



Jones Lang LaSalle

Civic Opera Building

Emergency Procedures



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Introduction and Purpose

What is an emergency? It is any event that jeopardizes the tenants, the contents and/or the physical structure of the building. The emergency address of the Civic Opera Building is: **20 N. Wacker Drive.**

The primary role of all building tenants in an emergency is to know what to do when an emergency occurs and to react appropriately. The purpose of the *Emergency Procedures Handbook* is to provide our tenants with crucial information and procedures that include not only the basics of responding to an emergency, but also details on effective and accurate team communication, specific procedures for evacuations as a result of a fire, smoke or power failure and procedures for isolated events such as medical or elevator emergency.

The Civic Opera Building is equipped with a number of life safety and building automation systems that are capable of rapidly detecting certain types of emergencies such as the presence of fire and smoke, a power failure, or an elevator failure. Early detection can make a difference between a small incident and a major catastrophe. While early detection is essential, quick and confident responses by the tenants of an impending or immediate emergency is essential. This comes from preparation and training. This allows a verification process to occur and eliminates unnecessary calls to city authorities.

It is very important that each tenant and respective members of the tenant emergency team thoroughly understand his/her role and the roles of the other team members. The Office of the Building should be notified of the names of these coordinators as they will be contacted regarding building safety procedures.

The Office of the Building schedules two evacuation drills per year, which are carried out by the Fire Department. If additional instruction is needed, the Office of the Building is available to assist you with organizing specific practice emergency evacuation sessions for your designated employees. If you have any questions, please feel free to contact the Office of the Building at 312-629-5000.

The Emergency Preparedness Handbook and other safety materials information can be found on the Civic Opera Building website at 20northwacker.info.



Command Center

A critical part of responding to a potential emergency is the identification of a central location for real-time information management and dissemination—a building wide and/or region wide information network that serves JLL, the on-site building managers, the employees and occupants of the building, and the building ownership.

In general, a command center serves the purpose of a focal point for incoming and outgoing communications. **The command center in this building is at the building security desk located in the lobby.**

A command center is the nucleus for information management and decision-making, and serves the purpose of tracking the activities and progress of the response teams. From this point, the Office of the Building can immediately access information to communicate with the tenants using the following systems:

- Life safety panel
- Emergency phones
- Information from the building engineers, security teams and management
- Complete building access

The lobby desk/primary command center receives automated signals first hand from the building's systems that indicate the nature and possible location of the alarm. This allows the Office of the Building team and on-site emergency personnel to assess the emergency and coordinate a proper response to the alarm. The command center also serves as the source of information that must be provided to groups assisting with the incident that are remotely located.

To report a concern or an emergency, the tenants are encouraged to promptly call the Office of the Building or the lobby security desk at 312-629-5000.



General Building Information

Civic Opera Building was designed to minimize the chance of a life-threatening emergency and to reduce damage in the event one does occur. It is inspected periodically and monitored 24 hours a day, seven days a week.

Emergency Telephone Numbers

PROPERTY MANAGEMENT OFFICE	(312) 629-5000
GENERAL MANAGER – Hope Tate	(312) 629-5004
ASSISTANT GENERAL MANAGER – Chris Kowalewski	(312) 629-5003
PROPERTY ADMINISTRATOR – Dolores Wildner	(312) 629-5002
ENGINEERING OFFICE – ON-SITE ENGINEERS	(312) 629-5008
DIRECTOR OF SECURITY – Michael Dixon	(312) 629-5006
LOBBY DESK – 24 HOUR SECURITY	(312) 629-5025

Police Department >>

EMERGENCY – (If applicable dialing “9” for an outside line is still required).....	911
NON-EMERGENCY	311
Precinct 1st District Headquarters 1717 South State	(312) 745-4290

Fire Department >>

EMERGENCY – (If applicable dialing “9” for an outside line is still required).....	911
NON-EMERGENCY	311
Central Dispatch	(312)746-9112

Medical >>

EMERGENCY – (If applicable dialing “9” for an outside line is still required).....	911
Northwestern Hospital (251 East Huron)	(312)926-2000

Fire and Life Safety

Fire Safety

Automatic systems include overhead sprinklers that provide immediate response to any significant fire. An automatic alarm is set off whenever water flows through the overhead sprinklers. The system automatically sends a signal to an off-site monitoring company, which calls the Fire Department.

Automatic devices in alarm will activate air-handling equipment to shut down automatically to prevent the spread of smoke. At the same time, elevators are returned to the lobby and stairwell re-entry doors will unlock electrically to facilitate relocation. The Fire Command Station has direct communication with each floor, and stairwell via the Public Address System. This network of speakers can be used to give verbal instructions or information should the need arise. Building operations staff is trained to assist in any emergency.

Due to the fire resistant qualities of the building, total evacuation of the building is very rare. Relocation is usually necessary only from the floor with the fire and the floor directly above, and below, and alarms will usually sound only on these floors. Additional floors may be evacuated when ordered by the Fire Safety Director, Fire Department personnel, or Police. Do not self-evacuate.

If You Discover a Fire

- **Call the Fire Department. Dial 911.** Tell the address and the floor location of the fire, its severity and type. This information will be relayed to firefighters en route
 - Class A Fire - Wood, paper, textiles, and ordinary combustibles
 - Class B Fire - Flammable liquids, oils, solvents, paints, grease, etc.
 - Class C Fire - Electrical: Live or energized electric wires or equipment
 - Class D Fire - Combustible metals (magnesium, titanium, potassium, etc.)
- **Call the Property Management Office.** Outside regular business hours, your phone call will be rerouted automatically to the lobby guard station. Our Fire Brigade will take initial action and help firefighters when they arrive.
- **Alert your Fire Warden.** Tenant Fire Wardens have been trained in emergency response. Follow his or her instructions.



If You Hear the Fire Alarm

- **Remain Calm.** Listen for instructions over the public address system
- **Close doors but do not lock them.** Take only essential belonging with you
- **Follow instructions from Fire Wardens.** You may be asked to inspect the area or to help others
- **Proceed down the stairs** as directed to the nearest re-entry floor. Look for the “Re-entry Floor” signs located on the stairwell side of exit doors. Keep to the right while descending the stairs to avoid firefighters who may be ascending on your left.
- **Do not use the elevators.** Elevators will automatically return to the lobby to await firefighters
- **Feel doors before opening them.** Do not open any that feel hot.
- **If you are a person with a disability, await help** from your assigned Aide, or wait near the stairwell doors.

If You Encounter Smoke

- Place wet cloth over nose and mouth to filter smoke.
- Take short breaths; breathe lightly through your nose.
- Stay low - Crawl on hands and knees.
- Do not break windows.

Building Fire Safety Team

Fire Safety Director

In an emergency, The Fire Safety Director has the primary responsibility for assisting firefighters and coordinating the response of the building staff and systems. He or she operates from a Fire Command Station located in the main lobby from which all mechanical, alarm and communication systems can be activated.

The Fire Safety Director organizes and trains a Fire Brigade composed of building staff and is responsible for their equipment and state of readiness. The Fire Safety Director maintains organization charts listing members of current tenant emergency teams.

The Fire Department takes the establishment, training and availability of Fire Wardens and Deputies very seriously. If the Fire Safety Director finds that an individual is neglecting the responsibilities outlined in the tenant’s emergency plan, he or she is required to inform Property Management, which will in turn inform the tenant. If the tenant fails to correct the situation, the Fire Department will be notified.



Fire Brigade

A Fire Brigade, consisting of building personnel, will usually be the first response team to arrive at the scene. If the fire is small and conditions do not pose an immediate personal threat, the Fire Brigade will confine or extinguish the fire using equipment carried with them. Keep in mind the Chicago Fire Department will arrive within minutes of the alarm activation.

Upon locating the fire, both members of the Fire Brigade will move to the floor below the fire to communicate conditions to the Fire Command Station. Then, they will remain near the stairs to direct firefighters and inform them of conditions.

Tenant Emergency Team

Under Illinois fire code, tenants of high-rise office buildings must participate in emergency response plans and make responsible and dependable employees available for designation as Fire Warden, Deputy Fire Wardens, Searchers, and Aides to the Physically Challenged. An organization chart listing names, locations and telephone numbers of the people so designated is to be supplied to the Fire Safety Director and kept current.

Tenants are required to participate in periodic fire drills and are required to provide necessary equipment for fire drills and emergencies such as whistles, armbands, flashlights, etc. All employees should be instructed that fire drills are not to be taken lightly and to cooperate with the instructions of Wardens assigned to their areas.

Employees should be instructed to report all unusual odors indicating a possible fire to their Fire Warden or Deputy Fire Warden. Only pull the fire alarm box if they detect an actual fire or smoke condition. All fires, no matter how small or quickly extinguished, must be reported.

Primary responsibilities for safety of employees rest with each tenant. It may be necessary to tailor the plan outlined below to suit your space and number of employees.

Fire Drills

All occupants of the building are required to participate in fire drills. Fire drills will be announced via the public address system. The announcement will consist of a statement by the Fire Safety Director followed by the appropriate tone signals. The tenant contact in charge will be informed of the drill two weeks in advance.

Upon hearing the signal, all Deputy Fire Wardens will alert their area occupants that a fire drill is in progress and advise them to process to their exit stairwells. Searchers will report to their Fire Warden when their areas are clear.



Male and female Searchers will proceed immediately to various restrooms and other isolated areas to assure that everyone had heard, understands, and responds to the signal. When all areas are clear, Searchers will report to their Fire Warden. Aides to the physically challenged will assist physically challenged employees to the exit stairways and report to Fire Warden.

The Fire Safety Director will observe the exercise and point out deficiencies. The drill will end after the Fire Safety Director completes his/her safety orientation.

Fire Wardens

Fire Wardens are responsible for coordinating the evacuation of the entire floor, working through assistants each responsible for an assigned area. If Fire Wardens are absent, the Deputy Fire Warden is assigned for the day.

Fire Warden Duties include the following

In Case of Fire:

1. Call the Fire Department
2. Contact the Property Management Office. Keep him or her informed by the status of the fire, smoke conditions, and progress of evacuation from your designated Fire Warden station.
3. Ascertain location, severity and type of fire, and determine whether total floor evacuation is required.
4. Initiate evacuation by notifying Deputy Fire Warden.
5. Verify that all areas have been evacuated by taking reports from each Deputy Fire Warden, Searcher, and Aide.
6. Reassemble and account for all people in your work area on the prearranged re-entry floor.

If the Alarm Sounds:

1. Telephone the Fire Safety Director to determine the location of the fire. Usually only the fire floor and the floor above will relocate.
2. If your floor is not involved, instruct the Deputy Fire Wardens to inform people in their areas that they are not in danger. **DO NOT EVACUATE** unless directed to do so.
3. If your floor encounters heavy smoke, contact the Fire Safety Director and tell him or her of your intent to evacuate and the route you will take.



Additional Responsibilities

1. Have an evacuation route clearly planned. Assist Deputy Fire Wardens in preparing evacuation plans for their individual areas
2. Assign people to assist physically challenged or disabled employees. Keep the Fire Safety Director informed of all people requiring or providing assistance.
3. Identify weak points during fire drills. Discuss these with the Fire Safety Director and work with Deputy Fire Wardens to correct deficiencies.
4. Maintain up-to-date organization charts of Deputy Fire Wardens, Searchers, and Aides. Report changes to the Fire Safety Director
5. Instruct new Deputies, Searchers, and Aides in their responsibilities during drills or actual evacuations
6. Inspect your area periodically for safety. Make sure all flammable substances are stored in approved containers.

Deputy Fire Warden

Firms occupying larger quarters will assign one Deputy Warden for every 20 employees. The primary duties of Deputy Wardens are to be familiar with safety procedures and routes and to maintain order in the event of an evacuation. They are trained to assume Fire Warden Responsibilities if necessary.

During an evacuation, Deputy Wardens will direct traffic away from elevators unless otherwise instructed by Fire Warden, Fire Safety Director, or Fire Department personnel. Prior to entering a stairwell, Deputy Wardens should feel the door for heat that would indicate a fire, and check for smoke. If the stairwell is unsafe, they will direct traffic to an alternate stairwell.

Aides to the Physically Challenged

Two fellow employees are assigned to assist any physically challenged worker in relocating. Such Aides are officially assigned in advance and their names reported to the Fire Safety Director. Upon reaching their relocation destination, they will request that their Fire Warden notify the Fire Safety Director of the physically challenged person's presence.



Floor Searchers

Floor Searchers are assigned in pairs, male and female, and have responsibility for inspecting areas of the office and lobby space, which may contain people who cannot hear the alarm or may not be familiar with procedures. Upon hearing the fire alarm, Floor Searchers will inspect washrooms, storage areas, file rooms and other areas isolated from the main spaces of the office. They should make special note of persons with hearing impairments in their area and assure that they have relocated. Once their areas are clear, Floor Searchers report to their Fire Wardens and accept any further assignment requested, such as directing traffic away from elevators

Stairwell Monitors

During an evacuation, the Stairwell Monitors are to proceed to the nearest stairwell to assist in building evacuation. Stairwell Monitors ensure that occupants line up single file, adjacent to the stairwell door and do not use elevators. Stairwell Monitors make sure that the doors are not kept open with a device such as a wedge, etc. They need to be prepared to stagger the entry of occupants with existing traffic from other floors. They should be able to provide safety instructions and guidance. To prevent injury, evacuees should be instructed to remove high heels or slippery soled shoes and to grasp the handrail and stay to the right side of the stairwell. Evacuees are to be directed to proceed to relocation floor(s) or to safe refuge areas out of the building. Physically impaired individuals and their escorts enter the stairwell last. This will ensure a safe and orderly evacuation for them by Fire Department personnel. When all occupants have left the floor, the Stairwell Monitor is to securely close stairwell door and proceed to the relocation floor or to a safe refuge area.

Fire Prevention

Do not accumulate quantities of discarded files or other paper trash in your office or storage area. Pay special attention to housekeeping in those departments that produce quantities of debris, such as duplication machines, mailing and receiving rooms.

Do not store large quantities of flammable solvents, duplicating fluids, or other combustible fluids.

Keep electrical appliances in good repair. Report unsafe conditions to the building office.

When furnishing an office, consider the fire potential of materials used in large amounts, like overstuffed chairs, settees, couches or anything that could become a combustible item. Such furnishings should be flame proofed.

Where potential for fire is especially high, such as supply rooms, tenants may wish to consider installing additional fire extinguishers.



Illness or Medical Emergency

In the event that an accident or illness befalls one of your employees, or a visitor to your office area, please:

1. Call Emergency Services at 911.
2. **Provide the Emergency Dispatcher with the following information:**
 - Your name
 - Your Building's name and address
 - Your specific floor number and exact location of the emergency
 - Any pertinent details of the accident or illness
3. Do not move the injured/ill person. Attempt to make them as comfortable as possible.
4. If feasible, send someone to meet the emergency unit upon its arrival in the lobby.
5. Call the Management Office at 312-629-5000. Inform management that you have called 911 and briefly describe the nature of the emergency.
6. The emergency unit will be with you shortly and will administer all necessary medical assistance.
7. **Determine, if possible:**
 - Name, address and age of injured/ill person
 - The nature of the problem, as best you can surmise
 - All known allergies and current medications taken by the individual
 - A local doctor

Crime and Security Threats

Although the Civic Opera Building has uniformed security personnel that patrol in the property, every property can be a potential target for a crime. A security staff patrols the Civic Opera Building on a 24-hour, seven-day-a-week basis. They are easily recognized as they are always dressed in uniform and have I.D. badges. Our security personnel act as a deterrent to the would-be criminal as well as enforce the building regulations, maintain order, and are on the alert for any unusual activities within the Building.

Security matters such as burglary, vandalism, graffiti, unwanted solicitors, suspicious persons, suspicious activities or intoxicated persons should be reported to the Office of the Building at 312-629-5000.

In cases of emergencies, these should be reported first to the Chicago Police Department 911 then to the Office of the Building.



Crime Prevention Tips:

- Be aware of your surroundings.
 - Do not ignore but question strangers encountered in your space.
 - Promptly inform the Office of the Building of employee termination or layoff.
 - To prevent office thefts, keep entrance doors locked at all times. All personal items should be stored in a locked desk drawer.
 - Inventory all valuable property.
 - Engrave or permanently mark the company name along with serial number on property.
 - After hours and on weekends, be sure to have ID badge.
 - Lock laptop computers.
-

Describing a Suspicious Person or Intruder

If you notice a suspicious person or identify an intruder, it is imperative to provide an accurate description to aid the police in apprehending the suspect. To do so, observe and remember the following:

- General description/physical features of the male or female, such as approximate age, height, build, etc.
- Clothing, such as colors and styles, including general appearance.
- Hair color and style
- Ears such as size and prominence
- Mouth
- Neck
- Expressions

TIP: Compare the intruder's physical features to your own (height, weight, etc.) to help you remember physical features more clearly.

Tenant Security Responsibilities

The best way to improve security is for each tenant in the Building to take an active role just as you would in the neighborhood where you live. Use the following suggestions:

- Make sure all doors to your offices are locked and secured at the close of your business day. This is extremely important on weekends.
- Do not hesitate to report any suspicious or disorderly individuals to the Office of the Building (312-629-5000).
- Solicitation is not permitted in the building, and any individual who enters your office for this purpose should be reported to the Office of the Building.
- Inform the Office of the Building of any Building keys that are lost. This includes keys to your suite, washroom keys, and storage keys.



Theft

As a theft preventive measure, each time you, one of your employees, or your vendors or contractors remove any material or equipment from the Building, a Property Removal Pass must be completed and handed to a Security Officer in the lobby or dock for verification. An authorized signer from your office must always sign the Property Removal Pass. Each tenant supplies a list of names and signatures via the Authorized Property Removal Pass Signature form to the Office of the Building.

Bomb Threat

Telephone Threat

When a bomb threat is made over the telephone, obtain the following information from the caller:

- Exact location of the device.
- Time set for explosion;
- Description of the device;
- Reason the caller has placed the bomb;
- Exact words used by the caller.
- Keep this information as confidential as possible.
- Notify the Police Department. Call 911.
- Notify the Management Office at 312-629-5000.

Once the Management Office has been notified of a bomb threat, it is our policy to advise your firm's manager or senior officer. It is up to the manager or senior officer to decide whether it is appropriate to evacuate the office.

In the event that you are asked to evacuate the Building, please move away from the Building so as to allow unfettered access to emergency personnel. Do not re-enter the Building until the Management Office, the Police, or the Fire Department have given clearance.

Suspicious Packages or Mail Bombs

Letter bombs are usually sent through the mail addressed to a specific individual in the company, usually disguised to look like some sort of gift or a small package. Letter bombs have the power to kill or seriously maim anyone in close proximity. Letter bombs are usually contained within a large size manila envelope 1/4" to 1/2" thick and are fairly rigid.



However, the technology used in letter bombs has become increasingly sophisticated, and can be difficult to detect visually. Letter bombs have been mailed from cities or small towns in the United States, as well as from foreign countries. Be especially wary of letters that are mailed to titles -- Chairman, President, Manager, Security Officer, etc. - rather than directly to named individuals.

If you suspect a parcel contains a letter bomb:

- Clear everyone out of the immediate area; establish at least a 25-foot radius around the package.
- Notify the police at 911 and Building Management.
- DO NOT HANDLE IT UNDER ANY CIRCUMSTANCES.
- DO NOT ATTEMPT TO DEACTIVATE IT YOURSELF.

Elevator Malfunction

If you are in the elevator and it stops for no apparent reason, remember to remain calm. Pressing the emergency button within the cab will alert Building Management that the elevator is malfunctioning. The cab number will be identified, and so too, the specific floor on which it is stuck. The Guard will establish two-way communication with elevators occupants until help has arrived.

In the event of a power outage, elevators will continue to operate using our emergency power generator. Should an outage occur, elevator lights will remain on, but the car itself will temporarily cease moving. Each elevator will automatically return to the lobby.

IN THE EVENT OF A FIRE, ELEVATORS MUST NOT BE USED FOR EVACUATION. USE THE STAIRWELLS.

Evacuation

To ensure the safe and efficient evacuation of all occupants in the event of an emergency, we strongly recommend that each tenant develop an evacuation plan. Having an emergency evacuation plan in place is extremely valuable in saving lives and property. If you require additional assistance in developing an emergency response plan for your suite, please contact the property management office for assistance.

Evacuation Guidelines

If it becomes necessary to relocate due to a fire or other emergency:

1. **Follow instructions** from Property Management personnel or the Fire Department, which you will hear over the loud speakers. Do not self - evacuate.



2. **Walk**; do not run to the nearest exit stair. Close Doors as you leave the work area but do not lock them.
3. **Take your cell phone** but leave your lap-top, briefcase, etc.
4. **Check exit door stairwell** for smoke or heat before entering. If smoke/heat is present, use an alternate stairwell. Do not use the elevators.
5. **Use handrails in stairwells.** Stay to the right. Assist staff members with disabilities.
6. If you have been instructed to remain in the building, but to evacuate your floor, you should **proceed to the floor instructed by the Chicago Fire Department** until you reach a designated re-entry floor. Call The Fire Command Station via the Fire warden telephone for further instructions
7. **If you have been instructed to evacuate the building**, take the fire stairs to the lobby level and proceed to the nearest exit. Building personnel will be available to provide direction from the building to your designated relocation area. When exiting the building, watch for falling glass and debris. Each tenant should have a designated meeting place at least two blocks away from the building.

Stairwell Evacuation Procedures

Stairwells are for emergency use and are not intended to accommodate daily travel between floors. Stairwells are marked with “Exit” or “Stairs” signs. Please do not hold or block stairwell doors open. Doing so upsets the balance of the air control and defeats a major security and fire protection system. During a fire alarm or other emergency, stairwell doors on every floor will be unlocked automatically to provide a safe relocation route.

Natural Disasters

Severe Weather

When severe weather conditions become apparent, the U.S. Weather Bureau describes conditions by two (2) classifications, a Watch or a Warning. This applies to the reporting of severe thunderstorms, the approach of weather conditions favoring the formation of tornadoes, a hurricane condition, a winter storm condition, etc. A Watch becomes effective when atmospheric conditions are present that can produce the particular weather phenomenon. A Warning means that the weather condition has been spotted and prompt action must be taken to enhance safety.

Except in very rare circumstances, the decision to evacuate the building based on the above weather reports will not be made by Building Management, but rather by each Tenant Company. However, in the event these conditions do exist, the following guidelines should adhere to:



- Move away from outside windows. If the windows in your offices are supplied with blinds, close the blinds (this will provide protection from broken glass).
- Do not panic.

- If evacuated, lock all desk drawers and take all items of value with you.
- If evacuated, use a route that is in the building interior and stay away from large expanses of glass and windows.
- Use the stairwells rather than the elevators.
- If evacuated, do not return to your office until advised to do so.

Winter Storms (Heavy Snow, Cold, Ice)

A winter storm can cause damage to the Civic Opera Building. A blizzard would be the likely cause of a building emergency or a potential emergency. The following terms are used by the National Weather Service to describe various snow events:

- a. **Blizzard:** winds of 35 mph or more with snow and blowing snow-reducing visibility to less than ¼ mile for at least 3 hours.
- b. **Blowing snow:** wind-driven snow that reduces visibility. Falling snow and/or snow on the ground picked up by the wind may cause this.
- c. **Snow squalls:** brief, intense snow showers accompanied by strong, gusty winds. Accumulation may be significant.
- d. **Snow showers:** snow falling at varying intensities for brief periods of time. Some accumulation is possible.
- e. **Snow Flurries:** light snow falling for short duration with little or no accumulations.

Earthquake Preparedness

Keep an earthquake preparedness kit on hand. Include the following:

- Food and water - at minimum, a 3 day supply (a 7 day supply is ideal)
- First Aid kit and First Aid manual
- Large and small heavy-duty plastic bags, duct tape and scissors
- Extra prescriptions and eyewear
- Heavy-duty shoes and gloves
- Extra clothing, and a whistle
- Rescue tools
- Portable TV and/or radio with extra batteries
- Flashlights and extra batteries
- Cash (ATMs and credit cards may not work)
- Emergency Phone List, including family at work, school, daycare, etc.
- Long-distance message check-in phone number
- Cell phone



During an Earthquake

Most earthquake-induced injuries are caused by falling objects or debris that has become dislodged by the quake. During an earthquake, please observe the following:

- Remain calm, do not panic.
- Stay in the office area.
- Take cover under tables, desks, or strong doorways.
- Keep away from windows and glass doors.
- Keep clear of filing cabinets, shelves and tall stacks of materials.
- Check for any injured personnel and administer first aid where necessary.
- Floor Wardens should assess damage and injuries and be prepared to expedite evacuation of serious cases.
- In the event of a fire resulting from an earthquake, follow the fire emergency procedures.

Elevators are equipped with seismic detectors, which when activated, will automatically stop the elevator at the nearest floor; if they are occupied at the time, inhabitants should exit immediately, and follow instructions issued by the Floor Warden.

Following an Earthquake

- Be prepared for aftershocks. While aftershocks are generally smaller than the earthquake that generates them, they can cause additional damage.
- If you smell gas, notify the Building Office or Security immediately.
- Check immediate location “ make sure you are safe.
- Check for injuries and apply first aid as needed. Be prepared for an absence of immediate emergency services, and be prepared to help yourself and others.
- Extinguish any fires. Do not light matches. Do not smoke.
- Listen for news or pertinent instructions on the radio or television.
- Do not use the telephone unless you have a dire emergency; ensure that all telephone receivers are properly mated to their cradles.
- Conserve, and responsibly ration food and water.

Pandemic Preparedness

What You Need to Know

An influenza (flu) pandemic is a worldwide outbreak of flu disease that occurs when a new type of influenza virus appears that people have not been exposed to before (or have not been exposed to in a long time). The pandemic virus can cause serious illness because people do not have immunity to the new virus. Pandemics are different from seasonal outbreaks of influenza that we see every year. Seasonal influenza is caused by influenza virus types to which people have already been exposed. Its impact on society is less severe than a pandemic, and influenza vaccines (flu shots and nasal-spray vaccine) are available to help prevent widespread illness from seasonal flu.

Influenza pandemics are different from many of the other major public health and health care threats facing our country and the world. A pandemic will last much longer than most flu outbreaks and may include "waves" of influenza activity that last 6-8 weeks separated by months. The number of health care workers and first responders able to work may be reduced. Public health officials will not know how severe a pandemic will be until it begins.

Importance and Benefits of Being Prepared

- The effects of a pandemic can be lessened if you prepare ahead of time. Preparing for a disaster will help bring peace of mind and confidence to deal with a pandemic.
- When a pandemic starts, everyone around the world could be at risk. The United States has been working closely with other countries and the World Health Organization (WHO) to strengthen systems to detect outbreaks of influenza that might cause a pandemic.
- A pandemic would touch every aspect of society, so every part of society must begin to prepare. All have roles in the event of a pandemic. Federal, state, tribal, and local governments are developing, improving, and testing their plans for an influenza pandemic. Businesses, schools, universities, and other faith-based and community organizations are also preparing plans.
- As you begin your individual or family planning, you may want to review your state's planning efforts and those of your local public health and emergency preparedness officials. State plans and other planning information can be found at <http://www.flu.gov/professional/checklists.html>
- The Department of Health and Human Services (HHS) and other federal agencies are providing funding, advice, and other support to your state. The federal government will provide up-to-date information and guidance to the public if an influenza pandemic unfolds.



Pandemic Flu Resources

There are many publicly available resources in place to help communities, companies, and individuals plan for a possible pandemic flu outbreak. A few of the most useful sites are linked below:

Pandemicflu.gov

This is the official U.S. Government site for information on pandemic and avian influenza. The material on this site is organized by topic for easy reference.

Centers for Disease Control and Prevention (CDC)

The CDC Web site is another primary source of information on pandemic influenza. They also have a hotline - 1-800-CDC-INFO (1-800-232-4636) - that is available in English and Spanish, 24 hours a day, 7 days a week (TTY: 1-888-232-6348). Or, if you prefer, questions can be e-mailed to inquiry@cdc.gov.

Department of Homeland Security (DHS)

DHS is working on a “Business Planning Guide,” which will be posted on the DHS home page and on Pandemicflu.gov as soon as it is completed. Also, for business-specific questions, the DHS has created an e-mailbox - DHSPandemic@dhs.gov.

BOMA Resources

BOMA/Greater Toronto Pandemic Flu Report

The report addresses the threat to commercial buildings from an avian flu pandemic.

The resources above will provide a lot of information, but we also encourage you to:

- Listen to local and national radio
- Watch news reports on television
- Read your newspaper and other sources of printed and Web-based information
- Look for information on your local and state government Web sites
- Consider talking to your local health care providers and public health officials.



Civil Disturbance

Should a riot or civil disturbance start outside the Building, the security guards will immediately lock all entrances to the building. The police will be notified. We will keep you informed.

If a disturbance should occur in the main lobby, all elevators will be turned off at the first floor and the police will be summoned.

Power Failure

The Civic Opera Building and Common areas are served by emergency generators. In the event of power failure, these generators will provide emergency power for certain basic building functions. Those functions include:

1. Activating emergency lights on each floor throughout the building, including all Exit signs.
2. Activating all stairwell lighting.
3. Activating the building's emergency Fire, Life and Safety Systems as well as the building's communication systems.
4. Recalling all elevators to the ground floor lobby. (One elevator will remain operative for use by security to assist handicapped persons or to take service crews and equipment into the building, as needed.)

It is seldom necessary to evacuate the building during a power failure. Unless you are directed to do so through the emergency communication system, please remain in your offices.

Please...DO NOT CALL the Management Office unless you need to notify us of the location of a disabled employee.

Flooding

In the event of a flood that may cause damage to tenant property or affect the normal operation of the building, designated tenant representatives will be contacted by Building Management personnel, regardless of the time of day.

The first priority is to ensure that no personal injury occurs as the result of a flood. The second priority is to discover the cause and prevent or minimize additional flooding.

Once the flooding has been contained, clean-up operations will be commenced. Tenants will need to contact their insurance carrier for any damage to their property.



Toxic Hazards

If there is a toxic spill or exposure, proceed immediately to an area where you are no longer exposed. Call 911. Provide the building's address, your floor and phone number, and also what type of spill has occurred. Take appropriate action to contain the hazard; close doors behind you, and always follow all safety procedures when working with toxic materials.

Homeland Security

Civic Opera Building recommends that each tenant have an emergency action plan in place to help their employees prepare for, and react quickly to, a regional emergency, including terrorist attacks. Click on the links below to access a variety of resources that aid in preparing for a regional emergency.

Department of Homeland Security

<http://www.dhs.gov/dhspublic>

Federal Emergency Management Association

<http://fema.gov/>

American Red Cross

<http://www.redcross.org/>

Center for Diseases Control and Prevention Emergency Preparedness and Response

<http://www.bt.cdc.gov/>

Local media outlets will provide important information during an emergency situation.