

**Physical Security Action Plan (PSAP) and Occupant Emergency Plan (OEP)**

**Employee Handbook**



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# Purpose

The Agency recognizes that its employees are its most important asset and that the value of protecting employees and the public is paramount. The Physical Security Action Plan (PSAP) is a written plan prepared for each Social Security Administration (SSA) field office and each Office of Disability Adjudication and Review (ODAR) hearing office or facility to ensure facilities, records, equipment, employees and the public are adequately protected. The PSAP contains security policies and procedures and is used to direct the actions of employees in emergencies, and to ensure prompt coordinated steps for obtaining assistance.

The Occupant Emergency Plan (OEP) is intended to ensure the safety of personnel and visitors under a broad range of emergencies. It provides emergency-specific guidelines as a means of ensuring personnel safety and accountability. Specific individuals have been identified and trained to assist in building evacuations, and specific marshalling and assembly points have been identified for different offices. This OEP applies to all SSA employees, contractors and visitors while on SSA facilities.

# Scope

The Employee Handbook contains administrative and physical safeguards that employees must follow to protect themselves, the public, the facility, records, and equipment.

# Applicability

The requirement for the PSAP and OEP applies to the following:

1. All Regional Offices
2. All Program Service Centers
3. Data Operations Center
4. All Teleservice Centers
5. All Field Offices (including contract and resident stations)
6. ODAR, Falls Church, VA
7. All ODAR Hearing Offices (include remote hearing sites)
8. Regional Office of Quality Assurance and Performance Assessment Satellite Offices



# Definitions

1. AIMS: Administrative Instructions Manual System
2. AIRS: Automated Incident Reporting System
3. DAMMI: Direct Accountability Mail Metering Instructions
4. DCR: Data Communications Room
5. DHS: Department of Homeland Security
6. DO: Designated Official
7. Emergencies: An unexpected, serious occurrence or situation requiring urgent attention or action. Emergencies include: explosions, bombings, bomb threats and suspicious packages (detailed in AIMS, GAM 11.03); biological, radiological and chemical threats or attacks; civil disturbances and disorders; fires; natural disasters such as floods, hurricanes, tornadoes, earthquakes or other natural disasters or accidental human-caused disasters; electrical power failures; and medical-related emergencies. The Designated Official declares the emergency and directs the actions to be taken. Decisions to evacuate or not rests with the Designated Official.
8. ERT: Emergency Response Team
9. EWD: Employees With Disabilities
10. EWDM: Employees With Disabilities Monitor
11. FEI Room: Front-End Interviewing Room
12. FPS: Federal Protective Service
13. IDS: Intrusion Detection System
14. Information Systems Resource: A physical or data system which if lost or unavailable for use, would have to be recreated in order for the Agency (or any component of the Agency) to effectively and efficiently carry out its mission objectives or maintain adequate levels of service to its clients.
15. ODAR: Office of Disability Adjudication and Review
16. OEC: Occupant Emergency Coordinator
17. OEO: Occupant Emergency Organization
18. OEP: Occupant Emergency Plan
19. OPSS: Office of Protective Security Service
20. PI Room: Private Interviewing Room
21. PSAP: Physical Security Action Plan
22. SAS: Space Allocation Standards
23. SIP: Shelter-in-Place: The temporary practice of requiring individuals or groups to go indoors and/or stay inside for protection as a result of a hazardous materials incident, a terrorist incident or severe weather such as tornados and hurricanes.
24. SSA: Social Security Administration

# Employee Responsibilities

1. Ensure that all visitors abide by the posted rules.
2. Restrict access to work areas and information protected by the Privacy Act of 1974.
3. Notify management of all non-claimant visitors, such as vendors and building maintenance.
4. Effectively identify and handle disruptive visitors.
5. Maintain awareness of the onsite guard duties and roles in daily SSA procedures.
6. Identify and report security-related incidents to management.
7. Maintain appropriate perimeter security procedures for maintaining the safety of fellow employees and the confidentiality of information protected by the Privacy Act of 1974.
8. Follow appropriate mail handling procedures.
9. Effectively use the duress alarm when appropriate.
10. Participate in emergency preparedness activities, such as fire and shelter-in-place drills.
11. Participate in annual physical security training sessions.
12. Notify management of all medical emergencies involving employees and visitors.
13. Maintain a current copy of the OEP.

# Standards

## I. Reception Area

### Warning Signs

Since most incidents involving visitors occur in the reception area, you should ensure that all visitors abide by the rules posted on the following signs:

1. Title 41: "GSA Rules and Regulations" (sign location: bulletin board in reception area)
2. Title 18: "Firearms and Weapons Prohibited" (sign location: on doors at lobby entrance)
3. Title 41: "CCTV Notification" (if applicable) (sign location: Bulletin board in reception area)
4. Title 28: "Code of Federal Regulations Part 64- Warning" (sign location: Bulletin board in reception area)
5. Title 41: "Photography Prohibited" (sign location: Bulletin board in reception area)

*Reference- AIMS MRM 04.50.05.F*

### Restrict Access to General Work Areas

For the personal safety of employees, efforts shall be made to limit public access to the general work area. Management will ensure that:

1. Access to the office by members of the public is limited to the public entrance door.
2. The office layout promotes maximum protection for employees and Privacy Act information. Walls, partition and furniture arrangements can help control access to and departure from the office.
3. Doors separating the reception area, general office space, and interview/hearing rooms are kept closed and locked.
4. Reception area service windows in a high crime area are protected by Plexiglas or similar material when deemed appropriate.
5. Closed reception area windows are covered by shutters or blinds.
6. Separate bathrooms and water fountains are provided for the public in the reception area or public hallway.
7. Reception area chairs are ganged together when deemed appropriate.

8. Items that could be used as weapons, (e.g. staplers, hole punchers, flag stands, etc.) are kept out of reach of visitors.

*Reference- SAS 9.e.1 and AIMS MRM 04.50.05.G and I*

## Disruptive Visitors

Disruptive visitors create disturbances by shouting, using offensive language or verbally abusing staff and/or other visitors, attempting to provoke a fight, making or implying threats, displaying or using weapons, assaulting others, threatening suicide, etc. Office staff and managers should differentiate between visitors who are merely overly persistent or argumentative and those who are disruptive. Management will ensure that:

1. Employees are trained in how to deal with disruptive visitors and know how to summon emergency assistance when needed.
2. Employees remain calm and do not touch the disruptive visitor.
3. Employees use the duress alarm system to alert management and the security guard immediately of potentially disruptive visitors.
4. Employees are ready to follow evacuation procedures upon seeing a visitor displaying or threatening to use a weapon.
5. Employees follow the evacuation procedures upon hearing the code word: telephone page.
6. If applicable, management will contact local law enforcement and the FPS (Appendix A: "Emergency Contact Information").
7. Management will report all incidents using the online Automated Incident Reporting System (AIRS).
8. During demonstrations, sit-ins and civil disorder, employees will continue to work unless otherwise directed. Employees will avoid contact with demonstrators, stay away from windows, and report any pertinent incidents to management.

*Reference- AIMS MRM 04.50.05.I*

## II. Guards

A guard's primary responsibility is to ensure employee and visitor safety, the safety of visitors to the office and protect SSA property. A guard monitors specific areas within the office, maintains order, and detects and reports criminal acts. Even though it is management's responsibility to ensure the following, you should be aware of the guard's role in your daily duties. The guard:

1. Is stationed in the reception area.
2. Observes all service windows and the PI/Hearing rooms.
3. Maintains all required valid credentials, training, certificates, and manuals.

4. Projects a pleasant attitude and acts in a helpful manner. The guard should set a positive tone for each visitor who arrives.
5. Displays a physical presence, words, actions and general demeanor that ensure visitors and employees that SSA regards safety as a very serious matter.
6. When required by the SSA manager and implemented through FPS, will check visitor bags, briefcases, book packs and other containers that are large enough to hold weapons before a visitor is allowed to enter the reception area or front-end-interview (FEI) area. If the guard becomes alerted to the possible presence of a weapon in such a container while the visitor is still in the waiting room, he or she will contact FPS and/or local authorities.
7. Is on the alert for loud and unruly activity on government property, particularly in the waiting room and FEI area. Should such behavior occur, the guard will do the following:
  - a. For outside of the building and the reception area, the guard will take appropriate action to calm the situation or stop the behavior. If necessary, the guard will inform management and/or FPS/law enforcement authorities.
  - b. For the FEI room, the guard make eye contact with the interviewer. The interviewer is charged with signaling the guard as to whether his or her continued presence is needed. If needed, the guard will take appropriate action to calm the situation or stop the behavior. The guard will inform management and/or law enforcement authorities.
8. If more than one guard is present, one should periodically walk around the outside of the office and report any disruptive or potentially dangerous conditions to a member of management.
9. Unlocks the front door promptly at 8:50 each day. The guard may be called on to help a visitor who is in obvious physical distress before this time. In case of inclement weather, management may advise the guard to open the waiting area at an earlier time.
10. Locks the front door promptly at 4:00 each day. Visitors already in the office will be allowed to finish their business and the guard will let them out as they finish. The guard will advise late arrivals that the office is closed.
11. Informs visitors of the office's routine services.
12. Tells visitors who ask specific SSA program questions that he is not part of the SSA staff and that the visitor must wait to talk to the appropriate SSA employee

Hand-held magnetometers or X-ray equipment are in use: No

The guards are armed: Yes

The office has 1 guards.

The guards conduct bag or package inspections: Yes

If the guard does not show for his/her tour: we call FPS

Above all, the guard is responsible for alerting local management immediately when injury or damage to persons or property appears imminent and notifying FPS/local law enforcement or fire fighting authorities. Furthermore, management will ensure satisfaction with the guard's performance by asking DHS/FPS or the guard company management to periodically visit the office to monitor the guard\*.

\*Note: Applicable only if included in the guard's post orders.

*Reference- AIMS MRM 04.50.05.B and AIMS MRM 04.50.03.B7*

### III. Incident Reporting

You should report all incidents to management as soon as possible. Management is responsible for calling the appropriate emergency response and SSA personnel when applicable.

#### **Examples of Incidents**

Examples of physical security incidents are divided into three sections: personal crimes, property crimes, security/activity status.

#### **Personal Crimes**

Assault, Battery, Disorderly or Disruptive Behavior, Harassment, Robbery, Stalking, Threatening Actions

#### **Property Crimes**

Arson, Bomb Threat, Burglary, Theft, Trespassing, Vandalism, Weapons

#### **Security/Activity Status**

Demonstration, False Fire Alarm, Fire, Intrusion Detection System (IDS) Alarm Activation, Duress Alarm Activation, Suspicious Package

*Reference- AIMS GAM 12.07*

### IV. Perimeter Security

Perimeter security measures are the barriers in place to help prevent improper or unauthorized entry into SSA space. To facilitate an appropriate level of security, all SSA employees should follow building regulations and SSA policy for displaying access badges to gain admittance into the office (if applicable).

## Locks and Doors

All perimeter doors and locks must meet the following requirements:

1. Keep all doors, other than the public entrance, locked during working hours.
2. Keys to sensitive data and restricted areas shall be given only to management or employees required to carry out official duties. If you find such keys, immediately give them to management.
3. Do not duplicate keys.
4. Do not share combination codes, even with other employees and vendors.
5. Management will require all employees with keys to sign a statement certifying that the key will be returned to management when the need for the key no longer exists.

*Reference- SAS, AIMS MRM 04.50.04 and .06*

## Intrusion Detection Systems and CCTV

Only employees authorized by management are to arm, disarm, and test the IDS.

*Reference- SAS, AIMS MRM 04.50.04.B and 04.55.06*

## V. Mailroom and Shipping/Receiving

The goal of the SSA security policy for mail operations is to achieve a high level of security for the Agency's incoming and outgoing mail and provide mailroom employees with a safe working environment. Every reasonable precaution must be taken in SSA mail centers and mail processing areas to ensure the security and confidentiality of mail and other sensitive materials. These mail centers and mail processing areas are designed for processing Agency outgoing mail and for the acceptance of Agency mail, packages and special deliveries for internal Agency distribution. Management must exercise judgment in weighing potential risks. As an employee, you must ensure that:

### Postage Meter and Mailroom

1. Only designated employees have access to the postage meter.
2. The meter is used for business purposes only.
3. All mail should be visually inspected before it is opened.
4. If applicable, the mailroom is securely locked at night.
5. If you have access to the mailroom, you should receive training in the detection and processing of suspicious packages and the proper procedure for handling packages suspected of containing a biological or chemical

threat.

*Reference- DAMMI 2006, AIMS MRM 04.50.06.J and 02.08.08.A*

## VI. Privacy Act Security

All employees must comply with the Privacy Act of 1974 by ensuring:

1. Employees are restricted from management-sensitive information stored in the office.
2. All confidential documents containing information protected by the Privacy Act and Internal Revenue Code are destroyed in such a way that prevents unauthorized disclosure.
3. Returned social security number cards are shredded or otherwise rendered indecipherable.
4. Be vigilant when visitors, vendors, cleaning staff, etc. are in your workspace.
5. Files are removed from the office only for official business and are safeguarded against unauthorized disclosure while outside the office (see "Agency Guidance on Safeguarding Personal Identifiable Information" at <http://eis.ba.ssa.gov/eis/misc/personal-info-faq.htm>).
6. All equipment (e.g. computers) housing confidential documents are maintained on the office inventory and marked as government property. Portable equipment, such as TVs and VCRs must be secured when not in use and logged when removed from the office.
7. Unknown repairmen and visitors are adequately identified prior to being admitted and are escorted to their work location. Notify management of such visitors.
8. Visits by repairmen and vendors should be scheduled in advance whenever possible and arranged when a member of management is available to escort.
9. Employee entrance doors are locked at all times. When not occupied, office doors will remain locked as well.
10. If you suspect unauthorized disclosure of confidential information, immediately notify management.
11. Follow appropriate opening and closing procedures to ensure the protection of confidential information (see Appendix C: "Opening and Closing Procedures").
12. Personally Identifiable Information (PII) must be safeguarded and properly secured against compromise. Paper records containing privacy-related information must be properly disposed of by shredding, burning or pulping. Any contracts for shredding, pulping or destruction of privacy-related information must meet standards appropriate for the material. Refer to the Information Systems Security Handbook Chapter 10 (see [http://eis.ba.ssa.gov/ssasso/iss/10\\_disposal\\_information\\_technology\\_media.htm](http://eis.ba.ssa.gov/ssasso/iss/10_disposal_information_technology_media.htm)) and SSA Administrative

Instructions Manual Systems (AIMS) Material Resource Manual (MRM.07.04.12, Destroying Records (<http://oplms.ba.ssa.gov/aimsproject/aimsprojectfinal/MRM/H1M0704.htm>)). Compromise of data must be immediately reported in accordance with Agency policy (see <http://eis.ba.ssa.gov/ssasso/incidentrptg.htm>).

*Reference- AIMS GAM 14.01*

## VII. Lighting

1. Inform management if you believe that the lighting is not adequate in the parking area.
2. Inform management if the emergency exit lights are not illuminated.
3. Flashlights are located in the work area to augment emergency egress. They are located: Manager's office, ADM's office, training room, break room, DCR room, stockroom, employee restrooms, PI room, coat closet.

## VIII. Duress Alarms

Duress alarm systems must be installed in SSA offices that deal with the public. Each reception window, interviewing workstation, private interview room, and hearing room must have an operational duress alarm button to activate the system and alert management, the guard, or other employees of a disruptive incident requiring assistance.

1. Duress alarms annunciate at the manager's office and/or guard station and the exact location of the signal is indicated on the annunciator.
2. Participate in the testing of the duress alarms (individual buttons) on a semi-annual basis, if requested by management.
3. The guard and all employees are trained in the use of and response to the duress alarm system.
4. Duress alarm buttons are mounted under desk surfaces or work counters where they cannot be observed by the public, but are easily accessible by an employee in case of an emergency.
5. Duress alarm annunciation, whether visual or audible, should be readily apparent to the guard and management, but should not be noticeable by a disruptive claimant.
6. Offices without guard service have the duress alarms monitored by a central monitoring agency.

*Reference- AIMS MRM 04.55.07.C*

## IX. Fire Safety and Emergency Preparedness

In order to be fully prepared for emergencies that affect the physical security of office personnel, you must be knowledgeable of all preparedness activities:

1. If above ground level, and there are Employees with Disabilities in the office, you may be trained on the use of the evacuation chair.
2. Immediately notify management when lights are out or other safety equipment needs repair.
3. Learn the location of all fire extinguishers (Appendix B: "Fire Extinguishers").
4. Participate in the training of how to use fire extinguishers for small fires.
5. Participate in evacuation drills that are held once every six months. See the OEP for the established drill procedures.
6. Participate in shelter-in-place drills that are held once every six months. See the OEP for the established drill procedures.
7. Learn the evacuation routes that are posted in the office and detailed in the OEP.
8. Notify management if you do not have a current copy of the OEP with your Employee Handbook.
9. Maintain the Emergency Preparedness tri-fold by your telephone (OEP).

*Reference- AIMS MRM 04.50.05.L and AIMS GAM 11.02*

## X. Safety and Security Awareness/Training

At least annually Management will review the contents of the PSAP Employee Handbook with all employees and volunteers and with new employees as they report for duty as part of their orientation. Topics will include:

1. Dealing with disruptive clients
2. Crime prevention
3. The Privacy Act
4. Security controls and safeguard
5. Standards of conduct
6. Use of fire extinguishers and evacuation chair
7. IDS
8. Duress alarm system
9. Handling mail and responding to suspicious packages
10. Handling and responding to emergency telephone calls
11. Personal protection

*Reference- AIMS MRM 04.50.05.H*

## XI. Medical Emergencies

In the case of a medical emergency, employees will immediately notify management.

### Illness

In the case of a sudden illness or attack, attempt to learn the person's doctor and hospital preference. If needed, management will call 911 and will complete form SSA-516.

### Injury

In the case of an injury, attempt to learn the person's doctor and hospital preference. If needed, management will call 911 and will complete form SSA-516. Medical emergencies should be not reported via AIRS. If an employee is injured, he must complete form CA-1 and give it to management within 48 hours. If the employee is medically unable to complete the form, another employee should complete it for the injured. Each witness should complete form SF-94.

### EMS Response

The anticipated response of the local EMS is: 10 minutes

## XII. Occupant Emergency Organization

Management will ensure that there is a documented OEP established for each individual office. This document details the plan for responding to various types of emergencies. This plan shall be reviewed and updated on an annual basis and provided to each employee. Include recommendations from local emergency services and identify critical areas and prioritize the need to protect them. Additional applicable topics within the plan should be covered during employee orientation and annual training.

### Facility Designated Official

The Facility Designated Official (FDO) is the highest-ranking official of the primary occupant agency or, alternatively, a designee selected by mutual agreement of occupant agency officials. The FDO is responsible for activating the OEP, convening the Command Center Team (i.e., the Damage Control Team Coordinator, Administrative Officer and Technical Advisors).

The FDO must supervise the development of the OEP, utilizing Chapter 11.02 of the AIMS Guide, ensure adequate staffing of the Occupant Emergency Organization (OEO), and provide initial and refresher training on the facility OEP. In addition, the FDO maintains a working relationship with all Federal, State and local agency First Responders to emergencies.

During a fire emergency, the FDO or his designee will: call the Fire Department, notify Floor Wardens by whatever means available to evacuate employees, report to the Command Center (which should be established at the main fire panel) and to meet the fire Department to provide information. In the event the command Center is not safe, the FDO will meet the Fire department at the front of the building. The Occupant Emergency Staff recommends the FDO wear either an orange armband or vest to be distinguishable by the Federal, State or Local First Responders. Both of these articles can be obtained by contacting the Occupant Emergency Staff on 410-965-6003.

Note: Once Federal, State or Local First Responders arrive on-site, they are in-charge. This does not preclude the FDO and OEC from offering assistance where needed.

**The FDO is Dennis Purifoy, 799-0171, ext. 3034**

## Occupant Emergency Coordinator

The Occupant Emergency Coordinator (OEC) is delegated by the FDO and serves as his/her primary assistant to ensure the continued viability of the OEP and the OEO. If the FDO determines the Command Center must become operational, the OEC will assume control. The Occupant Emergency Staff recommends the OEC wear either an orange armband or vest to be distinguishable by the Federal, State or Local First Responders. Both of these articles can be obtained by contacting Occupant Emergency Staff, on 410-965-4542.

**The OEC is Dennis Purifoy, 799-0171, ext. 3034**

**Note:** Once Federal, State or Local representatives arrive on-site, they are in-charge. This not preclude the FDO and OEC from offering assistance where needed.

## Floor Warden

The Floor Warden (FW) assists the FDO and OEC as assigned during an emergency.

**The FW is Eric Hogan Sandra Neal Gail Radford, 799-0171**

The FW is responsible for the duties listed during the following types of emergencies:

## Fire Emergency

Once notification to evacuate the building has been received; the FW should put on an OEO vest, armband, or hat, if readily available, and quickly check the integrity of the exits of designated area. If exits are assessable the FW shall advise employees to perform the following:

- lock computer
- gather personal belongings
- close all doors as they exit the area
- report to the recommended assembly area

In addition, the FW will redirect employees if an exit area gets congested. If possible, the FW should solicit help from co-workers to perform a quick check of the office and restrooms. Proceed to the assigned assembly area. Upon arrival to the assigned assembly area, the FW must notify the Assembly Area Coordinator (AAC) or Facility Designated Official (FDO) of the status of the assigned area, the disposition of any disabled persons who might need assistance, and any missing staff. If employees are unable to reach the assembly area or the assembly area is unusable due to conditions (e.g. fire on same side of building), then employees should report to the alternate assembly area.

If contact cannot be made with the AAC or FDO, the FW must report the status to the responding Fire Department.

If employees are unable to reach the nearest safe exit and encounter heavy smoke, they should be advised to keep close to the floor (crawl) using the wall as a guide to reach an alternative exit. If an alternative exit is not available the employees should continue to an area of the building least affected by the fire. The Floor Warden should advise the employees to use whatever is available to seal up any opening where smoke could enter the room. During a fire emergency, before opening a closed door, always feel it to determine if it is hot. If heat is detected, FDO not open the door.

If the FW or an occupant discovers a fire and the alarm has not been activated, call 9-911 and inform a manager. If possible, the FW should proceed to evacuate occupants from assigned area. The FW should instruct occupants to walk, not run, to the nearest safe exit, and remind everyone to close all doors as they exit. All occupants should be informed that re-entry to the building is only possible once the Fire Department has given the "all clear".

### Note:

- FWs should not delay evacuating occupants under any circumstances.
- The primary purpose of a fire extinguisher is to serve as means of providing escape- in case a fire is blocking your only means of egress, knock the fire

down temporarily to aid the evacuation process. The fire extinguisher is not there to empower untrained individuals to become firefighters.

## Fire Department Response

The anticipated response time of the local Fire Department is: 5 minutes

## Earthquake

1) During the event:

- **Drop** to the floor
- Take **Cover** under a piece of furniture.
- **Hold** on to whatever you are under.

If taking cover under a sturdy piece of furniture is not possible, get into a corner facing out, and bring your knees and hands up to protect yourself. Maintain a safe distance from windows and face away from them (do not stand in a doorway because you become a target for a shrapnel hazard). Stay away from anything that can shatter or fall on you.

Do not leave cover for at least 10 seconds after the shaking has stopped. Do a visible assessment of the area to make sure there are no dangling light fixtures, broken glass, shorting electrical circuits, damaged and leaking water lines, unstable walls or ceilings, or live electrical circuits in close proximity. If possible, without endangering your safety, try to assist co-workers and wait for First Responders. Remember additional shocks or tremors may occur so be prepared.

## Tornado Procedures

If notified a tornado watch is in effect, the FDO will monitor the media reports as often as possible. Once upgraded to a Tornado Warning, all occupants should proceed to an interior room or corridor in the lowest area of the facility and sit in the crash position.

### **Note: Avoid exterior walls and windows**

If the tornado has passed and the building was impacted the FW should provide as much information to the FDO as possible regarding the assigned area.

## Bomb Threat

If a bomb threat is received the FDO will contact appropriate Federal, State and Local agencies for direction. If a suspicious package is found, it should not be disturbed, the area should be cleared of all occupants and the doors to the area left open. If a

complete evacuation of the facility is ordered, instruct the occupants to take their briefcases, lunch boxes, purses and small packages with them to the designated assembly area. If someone receives a bomb threat by telephone, the FBI bomb threat card should be completed and a manager notified of the call. The manager will then contact the appropriate Federal, State and Local agencies for direction. If a written threat is received, it should be given to a manager, who will appropriate Federal, State and Local agencies for direction.

## Explosion Procedures

If an explosion occurs, immediately attempt to evacuate the area. If unable to evacuate, proceed to the nearest exit and wait for Search and Rescue. Try to make up "Need Help" signs that can be seen from a distance.

## Shelter-in-Place

When a Shelter-in-Place (SIP) has been instantiated, the FW should ensure the employees in their assigned area of responsibility are relocated to their sheltering area. If difficulties arise, the FW shall notify the FDO of the situation. The SIP location(s) for this building is (are): the employee rest rooms

## Assistant Floor Warden

An Assistant Floor Warden (AFW) acts as/for the FW and carries out designated duties as required.

**The AFW is n/a, n/a**

## Component Warden

The Component Warden (CW) assists the FW, FDO and EOC as assigned. The CW notifies the manager of each EWD in the assigned component that two monitors should be assigned to each EWD, regardless of type of disability, to assist in evacuation or re-location to assigned SIP area. In addition, the CW notifies the manager of each EWD monitor when EVAC chair training is needed. The CW informs the FW of any difficulties encountered for guidance in resolving.

**The CW is n/a, n/a**

## Assembly Area Coordinator

The Assembly Area Coordinator (AAC) can be a FW or CW upon evacuation. The AAC

is responsible for managing the assigned assembly area or SIP area. As directed, the AAC relocates evacuated occupants to alternate assembly areas. The AAC assists managers in accounting for all employees and as needed.

**The AAC is all management**, cell numbers: Office: 831-7428 Dennis: 640-0954  
Sandra: 802-2777 Eric: 870-612-2623 Gail: 761-6557

## Employees with Disabilities Monitors (EWDM)

Each disabled employee is to be assigned two monitors by Management to ensure a safe evacuation from the building during an emergency or a safe relocation in the building in the event of a SIP. The FDO of the facility should notify the Floor Wardens of the requirement to evacuate or SIP. The FW alerts the EWDMs. Before an employee can be assigned as a monitor for a disabled employee located in a building with multiple floors, they must have received Evac Chair training with the disabled employee.

The Occupant Emergency Staff recommends in those facilities with multiple floors, each non-ambulatory EWD receive a commercial hand-held radio (e.g., the type used when hiking, mountain climbing, etc.) for communication purposes in the event of an emergency. If the EWDM cannot evacuate the disabled employee during an emergency evacuation, the EWDM must notify the AAC immediately upon arrival to the assigned evacuation assembly area. The AAC will notify the on-site First Responders.

EWDMs assigned to hearing impaired employees are responsible for communicating to them all emergency information pertaining to an evacuation or a SIP.

NOTE: During an evacuation drill in offices with multiple floors, the non-ambulatory disabled employee can remain at the nearest stairwell.

**The EWDMs are:**  
n/a, n/a

## Employees with Disabilities (EWD)

The disabled employee should inform the supervisor of the following: if two monitors have not been assigned, if evacuation chair is needed, and, if applicable, training on use of the evacuation chair. The disabled employee must know where to evacuate and where to SIP. If an emergency evacuation is required, the disabled employee should report to the nearest stairwell and wait for a monitor. If a SIP is required, the disabled employee should report to the designated location. If the designated SIP location is on another floor, report to the nearest stairwell and wait for a monitor.

The following EWDs work in the office:

none requiring evacuation assistance	none
--------------------------------------	------

## Safety Officer

The Safety Officer assists the FDO during an emergency by assessing any damage to the facility to identify unsafe areas to the Federal, State and Local emergency first responders. The Safety Officer will constantly monitor response activities and change policies and/or procedures with the concurrence of the FDO in order to maximize safety for the responders.

**The Safety Officer is Dennis Purifoy, 799-0171, ext. 3034**

## Medical Coordinator

On-Site SSA Medical Staff in large facilities are responsible for establishing an emergency triage area in a safe location, prioritizing casualties and administering necessary medical procedures as dictated by their skill sets. They shall also supervise any civilian volunteers assigned to them by the FDO or OEC, who they provide a report as often as possible. In most field offices and other small facilities 911 calls would activate EMS services who would take the injured to the nearest hospital.

**The Medical Coordinator is n/a, n/a**

## Administrative Officer

The Administrative Officer works closely with the FDO to record the emergency activities, on-site first responders, medical emergencies, missing employees, and on-going emergency procedures. This position would be needed at the discretion of the FDO or EOC. In small facilities, this function would be incorporated with several other functions.

**The Administrative Officer is Eric Hogan, 799-0171, ext. 3020**

## XIII. Emergency Response Procedures

If any of the following procedures are initiated, management will complete an incident reporting form: SSA-3114.

### Evacuations

All occupants are required to evacuate the office and its facilities as described in Appendix B: "Evacuations". Evacuation orders will be initiated upon the sounding of a building alarm or an emergency alert signal (as predetermined by management). The alert signal is "paging order to evacuate". Upon hearing this signal:

1. If practical, all employees will put files and work papers in desk drawers and file cabinets. Management will turn off the following electrical equipment:

1	none
---	------

2. Management will disconnect the following electrical equipment:

1	none
---	------

3. OEO members will initiate their duties as described in the "Responsibilities" section above.
4. Employees and visitors will evacuate through the nearest exits according to the posted evacuation routes.
5. Upon evacuation, employees and visitors will assemble in pre-designated areas. For this facility, the assembly area is: in the parking lots. The alternate assembly area is: Across Highland Drive
6. Upon assembly, the Designated Official will account for all employees.
7. After accounting for all employees, the Designated Official will contact the appropriate emergency personnel as listed in Appendix A: "Emergency Contact Information".
8. Upon arrival, responsibility is turned over to law enforcement officials. All employees should wait for their instructions and the "all clear" signal.

Note: Seriously injured employees or visitors should only be moved with professional medical assistance unless under the risk of further injury. Employees are responsible for taking their personal safety kits during all evacuations. Management is responsible for maintaining and taking an emergency/first aid kit (see Appendix C: "Safety and Emergency Kits"). The location of the office emergency/first aid kit: The Emergency Kit is in the break room; the first aid kit is at the southeast corner of the stockroom.

## Shelter-in-Place

If evacuation is not possible or poses a further threat to life, management is responsible for ensuring the safety of employees and visitors by requiring them to take shelter in a safe location in the SSA-occupied facility. Such threats may include a toxic chemical cloud, hurricane, or tornado.

## Considerations

When selecting a shelter, the Designated Official should consider interior rooms that have few doors and no windows. Try to find a room that allows a strong cellular signal and has an outlet for recharging phones. The selected room will vary depending on the threat. For example, tornadoes and hurricanes would require a lower-level interior room. Chemical and biological threats have low lying effects and therefore require shelter in a higher-level room. Radiological threats have higher environmental effects and require shelter in a lower-level room.

## Actions

The Designated Official will notify the OEO team of the need to shelter and the team will implement the following procedures:

1. Shut and lock all exterior doors
2. Turn off HVAC
3. Close all vents in the shelter
4. Place a damp towel under all interior doors
5. Turn on a TV or radio for instructions and information

## Emergency Telephone Calls

You may occasionally receive a call which involves a threat to the life an individual or the destruction of property. You must take all such calls seriously and handle them promptly, following the procedures below. Note that emergency telephone calls are considered 'incidents'; the Incident Alert Form, SSA-3314-U4 must be filed following such calls. Management should familiarize themselves with the following:

<http://policynet.ba.ssa.gov/reference/nsf/links/04292003111619AM>

## Bomb Threats

All bomb threats are considered emergencies and appropriate actions shall be taken immediately. Collected information for telephone bomb threats will be shared with all tenants in a multi-tenant building as well as with adjacent tenants.

1. To alert management about a bomb threat, the employee on the telephone will use the following non-verbal signal: If an employee receives a bomb threat over the phone, they need to start writing down information on the bomb threat checklist. If possible, they can motion to the nearest employee to listen in on the handset with the volume adjusted up, or use the V/A key to listen in..
2. Upon signaling management, the employee will attempt to keep the caller on the phone while completing the Telephone Bomb Threat Checklist (Appendix D: "Emergency Preparedness").
3. If applicable, initiate the "call trace" feature on the telephone.

4. Avoid using cell phones, portable radio transceivers, and other electronic devices. Electrical impulses in a transmitter could cause a bomb to detonate.
5. If applicable, the Designated Official will initiate evacuation procedures as listed in Section I: Evacuations.
6. Management will contact the appropriate emergency personnel as listed in Appendix A: "Emergency Contact Information" and will provide the information gathered on the Telephone Bomb Threat Checklist to appropriate personnel. Upon arrival, responsibility is turned over to law enforcement officials. All employees should wait for their instructions and the "all clear" signal.

## Suicide Threats

You may occasionally receive suicide threats. These threats are serious and should not be taken lightly. Quick action on your part could save a life.

1. If applicable, initiate the "call trace" feature on the telephone.
2. Write down the caller's telephone number and start of call.
3. Obtain as much information as possible about the caller: name, location, phone number, SSN, etc. Ask if there is a family member you can contact for assistance. Provide this information to management as soon as possible.
4. Keep the caller on the phone as long as needed to resolve the problem. Note the time when the caller hangs up and immediately notify management of the time and outcome.
5. Use the suggestions below on "How to Deal with Suicidal Callers".
6. Convey concern. Stay calm. Listen patiently.
7. Use compassionate words... "I know it's painful, stressful..."
8. Indicate awareness of his/her feelings.
9. Keep his/her attention focused on communicating.
10. Take an active role.
11. Build a bond of trust.
12. Let him/her express his/her feelings.
13. Emphasis that this is only one option; that this is an important decision and that this is not something to rush into without serious thinking.
14. Tell the caller that there are experts who can help.
15. National Hopeline Network: 1-800-SUICIDE
16. National Suicide Prevention Lifeline: 1-800-273-TALK
17. Call directory assistance for the nearest suicide prevention agency that services the caller's address. 1-(caller's area code)-555-1212. Management will determine if other emergency personnel need to be contacted.

## Threats to Individuals

You may occasionally be threatened or verbally abused by callers. When this occurs, remember that you are only a symbol of the caller's problem at that moment. You should exercise good judgment during these calls and attempt to determine and resolve the real cause of the problem. Some callers may threaten specific individuals or employees by name.

These calls should be taken seriously and require prompt action on your part. When either situation occurs, you should take the actions described below.

1. If applicable, initiate the "call trace" feature on the telephone.
2. Write down the caller's telephone number and start of call.
3. Obtain as much information as possible about the caller: name, location, phone number, SSN, etc. Provide this information to management as soon as possible.
4. Keep the caller on the phone as long as needed to resolve the problem. Note the time when the caller hangs up and immediately notify management of the time and outcome.
5. If the caller identifies himself during the conversation, immediately notify management.
6. Obtain as much information as possible about the threatened individual or employee.
7. If applicable, notify the servicing Field Office of threats involving employees.

## Threats Against the President of the United States/High-Level Public Officials

A direct or implied threat against the president or other high-level public officials is an extremely important and sensitive matter. Management must act immediately by ensuring the following:

1. Call FPS and provide the information gathered from the caller.
2. Call the local United States Secret Service USSS.
3. \*FPS and USSS are responsible for directing information to the proper authorities.
4. Notify the Regional Office and the Office of the Inspector General.

## Other Emergency Calls

You may encounter other emergency calls that require special handling. For example, a caller may become ill while on the telephone and require emergency medical assistance. Quick action on your part could save a life.

1. If applicable, initiate the "call trace" feature on the telephone.
2. Write down the caller's telephone number and start of call.
3. Obtain as much information as possible about the caller: name, location,

phone number, SSN, etc. Ask if there is a family member you can contact for assistance. Provide this information to management as soon as possible. Management will arrange the proper assistance by calling directory assistance for out-of-state callers.

4. Keep the caller on the phone until help arrives
5. Note the time when the caller hangs up and immediately notify management of the time and outcome.

## Suspicious Packages/Mail Threat

The Office of Protective Security Services cautions that you should be concerned about any abnormal or suspicious packages, because you do not know what they may contain. Never assume a package is safe. Do not hesitate to report all suspicious packages to management. Ensuring the safety of employees and visitors is never considered a waste of time.

1. Upon discovering a suspicious package or written threat of a bomb, alert management. Do not touch, open, or move the suspicious item.
2. Avoid using cell phones, portable radio transceivers, and other electronic devices. Electrical impulses in a transmitter could cause a bomb to detonate.
3. If appropriate, the Designated Official will initiate evacuation procedures as listed in Section I. Evacuations. At the very minimum, the room where the package is located should be cleared and the door shut.
4. Management will contact the appropriate emergency personnel as listed in Appendix A: "Emergency Contact Information". Upon arrival, responsibility is turned over to law enforcement officials. All employees should wait for their instructions and the "all clear" signal.

## Considerations

Consider the following characteristics in identifying a suspicious package:

1. Restrictive markings
2. Mailed from a foreign country
3. Excessive postage
4. Misspelled words
5. Addressed to title only
6. Wrong title with name
7. Rigid or bulky
8. Badly typed or written
9. No return address
10. Strange odor
11. Lopsided

12. Oily stains on wrapping
13. Protruding wires

Also be aware of unclaimed packages that are left inside or outside the office.

*Reference- OASIS Article: "Suspicious Packages"*

## Chemical, Biological, Radiological Threats

Despite following the appropriate procedures in dealing with suspicious packages, acute exposure to contaminants is still possible. If exposure occurs, management will ensure the following:

### Communication

At the moment of exposure, management will call the appropriate emergency response personnel as listed in Appendix A: "Emergency Contact Information". Management will then call other management officials in the chain of command. Once law enforcement or emergency response personnel arrive at the scene, their instructions should be followed precisely. The responding law enforcement organization will contact the FBI which has exclusive jurisdiction for investigation activities and the handling of evidence. Unless there are other agency sources on the scene, management is responsible for informing employees and the union. Emergency service, law enforcement personnel and lead investigative/testing organizations are responsible for media inquiries and communications with respect to any incidents. All media and press inquiries to SSA should be referred to the Press Office in Headquarters or to the Regional Communications Directors.

### Staging Area

Until either the emergency response or law enforcement personnel arrive and take charge, management is responsible for directing the activities of the potentially exposed individuals and establishing a secured perimeter at a safe distance from the scene of the assumed release of contaminated material. As this is considered a crime scene, the protection of evidence must be ensured.

The staging area is outside the secured perimeter of the exposure scene and is to be used for employees, emergency, and law enforcement personnel to assemble, hold meetings and conduct onsite activities. This area should be away from the public to the extent possible.

The staging area for this office is: .

### Gloves and Masks

SSA does not mandate the use of gloves or masks during mail handling operations. However, employees who request and elect to use gloves and/or masks may obtain them from management. If suspect contaminants are observed, the employee wearing gloves should remove them by following the procedures below:

### **Removing Gloves**

Pull the top of the glove cuff down from the wrist so as to turn the glove inside out over the fingers. Avoid touching the outside surface of the glove with your bare hands or having the outside surface touch your clothing. Wash your hands with soap and water immediately after removing the gloves.

*Reference- Memo: October 17, 2001, "Management Responsibilities for Possible Exposure to Biological Threats via Mail"*

## Q. Other Items

Interviewers are serving as remittance clerks: No  
The separation of duties requirement cannot be upheld due to:

A remittance clerk is serving as a cashier: Yes  
Waiver has been granted by CSI: Yes  
Date of waiver: 09/08

Two employees are present when mail is opened: Yes  
Waiver has been granted by CSI:  
Date of waiver:

## XIV. Staff Roster

Mary Roberts	TE	1
Summer Aid	Summer Aid	2
Alacia Craig	CR	3
Tamara Stubblefield	TE	4
Pauline Taylor	SDW cadre	5
Richard Frank	CR	6
Beverly Short-Jones	CR	7
Heather Lopez	CR	8
Karen Bowles	CR	9
Marlene Blackmon	CR	10
Jeannean Bidy	CR	11
Robert Mata	CR	12
Dan DeMoss	TE	13
Kevin Norrell	CR	14
Sangeeta Alleman	CR	15
Reynaldo Vasquez	CR	16
Judy Bollinger	TE	17
Dean Wahkinney	CR	18
Beverly Griffin	SR	19
Alma Badillo	SR	20
Joyce Allen	SR	21
Eloise Carbajal	T.V worker	23
Stephanie Ciambella	SR	24
Gail Radford	OS	25
Defawna DeLay	CR	26
Kathy Kirk	CR	27

Lisa Weir	CR	28
Johnie Dandridge	CR	29
Debbie McCarty	TE	30
Kassie Pierce	CR	31
Eric Hogan	OS	32
Joanne Bolden	T. V worker	33
Nicole Rodriguez	SR	39
Lisa Hardin	CR	40
Kevin Gerber	CR	41
Amanda Carrillo	SR	42
Jennifer Neeland	CR	43
Jana Tacl	CR	44
Dennis Purifoy	DM	1 office
Sandra Neal	ADM	2 office

## XV. Alternate Work Site Locations

none	none	none

# Appendix A: Emergency Contact Information

<b>Contact</b>	<b>Telephone</b>
Police	911
Fire	911
Medical	911
FPS	888-511-5062
GSA	231-4706
Local Building Manager	n/a
Area Director	214-767-4315
Regional Security Coordinator	214-767-4331
Facility Designated Official (FDO)	799-0171, ext. 3034
Occupant Emergency Coordinator (OEC)	799-0171, ext. 3034
OPSS	(410) 965-6494
Red Cross	321-0591
Mental Health Crisis	800-522-9054
Employee Assistance Program	800-222-0364
County Emergency Preparedness	799-4357
Emergency Office Closing	214-767-4315
District Manager	354-5556 or 640-0954
Assistant District Manager	330-1892 or 802-2777
District Office	799-0171
Branch Office	n/a
TSC	

# Appendix B: Fire Extinguishers

The fire extinguishers are located in the following areas.

in the lobby
by the southwest door
on the south wall outside of the break/training room
by the employee entrance door
in the Data Control Room

# Appendix C: Opening and Closing Procedures

## Opening Procedure

general office	turn on lights
IDS	disarm
copiers	turn on

## Closing Procedure

general office	turn off lights
IDS	disarm
copiers	turn off
coffee maker	make sure turned off
general office	make sure all visitors and employees have left