broken glass in the classroom. You had to remain in the gym with students until school officials determined it was safe enough to dismiss the children.
- As a SNAP member, how were you able to assist the school staff and students?
- 29) The storms have caused a significant amount of water to flood the inside of your home. You find 1 to 2 inches of water in most of the rooms and it's still raining heavily. No other family members are home yet and your phone (landline) isn't working.
- What will you do first?
 - What kind of help do you need and what help do you think you can realistically expect?
- 30) A eucalyptus tree above your property crashed onto your roof during the storm. Your kitchen and living room are badly damaged but no one was injured.
- What are your primary concerns?
 - What will you do first?
 - What kind of help do you need and what help do you think you can realistically expect?
- 31) You are willing to assist your neighbors by responding to your neighborhoods' needs. You have two small children, aged two and five. You would be able to help your neighbors if you had adequate childcare for a few hours.
- How will you find out what childcare is available in your neighborhood?

- 32) You were in an upper floor of a high-rise building when the earthquake occurred. There was no structural damage to the building although there was significant non-structural damage (file cabinets and bookcases tipped over, windows broke, sprinklers activated). There were minor injuries on every floor of the building. You and other workers in the building eventually left by walking down many flights of stairs because the elevators were turned off.
- What SNAP skills do you use to assist people in the building?
 - What did you need to do first?
 - After that what do you do?
- 33) You landed in San Jose International Airport shortly before the earthquake occurred and you were anxious to get home to your family. The airport parking lots and the streets that approach the airport are all damaged significantly due to liquefaction. As a result, no vehicles, including cars, buses or taxis are able to take passengers out of the area. Private cars are not being allowed in because of road damage and the potential for more liquefaction if aftershocks occur. The situation will probably remain unchanged for at least three more hours.
- What will you do?
 - What is on your wish list?
 - To make matters worse, telephone service at the payphones in the airport are only working on an intermittent basis. How will you communicate with your family?
- 34) When you got home you quickly checked for gas leaks and determined that there were none. Your neighbors on all sides were equally lucky so you felt it was safe to light candles and lanterns to provide light during the power outage in your neighborhood. Unfortunately, a water main in your area broke and you have no water supply.
- What safety decisions do you need to make regarding this situation (e.g. many candles are lit and only bottled water is available)?
 - How many fire extinguishers are in your house and where are they kept?
 - Will you move them to a different location while the candles and lanterns are lit?
- 35) Your home sustained only minor damage from the earthquake, including numerous cracked or shattered windows. The rain is coming down harder than ever, pushed by strong winds, and you are concerned about water damage inside your house.
- What are the first things you'll do?
 - What will you need to accomplish those goals?
 - What resources can you realistically expect?

- 36) You and your partner have almost completed an assigned rescue of an elderly neighbor who was trapped by the branches of a falling tree. Members of a first aid team are standing by with a makeshift stretcher to take the victim to the first aid station. Before the rescue is completed, you hear police officers with bullhorns announcing that everyone should immediately evacuate toward the east to escape a hazardous chemical spill. The police see you and your team members with your SNAP vests and order you to assist with the evacuation.
- What will you do and why?
 - What if your partner(s) disagree with your decision?
- 37) A childcare facility employee dropped off three youngsters at your neighborhood command center. The employee said she was from Bubbles Childcare nearby and apologized for leaving the children with you. She is new to California (this is her first earthquake experience) and is very anxious about finding her own middle school-aged child. She will try to get back when she can. You do not have any information about these youngsters who were left in your care.
- What will you do about these children?
 - What resources do you need?
- 38) An attendant from a residential care facility was sent out to look for help when their calls to 9-1-1 went unanswered. They have at least a dozen non-ambulatory elderly patients who were injured while they were in the cafeteria. The attendant wants to know if your neighborhood can spare some people to help them?
- What information is needed to make a good decision?
 - What are the critical issues at hand?
- 39) A nine-year old child is running to each house in the neighborhood in a panic, shouting something unintelligible. The child barely speaks English but signals to a building down the street. You go with the child for two blocks and the child points to a large tree branch that fell on a small house. You see through the cracked window an elderly woman trapped under a refrigerator. The child communicates that her grandmother is in great pain.
- What is the first concern you face?
 - What other issues are at play?
 - Who or what do you need to help with this situation?
- 40) A woman arrives at your neighborhood command center and says she is a licensed amateur radio operator. She is carrying her ham radio equipment in a box. There is no electricity in your neighborhood.
- What role can this woman play for your neighborhood?
 - What are the first requests that will be made of her?

- 41) You are traveling home on Interstate 880 and suddenly find yourself stopped in gridlock. Traffic has stopped ahead and people are abandoning their cars, fleeing in your direction on foot. Some of them are behaving strangely: stumbling, eyes tearing, looking pale.
- What will you do?
 - How will you find out what has happened?
- 42) You've just arrived home, donned your rain gear, gathered SNAP supplies and headed for your neighborhood command center. On your way you hear someone crying loudly in a neighboring yard. You approach the man and see that he's obviously injured. He's also deaf and you're having difficulty understanding the extent of his injuries.
- What do you need to do first to address your neighbor's needs?
 - What else do you need to do after that?
- 43) You and your partner are going door-to-door to alert your neighbors that an evacuation is imminent. One of the people who open the door informs you that her elderly mother is inside. The mother uses a wheelchair and relies on an oxygen tank to support her breathing.
- What will you and your partner tell this neighbor?
 - What course of action will you take?
- 44) You are with your partner, conducting damage assessment at the end of your street when a para-transit vehicle arrives in the neighborhood. It can't drive down the street because of flooding from a clogged storm drain. The driver lets a passenger out and you discover that it's a neighbor of yours who is visually impaired. Ordinarily she uses her cane and can get home independently, but the street and sidewalks are a mess and she's unable to proceed.
- What help can you offer her immediately?
 - What other assistance might she need in this stormy earthquake situation?
 - Who needs to be notified?
- 45) You have just experienced an earthquake with a magnitude of 6.5 or higher.
- What are your next steps?
 - What actions will you take?
- 46) You smell smoke and you are notified that there is a fire on your floor.
- What do you do?
- 47) You are notified that there is a fire in your apartment building.
- What should you do?

POSSIBLE RESPONSES TO TABLETOP INCIDENTS

- 1) Call him/her at the place they usually are. If you can get through, leave a message. If your cell phone isn't working, go to a pay phone and try contacting your spouse. Include in any message: how you are, your situation and when you believe you will be returning to your residence. If you believe the residence is destroyed, talk about your primary meeting place. If the primary meeting place is not feasible, talk about your secondary meeting place.
- 2) Turn on the car radio to determine if the roads are open to your residence. Try contacting your prearrange emergency contact more than fifty miles away and ask them to contact the in-laws at the house and inform them of your expected arrival time.
- 3) Drive the car out of the garage and face it toward the street. Gather the items that you determined in advance are the most important to you and place them in your car. Put a note on the front door or window facing the street that you have left the house with date, time and where you can be reached. Go over in your mind, the plan that your children's school have for the kids if you are unable to pick them up, what you are to do.
- 4) Ask your spouse to gather the items you want to take with you and place them in back packs or suitcases with wheels as you may need to walk out. Discuss with your spouse the possible routes if you have to leave by foot. Write a note and place it on the front door as to date, time and where you are going.
- 5) Get the dogs into the house, preferably in a bathroom. Leave water and dog food with them. Among the items you should have with you at all times: driver's license, credit cards, social security card, medical cards, list of any medication you use, your doctor's name and the HMO they are associated with, and cash. Other items might include: insurance policies, insurance agent's number, mortgage papers, birth & death certificates, phone numbers of employers, phone number of children's schools, passports, tax returns (two years), check books, photos of the family, video of personal property, wills, title to all vehicles, professional licenses/credentials, medical information, copies of medical release, etc.
- 6) Get indoors and turn on the radio or television to the emergency or news channels; KCBS, KGO, KNBR or 530 AM. Follow instructions including: close all doors and windows, turn off air-conditioner, tape around doors and windows, wear a surgical mask, and await further instructions. Leave only if instructed to do so.
- 7) If you are on the Preliminary Damage Assessment Team, you can assure the people in the house you are informing Command Center to get help, and continue to work the area. If you are on the Hazard Reduction Team, you can tell the people inside to stay

away from the chimney and rope off the area. If you are a part of the Search & Rescue Team, assess the building for gas leaks, electrical problems, and structural damage. If anyone smells gas or someone informs you that there is electrical arcing, turn off gas and electricity. Try to reassure the people inside that you will get them out. Find a door or window that the people could use to get out. You may need to use a crow bar to open a door or window.

- 8) Turn off the gas and leave a note on the front door informing the owners that the gas to the house has been cut off. Inform the owners to contact P.G. & E. to turn the gas back on and check for leaks.
- 9) Inform the Command Center of the situation. Do not enter the house, but look in through the windows. Put a note on the door with the notation of the five missing people.
- 10) Inform the Command Center of the situation. Ask them to inform P. G. & E. of the situation. Use anything that is handy to keep people away from the downed power line such as: rocks, sticks, boards, duck tape, yellow caution tape and a sign.
- 11) Call or have someone call 911 with as much information as possible. Enlist others for traffic and crowd control. Only if you believe that you can remove the victims safely, do you get the two out of the car and away from the car. Be conscious of the possibility of the car catching on fire. Be especially careful of their head by supporting their necks. Practice your First Aid and try to stop the bleeding.
- 12) Call the emergency number. Try to get information from the elderly man such as: name, where he lives, does he know what day this is, where was he going, does he know anyone at the school. Ask someone at the school if they know the man. Have the man sit down and try to reassure him. Give the Paramedics and/or Police all information you get from the man.
- 13) Inform the Command Center of the situation. Have them call the emergency number. Tell the firefighters about the condition of the building. Inform the people from the Special Needs Team doctor's office or the neighbor's pharmacy to get a supply of his medication.
- 14) If the phones are not working, try cell phones. If the cell phones don't work, use the walkie-talkies. Contact the Communications Team and ask them to contact the fire station and talk to the Ham Radio operator and relay critical damage assessment reports to the City's Emergency Operation Center (EOC). They may also get the information about open Red Cross shelter sites and availability of medical facilities. Keep the radio tuned to the emergency channels and try to get the information that way.
- 15) Refer to your map for other ways to get back to your house. Try to drive but listen to your radio to determine if the other roads are also closed. If the other roads are also closed, you may have to walk using trails and the backyards of your neighbors.

- 16) Check out the house for any further damage. If you don't find any, take an aspirin, sit down and cover up. Write a brief note about what happened with date and time. If you think you sustained a concussion, try to stay awake and contact a family member or neighbor.
- 17) Determine if everyone and everything else is well at your house. Call out to your neighbors on either side and check on them. If there are problems, try to direct your neighbor on what to do. If no problems, try to get a message to the command center about your condition.
- 18) Call your long distance contact that you have on your emergency plan. (More than 50 miles away) Inform them about your situation and ask them to call your visiting parents. Have them also try to contact your neighbors. Also tell them about a specific time you will call again.
- 19) Put up a barrier around the downed power line. Do not touch the line! Use the neighborhood phone tree to inform your neighbors of the situation.
- 20) The first thing is to check your house and make sure it is still in order. Do a quick check of the neighborhood for problems that may need immediate attention. (Gas leak, electrical trouble or water leaks.) Check on your immediate neighbors and make sure they're OK. Next, report to the Command Center and give them your preliminary report. Also, remind them about the childcare facility and to send someone to check on them.
- 21) Call 911 to report the situation. Go back and get everyone away from the cars. Get the first aid kit from the trunk of your car and stop the bleeding first, then make a splint for the woman's arm.
- 22) First select an alternate site for your command center. Be sure that you make a sign directing volunteers who arrive later, where the new command center is.
- 23) First get all the people out of the house. With the slippage of the house there is a real danger for the gas lines to rupture and/or the water line to break. Shut off the gas and water lines. Post signs on all entrances indicating that the house is unsafe and people should stay out.
- 24) There shouldn't be any attempt to catch the dogs. If the situation warrants, after a disaster, call animal control to inform them of the dogs.
- 25) Inform your neighbors via the phone tree of the problem you heard about on the radio. Tell them to turn on their radios and gather their valuables in preparation to evacuate.
- 26) If this is preliminary damage assessment make note and move on. If we are members of the damage assessment team, find the control box and turn off the electricity. Put a sign on the front door with the date and time when the electricity was turned off.

- 27) Look at the family emergency plan and call the contact person 50 miles or more from the house. Give them information about where you are and how you can be reached. Ask them to inform your son to keep the contact person informed periodically about his situation.
- 28) You can tell the staff and children about how the community is set up to handle such emergencies. Try to keep everyone calm, and try to answer any and all questions.
- 29) Gather all family heirlooms and important papers and put them into the car. Hopefully, family members will arrive home to help. You could use help in filling sandbags and digging a trench around the house.
- 30) The primary concern is to get the family a place to stay for the night. Secondly, limit the amount of water damage that may cause further damage. Determine that there is no gas, electric or water leak within the house. If possible, get help to cover the roof and tree with a waterproof tarp. Contact your insurance agent and inform them of problem.
- 31) Use the phone tree to contact your neighbors who have children or grandchildren and tell them of the situation. Ask them if they can sit with the children for a few hours. Explain to the kids what is happening and why you will be helping your other neighbor.
- 32) Be prepared for after shocks. Turn on the TV or radio and inform others on the floor of the situation. Note where the exits are located on the floor. Use your first aid skills to help anyone who may have sustained any injuries. Try to note how many people were on the floor before you evacuate. Test the doors to stairway for fire. Ask the first person that leaves to inform the emergency response people how many people are evacuating, and about anyone that is being left behind because of a medical problem. Tell the evacuating people to stay to the right and go down the stair single file.
- 33) Try calling my wife just to let her know where I am and the situation. If I can't get through on my cell phone, I will try a pay phone. If that doesn't work, I use the family emergency plan and contact my sister who lives in Sacramento and is our emergency contact. I tell her my situation, tell her to notify my wife and that I will call back in one hour. I wish I had a bike.
- 34) Listen to the portable radio and determine the extent of the problem. Get the fire extinguisher from the pantry and keep it in sight at all times.
- 35) After checking out your neighbors, I would go to the local hardware store and buy plywood boards or tarps to cover the windows, keeping in mind what your neighbor might need. I would cover the cracked windows with the plywood, tarps or tape as the situation dictates.
- 36) Turn the elderly neighbor over to the First Aid Team and assist with the evacuation of the area. If a partner disagrees with you, gently reaffirm the police order to help with the evacuation.

- 37) Give the employee your address and phone number and ask them to get the information to the authorities at the childcare center. Tell her about your good experiences with earthquakes. Get as much information from the children. Try contacting the parents. Try to keep the children calm. Make plans to keep the children with you through the night, and look for the parents in the morning. Share your resources, i.e. food, water, and shelter with the kids.
- 38) What is the extent of the injuries of the elderly patients? If the injuries are minor, I would call the people on our street that are nurses or those who have first aid training from the Personal Emergency Information forms. I would ask the attendant how long will they be needed and what their facility plans to do in the long term.
- 39) Not to become a victim while helping the elderly woman. I would need to call 911 and report the situation and hopefully when we can expect help. If you can assemble a SNAP Rescue Team with knowledge of cribbing to help the injured person. And also a First Aid Team to help after the person is extricated.
- 40) Show her on a map where the local fire station is located. Ask her to take a list of problems in your area to be communicated to the Office of Emergency Services.
- 41) I would close all windows and turn off the air conditioning that prevents the bad air into the car. Then turn on the radio and turn to the emergency station to determine the problem.
- 42) Determine if the person is bleeding and if so treat the problem. Determine if the person can move and walk. If so, help him to the command center via auto, or get someone to stay with the person while you get to the command center and get help.
- 43) Tell the people that you will be back to help them after you inform all the neighbors and ask them to please be ready when you get back. Take directions from the son or daughter on how do they get their mother out of the house. Be sure you take any and all oxygen that elderly person might have.
- 44) Go to the nearest house and ask that neighbor if the lady could be allowed to stay until other means of taking care of her can be determined. Her family must be notified where the lady is. If everyone is asked to evacuate, try to help the family and the lady evacuate.
- 45) Determine if anyone is hurt. If so, administer first aid or summon medical help. Check for fires and extinguish or leave and request assistance. (Check for hazardous material spills, gas leaks, electrical damage, and broken water lines.) Conduct a search to determine if anyone on your floor is trapped. (Check elevator for trapped people.) Remain calm and encourage other to do so. (People with knowledge of "Psychological First Aid" should be utilized.) Take direction from management and maintenance personnel about the need to evacuate.

- 46) If the fire is in your apartment, determine if you can put it out quickly. If not, notify maintenance or management, leave and close the door to prevent or control the spread of the fire. Use the Evacuation Route to leave the floor or the building as directed by management.
- 47) Stay in your apartment until told to evacuate. If you are told to leave, check the other apartments and tell them of the need to evacuate. If there are people on your floor with special needs: in wheelchairs, elderly, pregnant or on crutches, help them near the elevators. Send someone down to the front door to relay the information to the firefighters that there are people with special needs on your floor waiting near the elevators.