DIMOND COURTHOUSE
EMERGENCY PROCEDURES
BUILDING RULES AND REGULATIONS

Table of Contents

INTRODUCTION 3

EMERGENCY TELEPHONE NUMBERS 3
DIMOND COURTHOUSE ADDRESS 3

BUILDING EMERGENCY SYSTEMS 4

EARTHQUAKE 5

ELEVATOR EMERGENCY 6

EVACUATION 7

EVACUATION PROCEDURES/GUIDELINES 8

DEFINITION OF TERMS: 8
GENERAL EVACUATION INSTRUCTIONS FOR OCCUPANTS OF THE DIMOND COURTHOUSE: 8
GENERAL INSTRUCTIONS FOR ERC'S: 11
GENERAL INSTRUCTIONS FOR SERCS: 12

EVACUATION SAFE HAVENS 14

FIRE 15

FIRE PREVENTION 16

INDIVIDUALS REQUIRING SPECIAL ASSISTANCE 17

TSUNAMI EMERGENCY 17

MEDICAL EMERGENCY 18

SUSPICIOUS OBJECTS **19**

BOMB THREAT **20**

BOMB THREAT CHECKLIST **21**

EMERGENCY ALERT SYSTEM LOCAL AREA PLAN **23**

DIMOND COURTHOUSE EMERGENCY ASSISTANCE REQUIREMENT **33**

INTRODUCTION

The Dimond Courthouse provides this information as a reference guide in the event of an emergency.

It is each occupant's responsibility to be aware of the procedures listed herein and the location of the buildings emergency exits so that injuries and property damage may be minimized during an emergency situation.

Emergency Telephone Numbers

1.	Juneau Fire Department	911
	Juneau Police Department	911
	Emergency Medical Aid	911
	JPD Non-Emergency Dispatch	586-0600
2.	Facilities Call Center (24 hours)	465-5689
3.	Facilities Call Center Fax	465-3326
4.	Building Security	465-2100
5.	Parking Security	465-4090
6.	State of Alaska Juneau Facilities Management	465-5683

Dimond Courthouse Address

123 4th St.
Juneau, AK 99801

BUILDING EMERGENCY SYSTEMS

1. **EMERGENCY EXITS**
   There are two exit stairwells located within the Dimond Courthouse. The front stairwell exits on 4th Street or Main Street and the back stairwell exits on Seward Street. There is also a ground floor exit on to the courtyard adjacent to Main Street. Please familiarize yourself with their location.

2. **FIRE ALARM PULL STATIONS**
   Pull stations are located on each floor. In case of fire in or near your suite, activate the nearest pull station, regardless of whether or not the alarm signal is already sounding.

3. **VOICE EVACUATION SYSTEM**
   The building is equipped with a Voice Evacuation System capable of notifying all floors simultaneously or individually. Special instructions may be broadcast throughout the ceiling speaker system audible in suites, corridors, and elevators.

4. **SPRINKLERS AND SMOKE DETECTORS**
   The building is fully equipped with numerous sprinklers and smoke detectors on each floor. Both of these systems are automatically monitored so that, should either one be activated by smoke or heat, the alarm signal will sound and the fire department will be alerted.

5. **FIRE EXTINGUISHERS**
   Fire extinguishers are located throughout the building. Extinguishers are intended for use in small, controllable blazes. The extinguisher should be held upright with the nozzle pointed at the base of the flames. Please do not attempt to “fight” fires unless you can do so safely.

6. **ELEVATORS**
   Do not use the elevators if there is a fire alarm. They can only be used for evacuation by the Fire Department and will not respond to lobby call buttons.

EARTHQUAKE

Emergency Phone Numbers

1.	Fire/Police/Medical Departments	911
2.	Facilities Call Center	465-5689
3.	Security	465-2100

IMPORTANT DO'S

1. Take cover under a desk, in a doorway, or in the center of the building.
2. Stay clear of bookcases, file cabinets, glass items, windows, and other similar items.
3. Follow instructions of the fire department and Facilities Management.
4. Keep calm.
5. Turn off all electrical equipment.
6. Wait for instructions from Facilities Management in the event of an extended power failure.
7. In the event of an evacuation is necessary, evacuation procedures will be announced by persons in authority.

IMPORTANT DONT'S

1. Don't panic.
2. Don't use telephones.
3. Don't use elevators.
4. Don't stand near windows.
5. Don't use an open flame.
6. DO NOT GO OUTSIDE THE BUILDING unless instructed to do so by persons in authority. If you are outside, move away from the building to protect yourself from falling glass.

IMPORTANT SUPPLIES

1. Flashlight and extra batteries.
2. Portable battery operated radio.
3. First Aid Kit and Manual.
4. Emergency food and water, non-electric can opener.

ELEVATOR EMERGENCY

Elevators are a very safe mode of transportation. They do occasionally malfunction. When they do, follow these guidelines:

IMPORTANT DO'S

1. Remain calm.
2. Use the automatic telephone located behind the panel or the telephone button inside the elevator cab. The phone is monitored 24 hours each day.
3. If you observe a malfunction from outside the elevator, notify the Facilities Call Center at 465-5689, State Office Building Suite 700.

IMPORTANT DON'TS

1. Don't force the elevator doors open.
2. Don't panic.
3. Don't jump in elevators; the most common cause for elevators to get stuck between floors is its occupants misusing the equipment. Jumping in the elevators causes over-speed, which can activate the brakes.

THIS IS WHAT HAPPENS

1. When you pick up the emergency telephone in the elevator, an operator will communicate with you.
2. The operator will obtain assistance from the elevator service company.
3. Passengers will be assisted as quickly as possible.
4. Building Maintenance is expressly forbidden from recovering people from stuck elevators. Only trained, authorized personnel of the elevator service company can accomplish this. Therefore, if you are stuck, you will have to wait until an elevator technician arrives at the building; this can easily take 20-30 minutes, please be patient.

EVACUATION

Emergency phone numbers

1.	Fire/Police/Medical Departments	911
2.	Facilities Call Center	465-5689
3.	Security	465-2100

IMPORTANT DO'S

1. Follow the instructions of your Emergency Response Coordinators (ERCs), the fire department, and Facility Manager.
2. Where possible, assist disabled personnel to the stairwell landing where they will be picked up by emergency personnel. The Fire Wardens will coordinate this effort.
3. Close the door to your office as you leave.
4. Form evacuation line at the nearest stairwell.
5. Use stairwells for evacuation. Be alert for other tenants and fire department personnel who might also be using the stairwell.
6. Keep talking to a minimum.
7. Use handrails in stairwells.
8. Move quickly, but calmly.
9. Listen for instructions and follow them.
10. Clear emergency stairwell doors as soon as you exit.
11. Proceed across 4th St to the designated assembly point at the front steps to the Capitol Building.
12. Please check with your ERCs to verify accountability after evacuation from the building.
13. Wait for an "ALL CLEAR" announcement or for further instructions.

IMPORTANT DON'TS

1. Do not try to use the elevators; they will not respond.
2. Do not return to the area to retrieve items such as purses, coats, etc.
3. Do not block stairwells, vestibules, or doorways.
4. Do not run or create a panic situation.
5. Do not return until the fire department or Facilities Management gives an "ALL CLEAR".

EVACUATION PROCEDURES/GUIDELINES

The following is for the use by occupants of the Dimond Courthouse, Senior ERCs (SERCs) and their alternates. Although we have had numerous false alarms in the past, it only takes one real alarm to recognize the importance and serious nature of these procedures. Here you will find basic procedures to be followed when a fire evacuation alarm is sounded in the Dimond Courthouse. There are general instructions for occupants, general instructions for the volunteer fire wardens, and specific instructions for each level of fire warden. **We urge all occupants of the Dimond Courthouse to become familiar with at least the general evacuation procedures.**

Definition of Terms:

ERCs: Emergency Response Coordinator. There is volunteer ERC assigned to each section within the AOB along with one alternative.

SERC: Senior Emergency Response Coordinator. There is one SERC assigned to each floor of the AOB along with one alternate.

Facilities Manager: The angry welsh dude.

All emergency personnel can be identified by high visibility vests and hard hats

General Evacuation Instructions for Occupants of the Dimond Courthouse:

When you hear or become aware of an active FIRE ALARM it is recommended that you do the following:

1. Keep calm. DO NOT panic or panic others.
2. Quickly terminate your telephone call or activities.
3. Take coat and purses ONLY if they are convenient and immediately available.
4. Progress immediately to your designated emergency exit.
5. Follow the instructions of any SERC or ERC.
6. Walk carefully and DO NOT run. There will be a lot of people converging in the stairwells at one time, so it is necessary to remain calm and yet proceed as quickly and safely down the stairs as you can. Those who have a more difficult time descending the stairs should try to use the handrails. Those who have no difficulty should allow access for those who need to use the handrails. If you see a co-worker that might need a little help, it doesn't hurt to offer some assistance if it can help to keep the egress going at a reasonable rate of speed.

7. Once you are out of the building, keep walking away from the building so as to allow room for those who are exiting the building behind you. Stay on the sidewalks and follow the instructions of the SERCs. Stay out of the way of any traffic and/or responding units.

8. If you are unable to descend the stairs your ERC will direct, you to wait in a safe staging area near the stairwell but out of the traffic corridor. Once the stairwell is fairly empty and it is made obvious that it is smoke free and not in immediate hazard, the SERC will then place you inside the stairwell landing. The SERC or ERC will be reporting your location and condition to the Facilities Manager who will alert the responding fire/rescue units. The responding units will then come and get each person left in the building in the order of most immediate peril or need at the time. This procedure is something that you will want to discuss with your SERC or ERC well in advance of any alarm. It might also be a good idea to do a practice run or two in advance preparation.

9. If smoke is present on your floor or if you are caught in smoke, immediately drop to the floor, crawl along the floor where the air is cooler, take short breaths and breath through your nose. If it becomes dark and difficult to see, you will have to feel your way to the exit. Using voice communications with others will help guide everyone out.

10. Once outside the building, do not try to re-enter unless instructed to do so. If a real event does occur, it may be necessary to evacuate to a staging area away from the DCH.

11. IT IS IMPERATIVE TO STAY AWAY FROM THE BUILDINGS, INCLUDING THE PARKING GARAGES. The authorities in command (which will be either fire or police commanders) will let us know if and when it will be safe to remove your vehicle from the parking garage. Attempting to get your vehicle out of the garage without proper permission will not be looked upon as an act of cooperation by law enforcement officials and could land you in more trouble than it is worth. So, the best course of advice is to follow instructions and stay out of the way. The responding authorities will have a lot to do, and have a lot of responsibility. It is best for everyone's safety to allow them to do their jobs without adding to their burdens.

General Emergency Evacuation Instructions for all SERCs & ERCs:

When the fire alarm is triggered the following are the general procedures to be followed when evacuating the Dimond Courthouse

1. When the fire alarm sounds, the SERC and ERC should put on their high visibility vest and walk through their assigned sector reminding all occupants to walk calmly to their egress path. If the weather is cold or wet, and there is no immediate signs of hazard (such as visible fire or smoke) occupants can quickly grab their coats and purses. The SERC should make certain that all occupants

are accounted for and out of the sector area before they leave. The SERC should urge anyone who is reluctant or slow in leaving that quick but calm evacuation is mandatory FOR EVERYONE. Anyone refusing to leave must be reported to the Facilities Manager immediately.

2. An ERC of the appropriate gender should check the restroom areas and remind those inside to hurry and evacuate. The ERC should make certain that the restroom is vacant before exiting the area.

3. SERCs should check all conference rooms. If there are guests on the floor (such as attending a meeting) the SERC or ERC should direct the occupants to the proper egress pathway.

4. Each SERC or ERC should be aware of anyone on their floor or section who are unable to negotiate the stairwells due to a disability. Persons with such disabilities should be escorted to a safe area near the stairwell entrance and asked to wait there until the responding fire/rescue units arrive and can safely bring them down. If possible, it is recommended that each ERC discuss the procedures in advance with the person with disabilities. It would be helpful if someone other than a ERC could volunteer to stay with the individual until such time as the responding units arrive for assistance. This person could be the alternate ERC or another co-worker of the disabled person.

5. Once the SERC and ERC have the floor cleared, it is recommended that they then do a final check of the area. Persons with disabilities should be safely staged inside the stairwell landing once it is clear. The SERC should then close the fire door and exit down the stairwell.

6. Upon arriving outside the building the SERC and ERC should check in with the Facilities Manager and provide the status of their sections. Include the following information: (a) were there any signs of a smoke or fire hazard present; (b) whether the section is clear or if anyone refused to egress and; (c) most importantly, the location of any persons with disabilities left in the stairwell landing and whether there is someone with them.

7. The Facilities Manager will check off each reporting section and floor. If there is a section that does not report, the Facilities Manager should contact the SERC and request that they check into why that section has not reported. This will require that all SERC's stay close by the Facilities Manager until such time as the Facilities Manager has received a report from all sections.

8. The Facilities Manager must inform the responding fire/rescue units of any individuals left in the building, their location, and type of disability. The Facilities Manager may need to ask an SERC to make this contact if the Facilities Manager is still waiting for sections to report. **It is imperative that the responding fire units be advised as soon as they arrive of the location of any individuals left inside the building.**

9. The Facilities Manager will have an amplified speaker horn and a whistle for crowd control and announcements. The Facilities Manager will have to make decisions regarding crowd movement and gathering based upon the prevailing weather, traffic and egress conditions. The Facilities Manager, with the assistance of SERCs and ERCs should attempt to keep an area clear for the arrival of any responding units. The crowd should be advised to move onto the side walks and to spread out so as not to block traffic or to endanger themselves or others.

10. Once the responding fire/rescue units have cleared the building for occupation, each Facilities Manager will be informed by a representative of the building management team. The Facilities Manager will then announce that everyone may re-enter the building.

11. A post-evacuation meeting will be held at a convenient time and location for all to discuss positive and negative points of the evacuation.

General Instructions for ERC's:

The Division of General Services greatly appreciates the time and efforts of the volunteer Emergency Response Coordinators. Their willingness to volunteer demonstrates their dedication to the safety of their co-workers. Without this thoughtful dedication and willingness to volunteer, General Services would be forced into requiring a mandatory participation in an evacuation plan. It is our desire to keep the emergency evacuation program voluntary. The cooperation of voluntary participants is always of a high quality and helps to maintain a higher level of moral and provides for a safer workplace. Therefore, recognizing the fact that each volunteer has their day to day duties and functions of their regular job, it is hoped that the duties of the voluntary Emergency Response Coordinators be kept to a level so as not to be a burden to them or their co-workers. With that in mind, the following are some ideas and instructions that will help in maintaining a safe evacuation program:

1. Emergency Response Coordinators should be familiar with their sections and the egress exit paths. Emergency Response Coordinators can also act as 'safety eyes and ears' and alert General Services and/or building maintenance of any situation that could hinder an emergency egress; such as blocked corridors or stairwells.

2. It is also a good idea to be familiar with the location of nearby fire extinguishers. It is **not** the responsibility of the Emergency Response Coordinator to inspect the fire extinguishers, however, if you notice an expired tag or any other problem with safety equipment, it only makes sense to bring it to the attention of General Services who will then alert building maintenance to the situation.

3. Emergency Response Coordinators should introduce new employees in their section to the fire evacuation procedures and exit routes.

4. Emergency Response Coordinators are issued an identification badge to wear during an emergency evacuation. It is helpful to the Chief Emergency Response Coordinators to have your name, floor and section written on the badge.

5. Emergency Response Coordinators should also be aware of anyone in their section who has a disability that would hinder their use of the stairwells for exit. The Emergency Response Coordinator should discuss the special procedures with the individual and make certain that you each agree on a safe area to wait for the fire/rescue units. This is also a good time to see if another co-worker would be willing to act in the capacity of a “buddy system” for the disabled person.

6. Emergency Response Coordinators should provide notice to the SERC of any planned vacation or annual leave time and arrange for an alternate to act in their absence.

General Instructions for SERCs:

1. The SERC on each floor is responsible for recruiting and appointing the Emergency Response Coordinators for each sector in their area. The SERC should make certain that each of their Emergency Response Coordinators has a high visibility vest.

2. The SERC maintains and updates their listing of Emergency Response Coordinators. Periodic updates should be provided to the Facilities Manager and Division of General Services. Changes can be emailed to the Facilities Call Center.

3. Establish and maintain evacuation routes and an alternate route for each sector. This is usually only necessary when there is a change in the physical configuration of the floor space. Consideration should be given to areas where bottlenecks might occur.

4. The SERC should also check with each ERC as to the identity and location of anyone with a disability or anyone who cannot use the stairwells for egress. The SERC should maintain a listing of such persons and provide that information to the Chief Emergency Response Coordinator.

5. The SERC may be called upon to conduct meetings of the Emergency Response Coordinators in their sections to review procedures and any issues regarding the evacuation plan.

6. Senior Emergency Response Coordinators report directly to the Facilities Manager.

7. During evacuation, the SERC should be the last one off their floor, checking to make certain that they have placed anyone who cannot descend the stairs into the cleared stairwell landing to await rescue. The SERC should also make certain that all fire doors are closed tightly. The SERC should then proceed directly to the Facilities Manager to report in and to report on anyone left in the building.

EVACUATION SAFE HAVENS

By prearranged agreement, occupants of the Dimond Courthouse are authorized to use the lobby of The Centennial Hall during normal business hours, 7AM-5PM. In the event of frigid temperatures and if the building's evacuation process is not given an "ALL CLEAR" within a reasonable time period, Facilities Management will address the occupants staged outside to relocate to the identified safe haven until an "ALL CLEAR" is announced.

FIRE

Emergency phone numbers

1.	Fire/Police/Medical Departments	911
2.	Facilities Call Center	465-5689
3.	Security	465-2100

UPON DISCOVERY OF A FIRE FOLLOW THESE GUILDELINES:

1. If safe call the FIRE DEPARTMENT, 911. Give the following information:
   - Your Name
   - Address: Dimond Courthouse
     123 4th St.
     Suite Number _____
     Floor Number _____
   - Explain problem: What is burning, etc. If it is safe, stay on the phone long enough to confirm that the information was received and understood.
2. Activate the nearest fire alarm pull station
3. Call the Facilities Call Center, 465-5689, and inform them of the situation.

WHAT TO DO IF YOU DISCOVER A FIRE…

1. Leave the area of the fire.
2. Close all door(s) as you leave.
3. Pull the nearest fire alarm pull station to sound the alarm and begin evacuation of the building.
4. Evacuate the building using the closest stairway or move to your appointed duty as part of your suite's evacuation team.

Note: There are fire extinguishers located on each floor. Do not return to fight the fire once you have evacuated. The Fire Department strongly advises you to leave fire fighting to the experts.

5. Check all doors and door jams for heat before entering the room with the fire.
6. Keep your back to the door to leave your escape route open.

If the fire is bigger than about one foot in diameter, the better choice may be to close the door(s) again, leave the building as quickly as possible, and let the Juneau Fire Department do their job.

THIS IS WHAT HAPPENS

1. Management will assist the fire department with directions and information.
2. Please remain alert and keep conversation to a minimum. Follow instructions of Fire Wardens and firefighters.

FIRE PREVENTION

FOLLOW THESE SIMPLE RULES TO HELP PREVENT FIRE:

1. SMOKING IS PROHIBITED INSIDE THE BUILDING. Smoking is only allowed in designated smoking areas or other areas outdoors that are 20 feet or more from exterior entrances and air intakes.
2. Unplug any electrical equipment that is not working properly or is need of repair.
3. Do not overload outlets.
4. Keep heat-producing equipment away from objects that will burn.
5. Assign one person, and an alternate, to ensure all appliances, especially coffee pots, are turned off when leaving the building.
6. Store and use flammable liquids according to container instructions and city/code requirements.
7. Do not allow accumulation of trash or waste materials that are flammable.
8. Do not hold suite or lobby doors open with doorstops or other items.
9. TURN OFF COFFEE POTS.
10. Use of supplemental heat devices, such as space heaters is not permitted.
11. Adhere to Building policies for holiday decorations.

INDIVIDUALS REQUIRING SPECIAL ASSISTANCE

If you are a disabled individual or require any special assistance in emergency situations or priority one fire alarm evacuations, it is your responsibility to contact the Facilities Call Center and make sure you are on the list for emergency evacuation. Please see page 33 for the form you would need to fill out and fax.

In the event of a priority one alarm or emergency situation where evacuation is required we recommend any person that is disabled or on the Emergency Assistance List have a “buddy” who waits with them on the stairwell landing (the designated safe haven) until an “all clear” announcement is made, or emergency personnel arrive on scene to assist with their evacuation. Facilities Management will not be assisting in the evacuation of disable persons your “buddy”, Fire Warden or emergency personnel will be performing this task.

TSUNAMI EMERGENCY

A tsunami is a series of waves that can be dangerous and destructive. They can be caused by underwater disturbances or earthquakes. When you hear a tsunami warning, move at once to higher ground and stay there until local authorities say it is safe to return home.

What can I do today?

Be familiar with the tsunami warning signs. A rapid rise or fall in coastal waters and a large earthquake are both signs to an approaching tsunami.

Know the location of your local evacuation site. Most coastal communities have a designated area on high ground that the community will meet, e.g.: a school.

Know your community's warning siren or method of letting people know a tsunami is coming.

DO NOT go to the water to watch the tsunami come in!

MEDICAL EMERGENCY

Emergency phone numbers

1.	Fire/Police/Medical Departments	911
2.	Facilities Call Center	465-5689
3.	Security	465-2100

IMPORTANT DO'S

1. Call 911
2. Give the following information:
    a. Your name
    b. The building address: 123 4th St.
    c. The exact location of the emergency (suite, floor, etc.)
    d. Any details regarding the nature of the emergency (apparent heart attack, injury, etc.)
3. Notify the Facilities Call Center, 465-5689.
4. Reassure the victim that emergency assistance is on the way.
5. Have someone meet the emergency personnel at the elevators on your floor.
6. Remain calm.

IMPORTANT DON'TS

Don't attempt to move the victim unless it is necessary to do so in order to avoid further injury (fire, etc.).

AUTOMATED EXTERNAL DEFIBRILLATOR (AED)

There are multiple AEDs located in the building. If you are certified in their use, we encourage you to familiarize yourself with their locations. Training is available through the American Red Cross and the Facilities Administrative Assistant will coordinate training sessions for interested individuals. If you are interested in getting your certification, or in getting re-certified please call 465-5689.

THIS IS WHAT HAPPENS

1. The Facilities Manager will meet emergency personnel in the main floor lobby and accompany them to the area.
2. The Facilities Manager or security personnel will make a report of the incident and emergency personnel will handle the situation.

SUSPICIOUS OBJECTS

Emergency phone numbers

1.	Fire/Police/Medical Departments	911
2.	Facilities Call Center	465-5689
3.	Security	465-2100

IMPORTANT DO'S

1. Obtain a good description of the object: size, color, markings, etc.
2. Identify exact location of the object: building, floor, room number and location within the room.
3. Your Agency or firm manager will determine if the immediate area needs to be evacuated and if so he/she will issue instructions to do so.
4. Contact Police first and then contact the Facilities Call Center.

IMPORTANT DON'TS

1. Don't touch or disturb the object
2. Don't panic.

THIS IS WHAT HAPPENS

The police department and Facilities Management will assess the situation and determine evacuation requirements.

BOMB THREAT

If you receive a threat, keep calm. Have a prearranged signal to alert supervisory personnel so they may listen also. If possible, record the call.

Legitimate callers usually wish to avoid possible death or injury. Request more information by expressing a desire to save lives.

IMPORTANT DO'S

1. IF THE THREAT IS A BOMB, ASK THE FOLLOWING QUESTIONS:

    When is the bomb supposed to explode?

    Are you sure?

    What floor is the bomb on?

    What kind of bomb is it?

    What does it look like?

    How big is it?

    Where did you put it?

    Did YOU set the clock?

    Why are you doing this?

    Why did you call me?

    What do you want me to do?

    What is your name?

1. RECORD

Exact wording of the threat.

2. NOTIFY

1.	Fire/Police/Medical Departments	911
2.	Facilities Call Center	465-5689
3.	Security	465-2100

BOMB THREAT CHECKLIST

Impression of Caller

____Male ____Female Race: _____

____Youth ____ Juvenile ____ Adult Estimated Age: _____

Caller's Voice

____Calm ____Frightened ____Gasping ____Excited

____Slurred ____Drunken ____Incoherent ____ Nervous

____Joking ____Serious ____Semi Serious ____Giggling

____Authoritative ____Raspy ____Whispered ____Cell Phone

____Deep Tone ____Normal Tone ____Monotone ____Nasal Tone

____Dirty Laugh ____ Nervous Laugh ____Vicious/Mean ____Confused

____Normal Breathing____Heavy Breathing____Voice sounded remote

____Stuttered ____Hesitated ____ Familiar Voice ____Obviously Disguised

____Lisp ____Accent What kind: _____

Caller's Use of Language

Use of slang: What words were most used? _____

Other words or phrases _____

Pronunciation, selection, timing of speech:

____Normal ____Reading Statement ____Faded Away

____Average ____Limited ____Foul ____Educated ____Incoherent

____Jerky ____Stilted ____Stammered ____Normal

Background Sounds

____Quiet ____Loud Noises ____Clear ____Static

____Truck ____Bus ____Motorcycle ____Train

____Aircraft ____Subway ____Automobile ____Construction

____House Noises ____Office Equipment ____Machinery Noise

____Pump Sound ____Fan ____Other Voices ____Footsteps

____Wind ____Rain ____Thunder ____Surf Sounds

____Bird Sounds ____Dog Barking ____Music Noise ____Crowd Sounds

____Local Call ____Long Distance ____Phone Booth

____Echo ____Horn/Bell/Whistle

Other Sounds: _____

SEARCH

The “search” for the object is most effective and fastest if made by the normal building occupants. Object can vary in size and shape; it is a fundamental rule that the search must be made by persons who are familiar with the area and who will notice a strange or foreign object.

Care and caution must be used during the search. Do not change the environment in question through the use of radios, cell phones, temperature variations, presence of electrical current etc.

If an object is found, DO NOT MOVE, jar, or touch it. Immediately contact Facilities Management or local on-site emergency authorities.

EMERGENCY ALERT SYSTEM LOCAL AREA PLAN

INTRODUCTION

This Emergency Alert System (EAS) Local Area Plan was developed by the Juneau Local Area Emergency Communications Committee in cooperation with local broadcast and cable operators, the National Weather Service, and the City and Borough of Juneau. The Plan outlines the methods used to disseminate emergency information and warning to the general public in the Juneau EAS Local Area or any portion thereof, within the broadcast coverage and cable system service areas, at the request of local, State and Federal officials. This local EAS plan may be activated in response to common local emergency situations such as power outages, floods, civil disorders, earthquakes, heavy snows, toxic chemical leaks or any occurrence which poses a danger to life or property.

Acceptance of/or participation in this plan shall not be deemed as a relinquishment of program control, and shall not be deemed to prohibit a broadcast licensee or cable operator from exercising his independent discretion and responsibility in any given situation. Broadcast stations and cable systems originating emergency communications shall be deemed to have conferred rebroadcast authority. The concept of management of each broadcast station and cable system to exercise discretion regarding the transmission of emergency information and instructions to the general public is provided by the FCC Rules and Regulations.

AUTHORITY

Title 47 U.S.C. 151, 154 (i) and (o), 303 (r), 524(g) and 606; and 47 C.F.R. Part 11, FCC Rules and Regulations, Emergency Alert System (EAS)

A WORD OF CAUTION: The Emergency Management/Services community has acquired a valuable new tool in gaining direct access to all area broadcasters and subject cable operators via the EAS. However, <u>if not used prudently, you put yourself in danger of losing this tool. Broadcasters and cable operators are expecting the EAS to be used only for very serious emergencies</u>. Keep in mind two things. First, some broadcasters and cable operators have their EAS decoders set on Automatic Mode. There will be no one there to screen your message and decide if it should be aired. They are depending on you to <u>send an EAS Alert only for a very serious emergency</u>. The first time you trigger the system for a frivolous event, you will <u>lose</u> the confidence of your area broadcasters and cable operators. The second thing to remember is that broadcasters and cable operators participate in the local level EAS on a <u>voluntary</u> basis. No one can force them to carry out your EAS Alerts. Maintain a good relationship with your local broadcasters and cable operators, and they will come through for you in a crisis.

KEY EAS SOURCES

A. Local Primary Source (LP-1)

Location	KINY-AM 800 KHz
EAS Codes in Encoder/Decoder	See APPENDIX D
EAS Monitoring Assignments	KTOO, NWS, KIMO
Contact	Dennis Egan
Telephone	907-586-1800
Unlisted Telephone	907-586-6037
Hours of Operation	24 hrs / 7days (Unattended 12:00 AM to 3:00 AM / Weekends 4:00 PM to 6:00 AM)
Communications Facilities	1107 W. 8th Street
Administrative E-mail	egan@ptialaska.net

B. Local Primary Source (LP-2)

Location	KTOO – FM 104.3 MHz
EAS Codes in Encoder/Decoder	See APPENDIX D
EAS Monitoring Assignments	KINY, NWS, ARCS
Contact	Bill Legere
Telephone	907-586-1670
Unlisted Telephone	907-463-6430
Hours of Operation	24 hrs / 7 days (Unattended 12:00 AM to 5:00 AM)
Communications Facilities	360 Egan Drive
Administrative E-mail	bill@ktoo.org

C. Local Primary Source (LP-3)

Location	NOAA Weather Radio 162.400 MHz -162.55 MHz Primary
EAS Codes in Encoder/Decoder	See APPENDIX D
EAS Monitoring Assignments	N/A
Contact	Joel Curtis
Telephone	907-790-6803
Unlisted Telephone	907-790-6824
Hours of Operation	24 hrs / 7 days
Communications Facilities	8500 Mendenhall Loop Road
Administrative E-mail	Joel.curtis@noaa.gov

IMPLEMENTATION

The following procedures should be used to implement EAS alerts.

A. Procedures for Designated Officials

1. Activation Request

Request activation of the EAS facilities through the NWS Juneau Forecast Office via phone or other available communications facilities. The Juneau Forecast Office may call back the requesting agency to verify authenticity of the request.

In the event the NWS Juneau Forecast office cannot activate the EAS facilities, request activation of the EAS facilities through the LP-1 or LP-2 via phone or other available communications facilities.

2. Contact Format

Designated officials use the following format when contacting the key EAS sources:

"This is (Name/Title) of (Organization). I request that the Emergency Alert System be activated for the Juneau area because of (Description of emergency)."

3. Details of Transmission

Designated officials and/or EAS source personnel determine transmission details (i.e., live or recorded, immediate or delayed). Officials should provide emergency program material including a description of the emergency, actions being taken by local government, and instructions to the public.

4. Lines of Communication

Keep line of communication open if necessary.

5. Specific Area Activation

For a unique emergency not involving the entire Juneau local area, local authorities may request activation of the EAS through the broadcast station and cable system serving only the affected area.

B. Procedures for Broadcast and Cable System Personnel

1. LP-1 Response to EAS Alert

Upon receipt of a request to activate the local EAS from appropriate authority, the LP-1 (or alternate LP-2) may proceed as follows:

a. ANNOUNCEMENT

Broadcast the following announcement:

"WE INTERRUPT THIS PROGRAM BECAUSE OF A LOCAL EMERGENCY. IMPORTANT INFORMATION WILL FOLLOW."

b. TRANSMISSION OF EAS CODES

Transmit the EAS header codes and Attention Signal.

c. ANNOUNCEMENT

Transmit the following announcement and material:

"WE INTERRUPT THIS PROGRAM TO ACTIVATE THE EMERGENCY ALERT SYSTEM FOR THE JUNEAU LOCAL AREA BECAUSE OF A LOCAL EMERGENCY. IMPORTANT INSTRUCTIONS WILL FOLLOW."

*** Follow with emergency program ***

d. TERMINATION

To terminate the EAS message (immediately or later), make the following announcement:

“THIS CONCLUDES EAS PROGRAMMING. ALL BROADCAST STATIONS AND CABLE SYSTEMS MAY NOW RESUME NORMAL OPERATIONS."

e. END-OF-MESSAGE CODE

Transmit the EAS End of Message (EOM) code.

Important Note: For State and local emergencies, broadcasters and cable operators have the option of transmitting only the EAS header and EOM codes without an audio emergency message. This is acceptable so that EAS coded messages can be unobtrusively relayed through areas unaffected by the emergency.

2. Procedures for Monitoring Stations and Cable Systems

All other broadcast stations and cable systems are monitoring key sources via EAS monitor receiver/decoders and will be alerted by the header codes and attention signal. Each station and cable system upon receipt of the signal will, at the discretion of management, perform the same procedures as in step 1 above by transmitting the emergency message from the LP-1 or LP-2.

3. Responsibility to Provide Confirmed Information

To avoid unnecessary escalation of public confusion, all stations and cable systems must be cautious in providing news and information pertaining to the emergency. All messages must be based on definite and confirmed facts. The public must not be left to decide what is or is not fact.

4. Resume Normal Programming

Upon completion of the above transmission procedures, resume normal programming. Appropriate notations should be made in the station and cable system records. A very brief summary may be sent to the FCC for information purposes only.

TESTS

Closed-circuit Required Weekly Tests are sent by each participating radio, television, cable system, and the National Weather Service. In addition, the Juneau LECC will schedule a “live” test of the EAS system for the Juneau area annually (utilizing the CEM “Civil Emergency Message” event code).

APPENDICES

APPENDIX A …….. List of designated officials
APPENDIX B …….. Approvals
APPENDIX C …….. List of EAS codes transmitted by key EAS sources
APPENDIX D …… List of broadcast stations and cable systems
APPENDIX E ……. Juneau Area Local Emergency Communications Committee
APPENDIX F …….. Acronyms

OPERATOR PLEASE POST

APPENDIX A

DESIGNATED OFFICIALS AUTHORIZED TO ACTIVATE THE JUNEAU AREA EAS

City Manager, City and Borough of Juneau
Emergency Programs Manager, City and Borough of Juneau
Chief, Capital City Fire Rescue
Chief, Juneau Police Department
National Weather Service Forecast Office Juneau
Emergency Coordinator, Alaska Electric Light & Power

APPENDIX B

APPROVALS

This Juneau EAS Local Area plan was developed and approved by the Juneau EAS Local Emergency Communications Committee.

The plan is coordinated with and distributed to all designated officials listed in APPENDIX A and all broadcast stations and cable systems listed in APPENDIX E.

_____ _____
Dennis Egan Date
Juneau LECC Chair

_____ _____
Warren Russell Date
GCI Cable

_____ _____
Tom Ainsworth Date
National Weather Service

_____ _____
Rod Swope Date
City and Borough of Juneau

_____ _____
Scott Willis Date
Alaska Electric Light and Power

APPENDIX C

LIST OF EAS CODES TRANSMITTED BY EAS KEY SOURCES

Key EAS Source (County FIPS #)	ORG - Originator	EEE - Event
Local Codes		
602110	CIV/WXR	CEM Civil Emergency Message
602110	CIV/WXR	HMW Hazardous Materials Warning
602110	CIV/WXR	TOE 911 Telephone Outage Emergency
Weather Codes		
602110	WXR	BZW Blizzard Warning
602110	WXR	CFW Coastal Flood Warning
602110	WXR	TOR Tornado Warning
602110	WXR	FFW Flash Flood Warning
602110	WXR	FLW Flood Warning
602110	WXR	SVR Severe Thunderstorm Warning
602110	WXR/CIV	TSW Tsunami Warning
State Codes		
002000	CIV/WXR	TSW Tsunami Warning
002000	CIV	CAE Child Abduction Emergency (Amber Alert)
002000	CIV	RMT Required Monthly Test
002000	CIV	ADR Administrative Message
National/Presidential Codes		
002000	EAN	EAN Emergency Action Notification (National Only)
002000	EAN	EAT Emergency Action Termination (National Only)

APPENDIX D

JUNEAU AREA BROADCAST STATIONS AND CABLE SYSTEMS

Owner: Alaska-Juneau Communications, Inc. Stations: KINY-AM 800 (LP-1), KSUP-FM 106.3 Address: 1107 West 8th, Suite 2, Juneau, AK 99801 Phone: 907-586-1800
Owner: Capital Community Broadcasting, Inc. Stations: KTOO-FM 104.3 (LP-2), KTOO-TV3 Address: 360 Egan Drive, Juneau, AK 99801-1748 Phone: 907-586-1670
Owner: White Oak Broadcasting of Alaska, Inc. Stations: KFMG-FM 100.7, KSRJ-FM 102.7 Address: 100 Harbor Way, Juneau, AK 99801 Phone: 907-586-2007
Owner: Alaska Broadcast Communications, Inc. Stations: KTKU-FM 105.1, KJNO-AM 630 Address: 3161 Channel Drive, Suite 2, Juneau, AK 99801 Phone: 907-586-3630
Owner: GCI Cable, Inc. Stations: GCI Cable Television Address: 3161 Channel Drive, Suite 1, Juneau, AK 99801 Phone: 907-586-3320
Owner: KATH -TV Stations: KATH-TV5 Address: 1107 West 8th, Suite 1, Juneau, AK 99801 Phone: 907-586-8384
Owner: Smith Media, LLC Stations:KJUD-TV8 Address: 175 South Franklin Street, Juneau, AK 99801 Phone: 907-586-3145
Owner: Gastineau Broadcasting Corporation Stations: KBJZ-LPFM 94.1 Address: PO Box 20247, Juneau, AK 99801 Phone: 907-586-3941

APPENDIX E

JUNEAU AREA LOCAL EMERGENCY COMMUNICATIONS COMMITTEE

Dennis Egan, Chair KINY 907-586-6037 egan@ptialaska.net
Bill Legere KTOO 907-586-1670 bill@ktoo.org
Michael Patterson City and Borough of Juneau 907-586-0221 michael_patterson@ci.juneau.ak.us
Joel Curtis National Weather Service 907-790-6803 joel.curtis@noaa.gov
Tom Ainsworth National Weather Service 907-790-6804 tom.ainsworth@noaa.gov
Chief Eric Mohrmann Capital City Fire Rescue 907-586-0261 eric_mohrmann@ci.juneau.ak.us
Chief Greg Browning Juneau Police Department 907-586-0677 gbrowning@juneaupolice.com
Warren Russell GCI Cable 907-463-1444 wjrussell@gci.com
Rob Knorr GCI Cable 907-463-1410 rknorr@gci.com
Scott Willis Alaska Electric Light and Power 907-463-6396 scott.willis@aelp.com

APPENDIX F

ACRONYMS

C.F.R.	Code of Federal Regulations
CBJ	City and Borough of Juneau
EAS	Emergency Alert System
EOM	End of Message
FCC	Federal Communications Commission
LECC	Local Emergency Communications Committee
LP-(1,2,3)	Local Primary (1,2,3)
NWS	National Weather Service

DIMOND COURTHOUSE EMERGENCY ASSISTANCE REQUIREMENT

Please update this list on a regular basis and provide
Division of General Services, Facilities Section with the updated list.

TENANT: DATE:

SUITE: CONTACT:

The following personnel will require assistance in evacuating the building in the event of a Priority One Alarm. It is understood that personnel will wait in or near the stairwell for assistance by the emergency evacuation personnel.

	NAME	REASON ASSISTANCE IS REOUIRED
1.	_____	_____
2.	_____	_____
3.	_____	_____
4.	_____	_____
5.	_____	_____
6.	_____	_____
7.	_____	_____
8.	_____	_____
9.	_____	_____
10.	_____	_____