



## Emergency Procedures Guide: EMERGENCY RESPONSE

### Emergency: 911

Police Non-Emergency: (563) 589-4415

Fire Non-Emergency: (563) 589-4424

Ambulance Non-Emergency: (563) 582-4980

Schumacher elevator: (563) 588-4863

**Medical Emergency – Call 911.** State your name, location, nature of victim's illness/injury. If you have training, administer First Aid. Do not move injured party. Do not come into contact with blood or bodily fluids.

**Fire – Call 911.** If fire is small and does not pose immediate threat, utilize available fire extinguisher to suppress (**Pull-Aim-Squeeze-Sweep**). If extinguisher does not fully suppress, or if fire is beyond control of hand extinguisher, activate closest manual pull station. Notify DuMA staff to initiate building evacuation. Remain in area at a safe distance to warn others away, until directed to evacuate.

**Active Shooter –** Take immediate steps to protect yourself. 1. Evacuate: a. Have an escape route and plan in mind. b. Leave your belongings behind. c. Keep your hands visible. 2. Hide out: a. Hide in an area out of the active shooter's view. b. Block the entry to your hiding place and lock the doors. c. Silence your cell phone. 3. Take action (as a last resort and only when your life is in imminent danger) a. Attempt to incapacitate the active shooter. b. Act with physical aggression and throw items at the active shooter.

Call 911 when it is safe to do so. Provide detailed information, such as your location, number of shooters, physical description, types of weapons, number of victims, etc. When police arrive: Remain calm and follow officer's instructions. Put down any items in your hands. Immediately raise hands and spread fingers. Keep hands visible. Avoid making quick movements toward officers and do not ask them for help or directions. Avoid pointing, screaming, or yelling. Remember, an active shooter situation is rare. Yet we should all commit to delivering an exceptional visitor experience with a greater awareness of our surroundings.

**Bomb Threat/Suspicious Packages –** Treat every threat or suspicion as real. Do not remove suspicious objects. Contact DuMA staff immediately. Do not use cell phone or portable radio in immediate vicinity of suspicious objects. If telephone transmitted threat, ask: Where is bomb? What does it look like? When will it detonate? Why are you doing this? Who are you? Write down answers. Contact DuMA staff immediately. If object is involved, keep others away until relieved by supervisor or security.

**Chemical Spills –** If in contact with any toxic chemical, flush immediately with water. Remove contaminated clothing. Call DuMA staff. Move to safe area. Assist with evacuation of area as assigned.

**Crime Prevention** – Keep your personal and company valuables locked and secured at all times. Report suspicious persons, vehicles, activities to DuMA staff as soon as you are able. Don't leave keys, ID cards, access cards, or other issued equipment unsecured, at any time. Keep offices locked when not in use. Be aware of your surroundings at all times. When exiting building in the hours of darkness, use caution. Contact DuMA staff for escort if you are concerned for your personal safety. If approached in a threatening manner, make as much noise as possible and depart as quickly as you are able.

**Elevator Malfunction** – If you or a visitor is stuck in the elevator or is doesn't open properly, don't panic or cause panic. If you are in the elevator, press the button for another floor or the door open button. Press the alarm button to get someone's attention or if you have a cell phone call the museum number (563)557-1851. If you are outside the elevator, press the elevator button. If there is no response, try a button on another floor. Call DuMA staff: [REDACTED]. Call Schumacher for emergency repair if you can't reach a staff member. Call fire non-emergency if someone is stuck in the elevator. Call 911 only if there is a life threatening problem. Do not try to pry open the door.

**Explosion** – Move immediately to protected area. Call 911. Call DuMA staff to report on your location and situation. Stay away from windows, glass, movable objects. Follow directions of dispatcher and emergency responders. Evacuate as directed. Do not use elevators. Assist disabled persons during evacuation. Be alert for secondary explosions.

**Evacuation** – When notified an evacuation is in progress, go immediately to assembly area in parking lot west of museum. If you have no assignment, begin moving towards exit as directed. Do not use elevators. Assist others who require help. Report to DuMA staff as required. Do not leave assembly area without being released by incident command.

**Flooding/Water Damage** – Notify DuMA staff immediately. If safely possible, unplug any electrical appliances near area of flooding. If you are aware of the water source and can safely do so, turn off the water. Be prepared to assist in the covering of objects, removal of objects, or moving objects from threatened area.

**Power Outage** – Call DuMA staff. Provide assistance to others as you are able. Unplug equipment that is not plugged into a surge protector to avoid damage when power returns. Do NOT use candles, flares, or open flames. Proceed to exits by use of flashlights, emergency lights, or other light sources.

**Severe Weather** – Advise others of warnings received. Move away from windows, glass, and unsecured objects. Lower lobby blinds. Go to secure interior area or basement. Do not use elevators. Assist disabled persons seeking shelter. Remain in safe area until "all clear" given by reliable source.

**Workplace Violence** – If threat is imminent, call 911. If information only call DuMA staff to report details of situation. Assure that intended victim(s) are warned and moved to secure location. Advise whether weapon is involved. Threats may be verbal, written, transmitted electronically, or overheard.