



Department Policy No. 355
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POLICY
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Emergency Response Policy

This policy is required reading for all employees upon hire and on an annual basis.

Agency Contact

Safety Officer

Purpose

Idaho Department of Lands (IDL) is committed to providing safe and healthy working conditions for our employees. This policy and IDL operating procedures are designed to ensure a safe work environment. Every level of the agency and every employee has a responsibility to make safety a priority.

This policy provides general direction to IDL employees for responding to common emergencies, including preparedness.

Scope

This policy applies to all IDL employees. Emergency response and building evacuations additionally apply to others in the building, including visitors, volunteers, contractors, and temporary agency assigned individuals. For emergency situations not covered in this document, use good judgement, and follow chain of command.

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I. Policy

A. Preparing for an Emergency

1. General Preparedness

- a) A safety coordinator will be designated for each IDL office. The *Safety Coordinator Guide* outlines their specific responsibilities.
- b) All offices must post emergency IDL contact names and phone numbers in a location easily accessible by vendors in the building outside of normal office hours. Suggested locations are janitor closets and mechanical rooms. Vendors in the building need to know who to contact in an emergency.
- c) Fire extinguishers will be located throughout all IDL buildings and in every IDL vehicle. Placement of fire extinguishers follow the National Fire Protection Association requirements (NFPA 10 Standard for Portable Fire Extinguishers 2022.)
- d) When entering any building, look for two exits and identify an escape route. This could be lifesaving in an active shooter situation.
- e) Employees must review the **Bomb Threat Checklist** (Appendix A).
- f) Employees that handle incoming packages and mail must be familiar with the **Suspicious Mail and Packages Response Checklist** (Appendix B). This document must be printed and available at every receiving location.

2. Area and Office Emergency Response Plans

- a) All IDL offices are required to create and annually update an emergency plan specific to that office. Each office plan will include the following:
 - Floor plans with evacuation routes. The evacuation location must be an open area at least 150 yards from the building.
 - Evacuation plans for fire, bomb threat, and hazardous materials release or spill.
 - Any location-specific emergency response details.
- b) All employees must be familiar with their office’s emergency response plan. Refer to your Office Safety Coordinator or the IDL Safety Officer if you have questions.

3. Inspections

- a) Office Safety Coordinators conduct regular safety inspections, including first aid kits, fire extinguishers, and fire alarms. See *Safety Coordinator Guide* for details.
- b) Vehicle fire extinguishers and vehicle first aid kits are the responsibility of the assigned employee or bureau.
- c) Facilities may be inspected annually by the Division of Building Safety.
- d) Deficiencies will be documented and corrected in a timely manner. When a hazardous condition exists, immediate steps will be taken to correct or mitigate the condition.

4. Evacuation Drills

- a) All occupants will be familiar with building exits, and evacuation routes will be posted.
- b) All IDL offices are required to conduct at least annual evacuation drills using a variety of scenarios following your office emergency plan and referencing Section B of this policy: [Responding to an Emergency](#). Office Safety Coordinators will conduct at minimum annual drills to ensure that employees are familiar with the plan.
- c) After each drill, an After Action Review will be conducted to identify improvements needed and what worked well. All drills are to be reported to the Safety Officer upon completion.
- d) Persons with disabilities (mobility, hearing, sight) who require assistance to evacuate should pre-arrange with the Office Safety Coordinator or their supervisor to ensure that any needed assistance will be provided to them in an emergency.

5. First Aid Kits and Automated External Defibrillators

- a) Every IDL office has first aid kits and automated external defibrillators (AEDs) on-site. Additionally, first aid kits are in all IDL vehicles, and AEDs are in identified IDL engines.
- b) All IDL employees are required to participate in First aid/CPR/AED training and maintain certification. See your Safety Coordinator for annual training schedule.

6. Hazardous Materials

- a) All hazardous materials are to be labeled, stored, and disposed of following the Resource Conservation and Recovery Act (RCRA) regulations. These materials include chemicals, gasoline, or any substance that may cause injury or respiratory hazards. An example of labels can be found here: https://www.uline.com/BL_3956/Waste-Labels?keywords=Hazardous+Waste+Labels
- b) Pursuant to the RCRA regulations, each container used for on-site hazardous waste accumulation must be labeled or marked clearly with the words “Hazardous Waste,” indicate the hazards of the contents, and the date on which accumulation began.
- c) **Safety Data Sheet (SDS)** binders must be accessible at every facility storing hazardous materials. Employees must be aware of the location of the SDS binder. The person storing the hazardous material is responsible for placing the SDS in the binder and must be familiar with any precautions or special procedures that need to be followed.

- d) **Spill Kits** will be available in any location storing hazardous materials. The kit should only be used when the spill presents little risk to the environment or public health. It is the responsibility of the senior manager to ensure that the kits are replenished if used.

B. Responding to an Emergency

1. General Emergency Response

- a) Call 911 immediately in any medical or life-threatening emergency. Then notify a senior manager such as an Area Manager, Cache Manager, Division Administrator, Operations Chief, or Bureau Chief. If a senior manager is unavailable, notify the next in chain of command. When the situation is stabilized, notify the IDL Safety Officer.
- b) Specific IDL phones have been configured with a Help Button to be used in **non-emergency** situations. The Help Button should be used in situations that are not life-threatening, such as a disgruntled customer. See the *IDL Help Button Guide*.
- c) If an emergency is likely to cause severe distress or have a strong adverse effect on employees, the department *Critical Incident Response Policy* outlines leadership responsibilities and actions to be taken. Examples of critical incidents include severe injury, illness, or death; severe verbal or psychological aggression; or physical assault or threat with a weapon.
- d) If members of the press or the public approach you with questions, refer them to a Public Information Officer.

2. General Building Evacuation

- a) Refer to your office emergency response plan for response direction and the designated safe meeting place.
- b) When notified to evacuate, do so in a calm and orderly fashion:
- Walk; don't run to the nearest exit.
 - Keep conversation level down.
 - If safe to do so, take your personal items (keys, purse, or coat). You may not be able to re-enter the building.
 - Do not open a door if it is hot or if smoke is visible.
 - Close all doors behind you.
 - Assist those in need of assistance.
- c) If safe to do so, notify others in the building to evacuate.
- d) Do not re-enter the building, even if the fire alarm stops, until you are advised to do so by emergency services, a senior manager, or your Office Safety Coordinator.

3. Medical Emergencies

- a) Every IDL employee is directed to dial 911 in the case of a medical emergency.
- b) Use first aid kits and AEDs, as needed. See the department *First Aid Policy* and the department *AED Policy*.

4. Fire in Building

- a) Call 911.
- b) If it is safe to do so, use the nearest fire extinguisher and attempt to put out the fire.
- c) If the fire is out of control, evacuate the building following your office emergency plan. If time allows, notify occupants about the fire, check restrooms and offices, and close interior doors.

5. Flood in Building

- a) Notify your senior manager or Office Safety Coordinator.
- b) Avoid electric hazards caused by floods:
 - Never attempt to turn off power at the breaker box if you must stand in water to do so.
 - Never step into a flooded basement or other room if water may be in contact with electrical outlets, appliances, or cords. The water could be energized and could shock or electrocute you.
- c) If you know the source of the water and can safely stop it, do so cautiously.
- d) Secure your area and vital records.

6. Hazardous Materials Release or Spill

- a) Notify your senior manager or Office Safety Coordinator, and they will determine if emergency services (fire department) should be contacted.
- b) If the incident presents little risk to the environment or public health with containment or cleanup, use the Spill Kit.
- c) Limit activity to protection of lives and evacuation of personnel. Do not attempt to respond to an excessive spill or release.
- d) The decision to contact HAZMAT is the responsibility of the local fire department.
- e) The decision to evacuate the facility is the responsibility of a senior manager or Office Safety Coordinator.

7. Earthquakes

Ground movement during an earthquake is seldom the direct cause of death or injury. Most earthquake-related casualties result from collapsing walls, flying glass, and falling objects. The greatest danger exists directly outside buildings, at exits, and alongside exterior walls.

If you are inside, stay inside. Do not run outside or to other rooms. Drop down to your hands and knees and move under a sturdy table or desk that will provide protection from glass, electrical wires, or objects that might fall. Cover your head and neck (and entire body if possible). If there is no table or desk nearby, get down near an interior wall or next to low-lying furniture that won't fall on you, and cover your head and neck with your arms and hands.

If you are outside, stay outside. Move away from buildings to an open area away from trees, telephone poles, utility wires, and fuel and gas lines. Get down low and stay there until the shaking stops.

If you are in a moving vehicle, stop as quickly and safely as possible near the shoulder or curb. Stay away from utility poles, overhead wires, and overpasses. Stay in the car and set the parking brake. If a power line falls on the car, stay inside until a trained person removes the wire.

C. Violence, Civil Disturbance, or Threat

1. Violent Action

A violent action is a person with a gun, hostage situation, or active shooter. Based on the situation, you may need to make the immediate decision to shelter in place or evacuate the building.

- Call 911 if or when it is safe to do so.
- Lock doors, pull window blinds, move to a safe location in the building.
- Notify senior manager of the situation.

a) Active Shooter

You are encouraged to prepare for an active shooter situation by completing FEMA's online training **Active Shooter: What you Can Do** at https://emilms.fema.gov/is_0907/curriculum/1.html.

Following are the recommended actions to take if you encounter an active shooter:

- 1) **Run.** The first thing you should do is run. If there is an accessible escape path, attempt to evacuate the premises. Leave your belongings. Call 911 when it is safe to do so.
- 2) **Hide.** If evacuation is not possible, you should hide. Find a place to hide out of view of the active shooter. Lock the door or blockade the door with heavy furniture. Close, cover, or move away from windows. Silence your cell phone and remain quiet.
- 3) **Fight.** As a last resort, and only when your life is in imminent danger, attempt to disrupt or incapacitate the active shooter. Act as aggressively as possible, throw items and use improvised weapons, commit to your actions, and work together to incapacitate the shooter.

2. Civil Disturbance

A civil disturbance is a protest, riot, sit in, or other action directly against or at the office.

If actions directly threaten employees or the office:

- Notify the senior manager.
- Lock the exterior doors.
- Call 911.

3. Threats

a) Bomb Threat

- 1) If you receive a bomb threat in any form, carefully note all information including the location of the bomb and time the bomb is set to go off.

Use the **Bomb Threat Checklist**, Appendix A. If the threat is received by phone, note the exact time and duration of the call, background noises, and any voice characteristics.

- 2) Call 911 immediately.
- 3) Notify the senior manager or Safety Coordinator.
- 4) Evacuate the building following your office emergency response plan and the [general building evacuation](#) section of this policy. Do not approach any suspicious persons or packages in the area or along the evacuation route. Report to law enforcement.
- 5) It is unknown how quickly a bomb squad may be able to respond. Managers should plan for next day operations.

b) Suspicious Letter or Package

- 1) Refer to the **Suspicious Mail and Packages Response Checklist** in Appendix B which must be printed and available at every mail and/or package receiving location.
- 2) Do not attempt to inspect or move any suspicious packages.

II. Definitions

Emergency Response Plan An office-specific plan that includes emergency evacuation routes (floor plans, safe areas) and contact information.

Office Safety Coordinator The person assigned at an IDL office to be the local point of contact for safety inspections, training, drills, and evacuations. Annually updates the office emergency response plan and coordinates with the IDL Safety Officer.

Senior Manager An Area Manager, Cache Manager, Division Administrator, Operations Chief, or Bureau Chief.

III. References

- A. Department Policy No. 7 – Critical Incident Response
- B. Department Policy No. 14 – Automated External Defibrillator
- C. Department Policy No. 15 – First Aid
- D. [IDL Safety Coordinator Guide](#)
- E. [IDL Help Button Guide](#)
- F. Active Shooter: What you Can Do (FEMA online training)
https://emilms.fema.gov/is_0907/curriculum/1.html
- G. Bomb Threat Checklist (Appendix A)
- H. Suspicious Mail and Packages Response Checklist (Appendix B)

IV. Implementation

This policy is effective immediately and will remain in effect for five years unless amended, replaced, or rescinded prior to expiration.



DUSTIN T. MILLER
Director

January 6, 2023

Date

V. Revision History

01-06-2023 New policy to replace the *2013 IDL Emergency Response and Safety Plan*.

BOMB THREAT PROCEDURES

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

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

If a bomb threat is received by phone:

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

If a bomb threat is received by handwritten note:

- Call 911 immediately. Then notify the senior manager or Safety Coordinator.
- Handle note as minimally as possible.

If a bomb threat is received by email:

- Call 911 immediately. Then notify the senior manager or Safety Coordinator.
- Do not delete the message.

Signs of a suspicious package:

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

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

DO NOT:

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

WHO TO CONTACT

- **911**
- **Follow your local guidelines**

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



BOMB THREAT CHECKLIST

DATE:

TIME:

TIME CALLER
HUNG UP:

PHONE NUMBER WHERE
CALL RECEIVED:

Ask Caller:

- Where is the bomb located? (building, floor, room, etc.)
- When will it go off?
- What does it look like?
- What kind of bomb is it?
- What will make it explode?
- Did you place the bomb? Yes No
- Why?
- What is your name?

Exact Words of Threat:

Information About Caller:

- Where is the caller located? (background/level of noise)
- Estimated age:
- Is voice familiar? If so, who does it sound like?
- Other points:

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

Other Information:

Characteristics of a Suspicious Package

Always remain aware!

Look for the anomalies:

- * Rigid or bulky
- * Lopsided or uneven
- * Wrapped in string
- * Badly written or misspelled labels
- * Generic or incorrect titles
- * Excessive postage
- * No postage
- * Foreign writing, postage, or return address
- * Missing, nonsensical, or unknown return address
- * Leaks, stains, powders, or protruding materials
- * Ticking, vibration, or other

Be careful.

If you suspect you have received a suspicious package:

- Isolate the item.
- Maintain a safe distance from the item.
- Wash your hands.
- Inform your Senior Manager.
- See inside for detailed instructions.



Suspicious Mail and Packages



RESPONSE CHECKLIST

Updated 1/6/2023

IDAHO DEPARTMENT OF LANDS



What to do if you Receive or Notice a Suspicious Package

1. Follow the checklist directions in this pamphlet.
2. Refer to your office Emergency Response Plan for further directions.
3. Report the package directly to your office Senior Manager or Safety Coordinator.
4. Dial 911 or call Postal Inspectors at 1-877-876-2455 and state “emergency” if determined and directed to do so by your office Senior Manager or Safety Coordinator.

Checklist of Actions to Take

- Leave the mail, package or substance where it was found. Do not disturb. Do not try to clean up the substance.
- Clear the immediate area of all people and keep others away.
- Instruct people in the immediate area to wash hands and other exposed skin with soap and water.
- Direct these people to a designated area away from the substance to await further instruction.
- List the names of the people in the immediate area of the mail, package or substance.
- Cordon off the immediate area.
- Shut down all equipment in the immediate area and HVAC systems (heating, ventilation, and air conditioning).
- If possible without disturbing the mail, package or substance, write down the following:

Location of mail, package or substance:

Description of substance:

Description of mail or package (markings, labels, declarations, postage):

Addressee’s name and address:

Mailer’s name and address:

- Contact and pass the information to the appropriate agency.
- Take actions and make appropriate notifications as directed or as published in your office Emergency Response Plan.