



NASA HEADQUARTERS OCCUPANT EMERGENCY PLAN September 1, 2004

Office of Infrastructure,
Management & Headquarters Operations

TABLE OF CONTENTS

INTRODUCTION.....	3
EMERGENCY TELEPHONE LIST.....	4
SUSPICIOUS PACKAGES.....	5
CIVIL DISTURBANCES.....	6
MEDICAL EMERGENCIES.....	7
FIRE.....	8
EVACUATION.....	9
DIRECTED DISMISSAL.....	10
SHELTER IN PLACE (WITH POWER).....	11
SHELTER IN PLACE (WITHOUT POWER).....	12
BOMB THREATS.....	13

INTRODUCTION

The Occupant Emergency Plan is designed to provide standard operating procedures for the safety and the occupants of the NASA Headquarters Facility.

Please read this guide, be aware of the procedures, and follow them in an emergency affecting the NASA Headquarters Facility and its occupants.

As a reminder, this facility uses a partial evacuation plan designed for high-rise buildings. If there is an incident on only one floor, that floor, plus the one above and the one below, will hear the evacuation announcement, and all occupants must evacuate. Flashing strobe lights will be activated if your floor is affected by the incident. If your floor is *not* affected, remain in your work area.

Date: September 1, 2004

Christopher T. Jedrey
Acting Director,
Headquarters Operations,

EMERGENCY CALL LIST

BOMB THREAT..... (202) 358-1616

BUILDING MANAGER.....(202) 358-0212
ALTERNATE FOR BUILDING MANAGER.....(202) 358-0698

BUILDING RESPONSE TEAM (BRT)
COMMAND CENTER.....(202) 358-0541
ALTERNATE BRT COMMAND CENTER.....(202) 488-0549

FEDERAL PROTECTIVE SERVICE.....(202) 708-1111

FIRE EMERGENCY.....(202) 358-1616

HAZARDOUS MATERIALS INFORMATION.....(202) 483-7616

HQ OCCUPANT EMERGENCY
COORDINATOR (OEC).....(202) 358-1239
ALTERNATE HQ OEC.....(202) 358-0608

HQ OCCUPATIONAL HEALTH OFFICE.....(202) 358-1569

HQ SECURITY OFFICER.....(202) 358-0191
SECURITY FORCE SUPERVISOR.....(202) 358-0057

MEDICAL ASSISTANCE
(8 A.M.-4:30 P.M., WEEKDAYS).....(202) 358-2600

MEDICAL ASSISTANCE (AFTER HOURS).....9-911

SECURITY DESK.....(202) 358-1616

SUSPICIOUS PACKAGE PROCEDURES

If you see a suspicious package in your office or in a public area, such as a stairwell or rest room:

- 1. DO NOT PULL THE ALARM!**
- 2. DO NOT TOUCH THE PACKAGE!**
3. Call the Headquarters Security Desk at **(202) 358-1616**
4. Give your name, room number, location of the package, and any other information requested.
5. Federal Protective Service and Headquarters Security Officers will investigate.

CIVIL DISTURBANCES OR DEMONSTRATION PROCEDURE

- Whenever you observe a demonstration or civil disturbance in or around the NASA Headquarters facility, call the Headquarters Security Desk at **202-358-1616**.
- Stay in your assigned area and away from the lobby areas on the first floor as much as possible.
- Do not go to the scene of a civil disturbance or demonstration.
- Do not confront or antagonize the demonstrators. Avoid interaction with the individuals perpetrating the disturbance.
- If necessary, the Security Desk will use the emergency announcement system to advise occupants if it is safe to leave the building and the safest and most expedient routes to take into or out of the building.

MEDICAL EMERGENCIES

1. **CALL (202) 358-1616** and give the following information:
 - a. Individual's condition (e.g., unconscious, severe bleeding).
 - b. Location: floor, room or workstation number, and other information to precisely locate the individual(s) in need of assistance.
 - c. Name, age, and gender.
 - d. Your name, office number and telephone number from which you are calling.

2. **ASSIGN SOMEONE TO WAIT AT THE CLOSEST PASSENGER ELEVATOR ON THE SAME FLOOR AS THE INDIVIDUAL** to escort the arriving Security Officers and Health Unit nurse/doctor to the location of the individual(s).

NOTE-The Security Office will notify the Health Unit and call **9-911**.

FOR MEDICAL EMERGENCIES AFTER HOURS: CALL 9-911

FIRE EMERGENCY PROCEDURES

Follow these procedures when **fire or smoke is observed:**

1. Activate the closest building fire alarm box (usually located near the stairwells) by pulling the lever, and immediately notify the Security Desk at **(202) 358-1616**.

NOTE: GIVE EXACT LOCATION OF FIRE/SMOKE (I.E., FLOOR, ROOM NUMBER)

2. If you have had previous fire extinguisher training, if a fire is small (e.g., ash receptacle, wastebasket), and it appears easily controllable, you may want to obtain a fire extinguisher and attempt to extinguish the flames while awaiting the arrival of the appropriate emergency service personnel.

NOTE: DO NOT USE A FIRE EXTINGUISHER UNLESS YOU HAVE BEEN TRAINED IN ITS USE.

3. If the fire appears larger than specified in paragraph 2 above, immediately initiate the building evacuation procedures as specified in paragraph 1 above.

GENERAL EVACUATION PROCEDURES

The signal to evacuate the building is a prolonged, continuous ringing of the fire alarm horns, continuous flashing of strobe lights, and a verbal Public Address announcement.

“May I have your attention, please! May I have your attention, please! There has been a fire emergency reported in the building. Please leave by the nearest exit or exit stairway.”

Upon hearing the above signal and announcement, evacuate the building according to the following procedures:

1. Stop work, telephone calls, conferences, and meetings.
2. Secure sensitive materials.
3. Turn off equipment, if it does not delay departure.
4. Secure or take all personal belongings, if there is time.
5. Close all internal doors.
6. Take your Shelter in Place Kit with you..
7. Proceed in a calm, orderly manner to the nearest stairwell exit. **DO NOT ATTEMPT TO USE ELEVATORS.**
8. Enter the stairwell, move to the right on the stairs, proceed down the stairs, and **exit** the building from the **GROUND LEVEL**. In the event of a building evacuation, you will receive instructions on proper egress routes from floor monitors wearing identifiable emergency vests.
9. At a distance of at least 150 feet from the building, locate and report to your supervisor and remain with co-workers.
10. Comply with any other instructions given by proper authorities.

DIRECTED DISMISSAL PROCEDURES

When the Office of Personnel Management or the NASA Administrator makes a decision to dismiss occupants' **early**, certain procedures for evacuating the building must be followed. The method of notification for complete or partial dismissal will be individual notification to the Code Contacts by telephone. Other methods of notification may be used depending on the nature of the situation. There are two types of dismissals:

- 1) **Routine Shutdown** involves situations in which an immediate departure from the building is not absolutely essential; and
- 2) **Accelerated Shutdown** involves situations in which an immediate departure of occupants from the building is necessary for safety and security reasons.

Procedures:

Upon being informed of the dismissal, depart the building according to the following procedures:

1. Stop work, telephone calls, conferences, and meetings.
2. Secure sensitive materials.
3. Turn off equipment, if it does not delay departure.
4. Secure or take all personal belongings, if there is time.
5. Close all internal doors.
6. Proceed in a calm, orderly manner to vacate the building via the stairs or elevator.

In the event of a **Routine Shutdown**, occupants departing the building on foot must leave in an orderly fashion. Occupants departing the Headquarters garage by vehicle must proceed in an orderly fashion. Security Officers will assist employees in entering the flow of traffic on E Street.

In the event of an **Accelerated Shutdown**, occupants departing the building on foot must immediately leave the building in a calm and orderly fashion and proceed to their chosen destinations. Departure of vehicles from the garage will be done in a phased manner, with vehicles parked on the **first level** departing **first**, followed by those on the **second level**, and finally the **third level**. Announcements will be communicated by Floor Monitors (wearing identifiable emergency vests), advising when each level may evacuate. Security Officers, in conjunction with the Federal Protective Service Police and the Metropolitan Police Department, also will be stationed at the main garage exit on E Street to assist in exiting the garage and entering the flow of traffic on E Street.

SHELTER IN PLACE (WHEN ELECTRICAL POWER TO THE BUILDING IS ON)

In certain instances, immediate evacuation of the NASA Headquarters facility is not in the best interest of its occupants, and sheltering the occupants in the building may reduce the risk of injury. “Shelter in place” is a short-term measure used when the environment outside the building may be threatened by natural disasters, hazardous materials, or terrorism. In preparing for a possible shelter-in-place situation, **each occupant should compile an emergency kit with prescription medications, a flashlight, and food and water for at least 24 hours.** When an event occurs that makes sheltering in place necessary and the **building power is on**, occupants will be notified by a short blast of the emergency siren, pulsing lights, and the following verbal Public Address announcement:

Attention! Attention! Due to a situation in the local area, the Administrator has directed all occupants of the Headquarters building to immediately shelter in place and remain there until further instructions. Please refer to your Occupant Emergency Plan, the red book, for specific guidance on shelter-in-place procedures. Immediately following this announcement, the Administrator, or designee, will provide additional information and updates every 15 minutes. Please refer to NASA Channel 3 or 25, or your voice-mail system to receive these updates. For anyone wishing to leave the building before release has been authorized, you will be given guidance by a Security Officer on the time and location for your release, if it has been determined that it will not cause harm to those remaining in the building. Once outside, you will not be permitted to reenter the building. Please remember that you will not have access to your vehicle from the garage, and public transportation may not be running at this time.

- Occupants will not be forced to shelter in place unless mandated by law enforcement or public health officials.
- Consequently, based on an assessment of the situation, and when appropriate, the Office of Security Management and Safeguards) will designate a specific exit door for those occupants wishing to leave and not shelter in place.

SHELTER IN PLACE

(WHEN ELECTRICAL POWER TO THE BUILDING IS OFF)

In certain instances, immediate evacuation of the NASA Headquarters facility is not in the best interest of its occupants, and sheltering the occupants in the building may reduce the risk of injury. “Shelter in place” is a short-term measure used when natural disasters, hazardous materials, or terrorism may threaten the environment outside the building. In preparing for a possible shelter-in-place situation, **each occupant should compile an emergency kit with prescription medications, a flashlight, and food and water for at least 24 hours.** When an event occurs that makes sheltering in place necessary and the **building power is off**, occupants will be notified by a short blast of the emergency siren, pulsing lights, and the following verbal Public Address announcement:

Attention! Attention! Due to a situation in the local area, the Administrator has directed all occupants of the Headquarters building to immediately shelter in place and remain there until further instructions. Please refer to your Occupant Emergency Plan, the red book, for specific guidance on shelter-in-place procedures. Immediately following this announcement, the Administrator, or designee, will provide additional information and updates every 15 minutes. Additional, please refer to HIT TV Channel 3 or 25, located on each floor, next to elevator banks, to receive these updates. We also will provide updates to each floor monitor who will pass the information to you. For anyone wishing to leave the building before release has been authorized, you will be given guidance by a Security Officer on the time and location for your release, if it has been determined that it will not cause harm to those remaining in the building. Once outside, you will not be permitted to reenter the building. Please remember that you will not have access to your vehicle from the garage, and public transportation may not be running at this time.

- Occupants will not be forced to shelter in place unless mandated by law enforcement or public health officials.
- Consequently, based on an assessment of the situation, and when appropriate, the Office of Security Management and Safeguards will designate a specific exit door for those occupants wishing to leave and not shelter in place.

BOMB THREAT PROCEDURES

Follow these procedures when a telephone bomb threat is received:

1. **STAY CALM.** If possible, have a co-worker call the Headquarters Security Desk, **(202) 358-1616**, while you attempt to keep the caller on the line. Obtain and record as much of the following information as possible:
 - a. Time of call.
 - b. Gender of caller.
 - c. Accent of caller.
 - d. Any background noise.
 - e. Who the person is trying to contact.
 - f. Where the bomb is located.
 - g. What the bomb looks like.
 - h. When the bomb will detonate.
 - i. Why the person is doing this.
 - j. Who they are (ask for names or organizations).
2. **RECORD** the time the caller ends the call.
3. **CALL TRACE PROCEDURES**---These procedures must be followed **promptly**—before another call comes in on the same line.
 - Write down the time and telephone number from which the call came.
 - After the conversation is finished, press the switch hook (hang up) for only a few seconds, then pick up the receiver again.
 - Press the line that received the threatening call.
 - Listen for the dial tone.
 - Dial the **Call Trace** (do not dial 9 first).
 - Listen for the confirmation announcement that will advise you an automatic line trace has been activated, and it will direct you to immediately contact the **Federal Protective Service (FPS)** at **(202) 708-1111**.
 - Hang up the telephone and write down the time and date you initiated the call trace.
 - **Use these procedures only in life-threatening situations!**
4. **DO NOT PULL THE ALARM.** Immediately call the Headquarters Security Desk at **(202) 358-1616**. Give your name, room number, and any information you were able to obtain.