



READY FOR ANYTHING

EMERGENCY AND DISASTER RESPONSE GUIDE



**Colorado Special Districts
Property and Liability Pool**

CIVIL UNREST

IF YOUR DISTRICT IS LOCATED NEAR A RIOT, PROTEST, OR OTHER CIVIL UNREST

1. Remain calm
2. Notify management
3. Avoid belligerent protesters; DO NOT engage them in discussion
4. Alert all personnel of the situation and consider sending home non-essential personnel
5. If appropriate, lock your doors and windows and close blinds and curtains
6. Call the police if protests become violent or disruptive to business, but be aware that they may already be busy handling the situation elsewhere
7. Be prepared to evacuate your facility as directed by the police
8. If evacuated, lockdown your facility, but leave every perimeter and interior light on and leave any CCTV cameras recording

When you return, inspect your property for damage and report it to your insurer.

MENTAL HEALTH CRISIS

IN THE EVENT THAT SOMEONE APPEARS TO PRESENT A MENTAL HEALTH CRISIS:

1. Remain calm
2. Call or have someone call 911 and provide:
 - a. Your name and location
 - b. Individual's name, if available
 - c. Observed symptoms
 - d. Individual's statements
3. Until police or paramedics arrive, remain calm, understanding, pleasant, patient, and listen; do not escalate the situation
4. Listen and provide supportive comments, taking note of things you can share with paramedics or police once they arrive
5. Do not argue with the person or attempt to issue commands
6. Do not try to confront or detain someone who has become violent, give the individual space until police arrive
7. Have another person meet emergency personnel and fill them in en route to the location

ARMED ROBBERY

IF YOUR FACILITY IS ROBBED

1. Remain calm
2. If you are being held up, follow the suspect's instructions, give them anything they ask for; no object or amount of money is worth your safety
3. Do not restrain them or attempt to force them out
4. Do not argue, threaten, or block the suspect's exit
5. Try to remember as many details about the subject as you can, including approximate height, weight, hair color, clothing, and any features about any vehicle they may have

ONCE THE ROBBER HAS LEFT

1. Do not attempt to follow the suspect
2. Write down a description of the suspect, vehicle, and license plate number
3. Call 911
4. Notify management and document the incident
5. Secure the area and crime scene

BROKEN PIPES

IF A WATER PIPE LEAKS OR BURSTS

1. Immediately locate and deactivate the water main, you can deal with cleanup once the leak stops
2. Determine whether the problem is with domestic or fire suppression pipes
3. Contact a clean up or restoration service for assistance
4. Clean up the water, paying extra care near electrical hazards, careful not to damage anything that was not initially damaged
5. Push water out of the building or down drains with brooms or scrubbers, be careful not to slip and fall
6. Make sure to keep all broken pipes and fixtures for insurance purposes, only destroying them if expressly instructed to by the insurance company
7. Document all losses as indicated by your insurer, including photographs, expenses, lost business, and damaged articles
8. If you called a contractor, ask if there was any external reason for the leak, such as subsidence or structural damage other than standard wear and cold weather, this could help prevent it next time

BROKEN PIPES

NATURAL GAS LEAK

IN THE EVENT OF A NATURAL GAS LEAK (INCLUDING PROPANE)

1. If you smell natural gas, the smell of sulfur or rotten eggs, evacuate your building and shut off the gas main until the severity of the leak can be determined
2. If you cannot shut the gas off, call 911
3. Contact your natural gas utility
4. Open doors and windows to promote cross-ventilation
5. Allow utility workers to conduct any work necessary to seal the leak, staying away unless instructed otherwise
6. Secure site and limit access to facilities as needed
7. Return to the site only when it has been deemed safe to do so by the emergency services or your natural gas company
8. If necessary, make arrangements for a contractor to fix the source of the leak
9. Ask the utility if there was any external reason for the leak, such as subsidence or external structural damage

CAUTION: While you can turn off your natural gas valve, a qualified professional must turn it back on. NEVER attempt to do this on your own.

NATURAL GAS LEAK

BUILDING COLLAPSE

REMEMBER

- ✓ Building collapses unrelated to fire or earthquake are rare, but not unheard of
- ✓ They are extremely dangerous and there could be little or no warning
- ✓ If you see sudden, growing fractures on the walls or support columns of your building, it might be benign, but it is wise to have a contractor investigate

IF YOUR FACILITY SUFFERS A STRUCTURAL COLLAPSE

1. Stay calm and assess yourself for injury
2. Evacuate the building as quickly as possible, do not hesitate to use windows to escape, being mindful of broken glass
3. Assist others in escaping unless they are trapped beyond your ability to free them
4. Cover your mouth and nose as much as possible to avoid inhaling dust
5. When you are free of the structure call 911
6. If you are trapped, stay calm and use flashlights or tap on walls, pipes and furniture to alert others of your presence
7. Lead rescuers to any trapped people
8. Notify your insurer of the situation

BUILDING COLLAPSE

MEDICAL EMERGENCY

IN THE EVENT THAT SOMEONE SUFFERS A SERIOUS MEDICAL EMERGENCY

1. Determine the extent of the injury or seriousness of the illness
 - ✓ If there is blood or bodily fluids, ensure that someone trained in blood borne pathogens cleans it up
 2. Call or have someone call 911 if needed or requested
 3. If the person is conscious or oriented, keep the person talking and awake, especially if they've suffered head trauma
 4. Have another person flag down the ambulance and lead EMTs to the injured person, informing them of any updates en route
 5. DO NOT move the person unless he or she is in direct immediate danger in the present location
 6. Keep the person calm and comfortable until help arrives by keeping them warm, covered, safe, and lying down
- Never attempt to give fluids or food to an unconscious person
 - First Aid and CPR should only be administered if the responder is certified in First Aid/CPR or is under the direction of a 911 operator

BLOOD BORNE PATHOGENS

IF THERE IS POTENTIAL EXPOSURE TO ANOTHER PERSON'S BODILY FLUIDS

1. Assume any blood or bodily fluids are infected with a communicable disease
2. Wear personal protective equipment (PPE) such as gloves, goggles, face masks, etc.
3. Thoroughly spray contaminated area with cleanser; if none is available, use a 1:10 bleach and water solution
4. Remove any non-sharp objects
5. Remove any contaminated sharps (needles, glass, etc.) with a broom and dustpan. **DO NOT USE YOUR HANDS!**
6. Clean the area again with cleansers and wipe up with paper towels
7. Place all contaminated solids or clean up materials in a red biohazard bag
8. Clean and disinfect any tools, spray bottles or other non-disposable items used in the clean up
9. Remove your gloves, mask, and other PPE and place them in the biohazard bag
10. Wrap and tie the bags with biohazard tape
11. Wash hands immediately with soap

IF YOU WERE EXPOSED TO THE PATHOGEN

1. Wash all exposed parts of your body
2. Seek medical assistance
3. Document the incident

WORKPLACE VIOLENCE

IN CASE OF THREATS OR ACTS OF VIOLENCE

1. Maintain calm communication
2. Do not restrain the suspect or force them to leave
3. Do not touch the person except to defend yourself from a direct physical assault
4. If the attacker opens fire with a gun make every attempt to escape and hide
5. Make every possible effort to assist others in leaving the immediate area
6. **NEVER** attempt to disarm the person and do not take weapons, even if offered
7. **DO NOT** threaten the person, argue with them, or ask about their motives
8. **DO NOT** attempt to restrain or block the suspects' exit

WHEN THE ATTACKER LEAVES

1. Care for any injured person and call 911
2. While the info is still fresh in your memory, write down a detailed description of the attacker, vehicle, and license plate number
3. Take action to secure the scene, and protect any potential evidence, lock doors if necessary to prevent the attackers' return until police arrive
4. Inform management, document the event, and direct any media inquiries to law enforcement, public information officer, or district management or spokesperson

BOMB THREAT

IF YOU RECEIVE A BOMB THREAT

1. Remain calm and listen carefully
 - ✓ DO NOT interrupt the caller
 - ✓ Try to keep the caller talking
 - ✓ Stay on the line as long as possible
 - ✓ Do not anger the caller
 - ✓ Note any background noise
 - ✓ Write down what the caller says
 - ✓ Write down as much information as you can about the situation, including:
 - *What time is the device set to go off?*
 - *Where is the device?*
 - *What does the device look like?*
 - *What type of explosive is it?*
 - *Is the caller responsible?*
 - *Why are they doing this? (Write their precise wording)*
2. Note the time and length of the call
3. Try your best to approximate the caller's age, gender and any distinguishing accents, slurs, or voice characteristics
4. Call 911 once the caller hangs up
5. DO NOT erase any threatening phone messages or caller ID records
6. Evacuate the premises as directed by authorities or management
 - ✓ DO NOT search on your own! Any search of your premises will be conducted in coordination with police
 - ✓ Until the device has been found or a search is concluded, deactivate all cell phones, walkie talkies, electronic article surveillance (EAS) systems, or other electronics

EXPLOSION

IN THE EVENT OF AN EXPLOSION

1. Remain calm and take cover under a table, desk or other solid object to protect against falling debris or glass
2. After the initial explosion, call 911
3. If possible, unless one is already sounding, pull a fire alarm
4. If safe evacuation of your building is possible, do so while careful not to use elevators and not stopping to collect any personal belongings
 - ✓ Once outside, stay clear of the building and mind debris and glass
 - ✓ Avoid kicking up dust, it may contain very dangerous particles
 - ✓ Cover your mouth and nose with your hands, shirt, or other cloth to avoid inhaling dust, smoke, & fumes
 - ✓ If you become trapped, use flash lights to signal your location to rescuers or tap on walls or pipes; avoid shouting, it will cause you to inhale more smoke and dust
5. If your facility has gas pumps which have not been compromised, deactivate them
6. Keep street clear for emergency vehicles
7. Do not return to any evacuated buildings until the fire department and police department have authorized the return
8. Notify your insurer of the incident and direct media inquiries to management or district spokesperson
9. In the event of severe injuries or deaths, refer employees to appropriate resources

SUSPICIOUS PACKAGE

WHAT MAKES A PACKAGE 'SUSPICIOUS'?

1. It was delivered by someone other than a regular courier (USPS, FedEx, UPS, etc.)
2. It was left with no evidence of shipping
3. It was package with twine, not tape
4. The package is lopsided or bulging
5. It bears a hand-written message such as "CONFIDENTIAL" or "PRIVATE"
6. It lists no return address labels or exhibits poor handwriting and spelling
7. It has leaks, stains, protruding wires, or powders

IF YOU DISCOVER A SUSPICIOUS PACKAGE

1. Put the item down and call 911
2. DO NOT open, submerge, hide, shake, or empty the package
3. If it is in an envelope, place it carefully in a plastic bag or cover it with a coat or cloth
4. Wash your hands with soapy water
5. Call the police or 911
6. Cooperate fully with the police and other authorities

IF YOU DISCOVER A SUSPICIOUS SUBSTANCE (POWDER, LIQUID, ETC.)

1. Secure the area around the substance
2. Investigate possible legitimate sources (drywall dust, baking soda, etc.)
3. Ascertain if your district has received any threatening letters, emails, or phone calls
4. If neither 2 nor 3 can be confirmed, call 911 and follow instructions
5. Prepare a list of exposed objects, areas, and individuals for the authorities

CHEMICAL SPILL

IN CASE OF A CHEMICAL (NON-FUEL) SPILL

1. Immediately contain the product and consult the chemical's Safety Data Sheet
2. Evaluate the spill, ventilate the area, and keep away open flames or other chemicals
3. Consult the Chemical Safety Data Sheet and clean up the spill:
 - ✓ If the spill is extensive, call a contractor
 - ✓ Use personal protective equipment
 - ✓ Absorb liquid and solidify with absorbents from the edges inward
 - ✓ For bleach, latex paint, anti-freeze, house-hold chemicals use water
 - ✓ For acids, neutralize it with baking soda before attempting to clean
 - ✓ For oils, enamel paints, thinners, or solvents use absorbents, NEVER use water
4. Carefully place absorbed materials into sealable, disposable containers
5. Discard soaked materials
6. Scrub soiled areas and dispose of the PPE

Note: For serious spills or those consisting of a hazardous substance, contact the Colorado Department of Public Health at 877-518-5608

IN CASE OF ACCIDENTAL EXPOSURE

Eyes: Flush with water for 15 minutes and seek immediate medical attention

Skin: Wash completely with soap and water; seek medical attention if irritation occurs

Clothing: Remove contaminated clothing and wash skin completely with soap and water

If in doubt about a material, SEEK MEDICAL ATTENTION and bring product labels and SDS records with you to the health care facility

HAZARDOUS MATERIALS

IF YOUR DISTRICT IS IN THE VICINITY OF A HAZARDOUS MATERIALS EVENT

1. Monitor media broadcasts for directions
2. If ordered to evacuate, do so immediately
3. If you are caught outside:
 - ✓ Stay upstream, upwind, and uphill
 - ✓ Stay 10 blocks or 0.5 miles away
 - ✓ Avoid spilled liquids, mists, or solid chemicals
4. If you are caught in an automobile:
 - ✓ Stop and seek shelter in a building
 - ✓ If you remain in your car, close the windows, and set it to recirculate air
5. If you are ordered to stay indoors:
 - ✓ Close and lock exterior doors and windows
 - ✓ Set HVAC systems to 100% recirculation, otherwise turn them off
 - ✓ Stay in a ground level room with the fewest windows and exterior doors
6. Return to your facility when authorized
7. Obtain advice from authorities and hazmat crews on property clean up
8. Report any residual odors or vapors

IF YOU ARE EXPOSED TO ANY HAZARDOUS MATERIALS

1. Listen carefully to decontamination instructions from civil authorities
 - ✓ Water could be contaminated
2. Seek medical attention for any symptoms or discomfort as soon as possible
3. Place contaminated clothing in tightly sealed containers and do not put them into contact with any other materials, destroy them only as instructed by authorities
4. Advise those you come into contact with that they have been exposed to a toxic substance

GASOLINE SPILL

IF YOU DETECT A GASOLINE SPILL

1. Determine the severity of the spill
2. If the spill is severe, call 911
3. Extinguish any sources of open flame and keep non-essential personnel away
4. Contain the spill and minimize the spread of gas using spill blankets, pillows, or any other available cloth; don't use water
5. ALWAYS wear gloves, face masks, and aprons when cleaning any chemicals (Consult the Chemicals Safety Data Sheet)
6. Contact a spill cleanup contractor for removal and clean up assistance
7. Contact your insurer to report the incident, note whether the spill came from an above or below ground storage tank, or if it came from a tanker or other motor vehicle
8. Contact a repair contractor to assess and fix the tank before refilling it with fuel
9. Report the spill to the authorities as required by state or federal guidelines

REPORTING GUIDELINES

Operators of storage tanks must report releases of regulated substances within 24 hours. The reportable quantity of petroleum is 25+ gallons, however less than that must be immediately cleaned up.

National Response Center

800-424-8802

CDPHE Environmental Release Incident Line

877-518-5608

Colorado Division of Oil and Public Safety

303-318-8547

More information: www.cdpj.state.co.us

WATER BOIL ADVISORY

IF LOCAL WATER UTILITIES ISSUE A WATER BOIL ADVISORY DUE TO CONTAMINATION

1. Notify district management as appropriate
2. Take the following safety measures:
 - ✓ Shut down machines that dispense soda, ice, water, or mist
 - ✓ Destroy all ice in ice machines
 - ✓ Use commercially produced ice only
 - ✓ Shut down all coffee and tea makers, and deactivate drinking fountains
 - ✓ Discard any food produced using tap water
 - ✓ Use pre-washed produce only
 - ✓ Use bottled water for cooking or consumption
 - ✓ Use bottled or boiled water to wash hands
 - ✓ Use hand sanitizer
 - ✓ Use gloves when handling food

INSTRUCTIONS FOR BOILING WATER

1. Place water in a clean and sanitized pot or heat safe container
2. Using a stove, bring the water to a boil
3. Continue rolling boil for at least 5 minutes
4. After five minutes, if necessary, cool water by placing it in another sanitized container and store in the refrigerator or cooler

AFTER THE ADVISORY HAS BEEN LIFTED

1. Flush faucets, coffee urns, and drinking fountains, for 5 minutes
2. Clean and sanitize coffee and beverage equipment per manufacturer's instructions
3. If equipment has internal filters, they need to be replaced
4. Flush water lines to ice machines
5. Close the valve in the water line behind ice machines. Open the valve and reconnect the water line to the machine, open the valve, flush the machine, make ice for one hour and then dispose of that ice

FOOD BORNE ILLNESS

PREVENTATIVE MEASURES

1. Do not allow food workers to work who:
 - ✓ Have a fever or sore throat
 - ✓ Appear jaundiced
 - ✓ Are nauseous, vomiting, or have diarrhea
 - ✓ Have open wounds on their hands or arms
2. Maintain compliance with relevant state laws regarding hygiene and food safety
3. Encourage all staff to wash hands as required by law

IF YOUR STAFF OR GUESTS REPORT SUDDEN, RELATED ILLNESS

1. Report the illnesses to local health departments and ensure you have:
 - ✓ District name and contact information
 - ✓ Name of ill person(s) and symptoms
 - ✓ Name of any doctors involved
 - ✓ Any foods consumed by all of them
 - ✓ When the food was consumed
 - ✓ Any staff may have handled the food
 - ✓ Any other relevant information
2. Administer first aid to ill persons, being careful of blood borne pathogens
3. Cooperate with any investigation conducted by health officials, including:
 - ✓ Holding samples of food if requested
 - ✓ Submitting to interviews
 - ✓ Allowing for inspections
4. Advise your insurer and attorney

ADVICE FOR NON-FOOD SERVICE DISTRICTS

If numerous staff members become ill with the same gastrointestinal symptoms:

- ✓ Thoroughly clean all surfaces, phones, doorknobs, computers, and bath fixtures with antibacterial cleansers
- ✓ If the employees ate at a common restaurant report the illness
- ✓ Ask ill employees to stay home from work

PANDEMIC

LEARN THESE TERMS

Seasonal Influenza: A highly contagious respiratory illness that affects up to 20% of Americans annually

Pandemic Influenza: Any novel variety of flu (swine, avian, etc.) that spreads globally

Pandemic: A disease, which spreads rapidly throughout the world, including flu, SARS, etc.

PREVENTATIVE MEASURES

1. Maintain proper pandemic supplies
2. Promote worker health and hygiene
3. Encourage employees to receive flu shots
4. If your facility is open to the public, consider yourself at heightened risk

PANDEMIC SPECIFIC WEB RESOURCES

Centers for Disease Control and Prevention

cdc.gov

Flu.gov (Dept. of Health & Human Services)

flu.gov

IF THE CDC HAS DECLARED A PANDEMIC WARNING OR PUBLIC HEALTH EMERGENCY

1. Always remember that the safety of your staff and guests are your highest priority
2. Encourage staff to wash their hands frequently
3. Order any staff who can to work from home
4. Limit contact between staff using telecom
5. Restrict use of phones and computers to as few people as possible; ideally, 1 user per device
6. Ensure that hand sanitizer, masks, tissue, and cleansing wipes are given to everyone
7. Disinfect common areas often
8. If any staff or guest exhibit flu-like symptoms, **send them home immediately**
9. Consider waiving or relaxing attendance policies during pandemic event
10. Monitor news broadcasts for instructions

LANDSLIDES

PREVENTATIVE MEASURES

- ✓ Avoid new construction near slopes, mountain ledges, drainage easements, or natural erosion points
- ✓ Consult with engineers for preventive building upgrades
- ✓ Get ground assessments of your property to select the safest place for construction
- ✓ Minimize internal hazards by having flexible pipe fitting for water and gas

LANDSLIDE WARNING SIGNS

- ✓ Change in water run off patterns
- ✓ Change in terrain appearance or other evidence of land movement
- ✓ Cracks in walls, foundations, or plaster
- ✓ Exterior stairs, sidewalks, or walls begin to pull away from building
- ✓ Underground utility lines break
- ✓ Ground bulging near slopes
- ✓ Tilting utility poles, trees, fences, or walls
- ✓ Unusual sounds such as rumbling or cracking
- ✓ Collapsed pavement in roads

IN CASE OF LANDSLIDE OR AVALANCHE

1. Move away from the path of the debris flow as quickly as possible
2. If you cannot escape the flow, curl into a tight ball and protect your head
3. If you become buried, stay calm, breathe slowly, and call for help if you hear anyone nearby

AFTER A LANDSLIDE OR DEBRIS EVENT

1. Stay away from the immediate area, there may be additional slides
2. Check for injured persons near the slide, but don't enter the area directly
3. Direct rescuers to any buried survivors
4. Watch for broken utilities such as gas lines, electrical wires, or water or sewer pipes
5. Replant any uprooted trees and shrubs as soon as possible to avoid erosion and flash flooding
6. Consult engineers and experts to evaluate for further landslide risk

SUBSIDENCE

LEARN THESE TERMS

Subsidence: Motion of ground as it settles, moves or sinks, typically downward or laterally

Sink Hole: A sudden or gradual ground depression caused by dissolution of soil

Erosion: The dissolution of rock or earth by wind, water, or earth movement

REMEMBER

- ✓ Subsidence can be caused by ground movement, hot or cold weather, water erosion, tree roots, or seismic activity
- ✓ Seeing cracks in your walls or pavement does not necessarily indicate subsidence
- ✓ Cracks that appear, worsen or spread suddenly could be cause for concern
- ✓ Doors and windows that suddenly "stick" when attempting to open or close them are another cause for concern
- ✓ Maintaining trees and shrubs is a good way to avoid water erosion, consult a surveyor about proper selection and placement of trees

IF YOUR FACILITY HAS SUDDEN WORSENING CRACKS IN GROUND OR WALLS

1. Contact a surveyor, geologist, engineer to assess the possibility of serious subsidence
2. Work with those professionals to shore up ground stability
3. Notify your insurance company, bearing in mind most policies exclude this type of incident under normal circumstances

IF YOUR FACILITY SUFFERS SUDDEN SEVERE SUBSIDENCE OR SINK HOLES

1. Evacuate the facility and get to ground that appears to be free of cracks or movement
2. Do not return until your facility is deemed to be safe by a surveyor, geologist, or emergency services personnel
3. Follow the advice of contractors, surveyors and engineers to assess the best options for your facility

POWER FAILURE

IN THE EVENT THAT YOUR SURROUNDING AREA LOSES ELECTRICITY

1. Provide flashlights to as many employees as possible, especially management
2. Check for trapped employees or guests in all areas, especially elevators or enclosed rooms with special doors such as vaults and freezers
3. Call the power company to report the outage and ask when you can expect service to return
4. If your district has food service, keep refrigerators and freezers closed; discard food from cold storage if power is not restored within four hours
5. Attempt to conduct business as usual as safely as possible until power returns
6. If your facility is frequented by the public, consider closing temporarily as dark conditions can create numerous safety hazards

IF ONLY YOUR STRUCTURE IS AFFECTED

1. Provide flashlights to as many employees as possible, especially management
2. Check for trapped employees or guests in all areas, especially elevators or enclosed rooms with special doors such as vaults and freezers
3. Conduct a site inspection to determine the cause of the outage, checking for damage to structures and power lines, being mindful of any electrical hazards
4. If there is no obvious cause to the outage, call your power company to report it
5. Shut down all electronic equipment such as computers and other items which will be sensitive to power surge
6. Cover all perishable food items and keep refrigerator and freezer doors closed
7. If power is not restored within four hours, discard any food from cold storage
8. Notify your insurer of any damages, discarded food, or lost business

CYBER ATTACKS

CYBER ATTACK PREVENTION TIPS

- ✓ CSD Pool members will find more information at cspdpool.com/eriskhub
- ✓ Set up two-factor authentication on external access systems (VPNs, email, etc.)
- ✓ Ensure that your WiFi network is encrypted
- ✓ Configure firewalls to block access to known malicious IP addresses
- ✓ Conduct an annual vulnerability assessment

IF YOU SUSPECT YOU ARE EXPERIENCING A DISTRIBUTED DENIAL OF SERVICE (DDoS) ATTACK

1. Call your Internet Service Provider (ISP) to determine if there is an outage
2. If the attack is real, ask your ISP to block the attack and ask for all relevant logs
3. If a loss has occurred, notify your insurer of the attack and provide all documentation

IF YOU SUSPECT THAT YOUR DISTRICT IS THE VICTIM OF A DATA BREACH

1. Assemble management and IT staff to ascertain if there was a breach of data
2. Confirm the goal of mitigating loss to customers/patients, the district's reputation, and avoiding lost revenue
3. Attempt to assess the severity of the incident and what specifically was taken
4. Consider contacting law enforcement, legal counsel, security experts, and data breach specialists to assist in recovery
5. Attempt to contain the damage or restore your system security

FOLLOWING A DATA BREACH EVENT

1. Consult with a third-party expert to safeguard against future attacks
2. Log the hours spent coping with the event
3. Secure all spreadsheets, logs, audits, and notes, regarding the breach
4. Notify your insurer
5. Consult legal counsel about notification to any individuals whose personal information may have been compromised
6. Offer any injured parties credit monitoring services (without admitting fault)
7. Report the incident to state and federal regulators as required by statute

MALWARE/ RANSOMWARE

PREVENTING MALWARE/RANSOMWARE

- ✓ If you offer WiFi to visitors, limit access to your network and set up a second, public network for their use
- ✓ Ensure IT staff are keeping systems updated with security patches while maintaining necessary functionality
- ✓ Backup your data regularly to prevent data loss and store backups on a separate device or cloud service
- ✓ Avoid clicking links in unusual email, even if it appears that it is from someone you know
- ✓ Ensure you and your staff receive regular training
- ✓ Be wary of opening any attachments you were not expecting or consider suspicious
- ✓ Common files like ZIP archives, Word documents, and even PDFs can contain malicious software
- ✓ If you are ever unsure about a link, email, or attachment partner with IT BEFORE you click or open it
- ✓ Never volunteer personal or organizational information through email
- ✓ Restrict the use of file sharing services like Dropbox and external instant messaging
- ✓ Restrict the use of portable media devices like flash drives and external hard drives

IF YOU SUSPECT OR HAVE BEEN INFECTED WITH MALWARE/RANSOMWARE

1. Notify management and your system administrators
2. Isolate the infected computer immediately by removing it from your district's network
3. If IT staff judge it necessary, secure backup systems by taking them offline
4. Change all passwords after removing the infected computer from the network
5. Notify your insurer
6. If it's certain you have been infected, engage IT security professionals, law enforcement, and your insurer for assistance
7. If a ransom is requested, do not pay it right away. Partner with your insurer and security professionals to find alternatives. If necessary, these parties can help you acquire cryptocurrencies to pay it

PHISHING / SOCIAL ENGINEERING

HOW TO PREVENT SOCIAL ENGINEERING OR PHISHING ATTACKS

- ✓ Implement an awareness and training program for staff
- ✓ Place internal controls to prevent any one person having unrestricted, unmonitored access to sensitive information
- ✓ Institute policies forbidding the transfer of financial assets and personal information unless accompanied by verbal or in-person confirmation from stakeholders
- ✓ Use caution with unsolicited calls or emails from anyone asking for internal information
- ✓ Use anti-virus software, firewalls, and spam filters as directed by IT staff
- ✓ Use complex passwords at least eight characters long, including letters, numbers and special characters (!, #, @, \$, etc.)
- ✓ Use a unique password for every website, especially personal and work accounts

IF YOU ACCIDENTALLY CLICK A PHISHING LINK BUT AREN'T SURE OF INFECTION

1. Immediately contact management and your network administrators
2. Isolate your computer from your district's network
3. From a separate computer, change your passwords that grant access to systems
4. Refer to IT administrators to determine if an infection has actually occurred
5. Notify your insurer
6. CSD Pool members should visit eRisk Hub's Incident Roadmap to determine if the event is a real incident

IF YOU WERE SUCCESSFULLY PHISHED OR A VICTIM OF SOCIAL ENGINEERING

1. Immediately contact management and your network administrators
2. Secure all network logs, audits, notes, and any other documentation on the incident
3. Notify your insurer
4. Contact law enforcement and legal counsel for assistance
5. If necessary, prepare notifications to any customers or employees whose information has been compromised and obtain credit monitoring services on their behalf

NUCLEAR ATTACK

LEARN THESE TERMS

Electromagnetic Pulses (EMP): High-density electrical fields which can disrupt or destroy electronics such as computers and automobiles

Fallout: Radioactive particles that are carried by wind and can spread for hundreds of miles

Blast Shelter: A structure designed to offer some protection against a nuclear explosion, but cannot withstand a direct detonation

Fallout Shelter: A shelter designed to protect against fallout, usually with thick walls to guard against radioactive particles

THINGS TO REMEMBER

The effects of a nuclear weapons vary based upon terrain, weather, altitude, and device size. There are three factors for protecting yourself from a nuclear blast:

- ✓ **Distance:** fallout will disperse over distances, so the further away the better
- ✓ **Shielding:** Thicker, denser materials such as bricks, books, and earth are better for absorbing radioactive particles
- ✓ **Time:** Fallout loses radioactivity rapidly, but depending on the size of the device, it could take weeks before the threat is greatly reduced

IF A NUCLEAR EXPLOSION IS IMMINENT

1. Take cover quickly, preferably below ground, and stay there
2. Listen to media broadcast for instructions from civil or military authorities

IF YOU ARE CAUGHT OUTSIDE DURING A NUCLEAR EXPLOSION

1. Do not look at the actual explosion or fireball, it can blind you
2. Take cover behind anything that might offer some protection
3. Lie flat on the ground and cover your head, it could take some time for the shock wave to arrive
4. Take shelter ASAP, trying to stay upwind of the explosion to avoid fallout

AFTER THE EXPLOSION

1. Stay tuned to media broadcasts for instructions on evacuation or shelter
2. Stay put until you hear from authorities, it will take time for fallout to dissipate to safe levels, though 80% of it will have fallen within the first 24 hours
3. Stay away from any areas indicated to be off limits due to contamination

RADIOLOGICAL EVENTS

LEARN THESE TERMS

Radiological Dispersion Device (RDD): A bomb designed to spread radioactive materials over a wide area; often called a “dirty bomb”

Radioactive materials: Materials with unstable atoms that release radiation as they decay

Meltdown: Any severe accident at a nuclear reactor resulting from overheating. This could refer to a loss of coolant storage, damage to the nuclear core, or release of radioactive materials

Neutron bomb: A thermonuclear weapon designed to spread neutron radiation while minimizing the physical force of the explosion

RADIATION FACTS

- ✓ Naturally occurs in water, rocks, life, etc.
- ✓ There are many types of radiation, some more dangerous than others
- ✓ Severe radiation usually dissipates quickly
- ✓ Danger is cumulative, the longer you are exposed, the worse it is

REMEMBER

There are currently no nuclear plants in Colorado, but there is one reactor operated by the USGS, so the risk of a meltdown is very low

IF YOUR FACILITY IS NEAR A RADIOLOGICAL EVENT

1. Follow emergency alert system instructions carefully; this could be vital in safeguarding your life and health
2. Turn off HVAC systems and close all windows and vents
3. Retrieve your disaster supply kit and go to a ground level room with as few windows and doors as possible
4. Seal windows and doors with duct tape; Note: This cannot shield you from radioactivity
5. Listen to media broadcasts for instructions
6. After the event, authorities may advise you to take a thorough shower and seal your clothes in a bag
7. Any food products left out during the event should be washed or destroyed

IF YOU ARE CAUGHT OUTDOORS DURING A RADIOLOGICAL EVENT

1. Seek shelter inside an undamaged building
2. If no shelter is available, move upwind as quickly as possible until you find shelter
3. Listen to media broadcasts for instructions from civil authorities

TERRORIST ATTACK

REMEMBER

- ✓ Threats of terror have both domestic and foreign origins
- ✓ Odds of terrorist attack are roughly 1 in 20 million
- ✓ Attacks vary widely in size and type of weapon (bomb, gun, vehicle, etc.)
- ✓ If you ever are in doubt about a situation, call 911

RECOGNIZING SUSPICIOUS ACTIVITY:

- Nervous or suspicious individual(s)
- Abandoned vehicles
- Inappropriately oversized clothing (heavy coats on a warm day)
- Burning or strange odors
- Large misplaced bag(s)
- People monitoring or recording surveillance equipment
- People seeking access to sensitive security procedures or operations
- People attempting to impersonate staff

IF YOU DETECT A SUSPICIOUS INDIVIDUAL OR SUSPICIOUS ACTIVITY:

1. Try to ascertain as many facts as you can, including how many people are involved, any vehicles involved, and whether or not they appear to have any weapons or concealed objects
2. Call 911 and notify them of your suspicions, providing the above information if prompted
3. Follow their instructions and monitor the situation

IF YOUR FACILITY IS ATTACKED OR RESIDES NEAR A TERRORIST ATTACK:

1. Remain calm and refer to your emergency response plans
2. Follow any instructions given by police or other emergency services
3. If your facility is attacked specifically, check yourself and others for injuries and provide aid if possible
4. If your facility is not directly involved, stay away from the scene
5. Listen to media broadcasts to monitor the situation and direct evacuations or lockdown if necessary
6. Allow staff onsite to call family members and inform them they are safe, but do not call again unless it is an emergency to keep lines clear

SEVERE THUNDERSTORM

LEARN THESE TERMS

Severe Thunderstorm Watch: Severe thunderstorms are likely to occur. Watch the sky and stay tuned to radio or television.

Severe Thunderstorm Warning: Severe thunderstorms have been spotted. There is an imminent danger to life and property.

THUNDERSTORM FACTS

- ✓ May strike in clusters, lines, or individually
- ✓ Are more likely when it is warm and humid
- ✓ Produce heavy rain for 30-60 minutes

LIGHTNING FACTS

- ✓ Extremely unpredictable
- ✓ May strike as far as 10 miles away from heavy rain
- ✓ Most lightning deaths occur outdoors in the afternoon or evening hours
- ✓ Chances of being struck are 1 in 600,000

IF SEVERE THUNDERSTORMS ARE SIGHTED

1. If you are outdoors, avoid the following
 - Tall trees
 - Tractors
 - Hilltops
 - Motorcycles
 - Open Fields
 - Golf Clubs
 - Beaches
 - Golf Carts
 - Sheds
 - Bicycles
 - Metal Structures
 - Utility Poles
2. If you are outdoors in a wooded area seek shelter under a thick of small trees
3. If you are outdoors in an open area, go to a low place like a ditch or ravine, being mindful of flash flooding
4. If you are outdoors on open water, get to land and find shelter immediately
5. Postpone all outdoor activities and work
6. Stay indoors or inside a non-convertible vehicle (Cars are not completely safe, but they are safer than being outside)
7. Quickly secure large outdoor objects that could blow away and cause damage
8. Shutter windows and secure doors
9. Avoid using corded telephones
10. Unplug appliances and electrical items like computers, air conditioners, and televisions to avoid serious damage

IF AN INDIVIDUAL IS STRUCK BY LIGHTNING

Remember, lightning strike victims carry no electrical charge and are safe to touch

1. Call 911
2. Determine if the person is breathing, and if not deliver mouth to mouth resuscitation
3. Determine if the person has a pulse or heartbeat, and if not, deliver CPR
4. Report their status to 911

WILDFIRE

OUTDOOR PREVENTATIVE MEASURES

- ✓ Ensure front entrances are well-marked and easy for fire rescuers to find
- ✓ Use plants and landscaping that reduce fire risk and are less flammable
- ✓ Keep shrubs isolated to planters, away from structures, to prevent spreading fire
- ✓ Create defensive perimeters around your structures using decreasingly flammable materials closer to your building
- ✓ Remove dead brush and yard debris as often as possible and keep lawns neatly mowed and well-watered
- ✓ Utilize gravel, concrete, and stone landscaping to minimize ground fuel
- ✓ Utilize Class A fire-rated roof coverings like fiber glass, steel, concrete, or clay
- ✓ Remove branches or shrubs that touch or come in close contact with your structure

INDOOR PROTECTIVE MEASURES

- ✓ Store flammable liquids in approved containers in sheds and outbuildings
- ✓ Cover all exterior vents and eaves with metal mesh screens
- ✓ Install multi-pane windows, and fireproof shutters to protect large pane windows
- ✓ Use fire-resistant draperies

WILDFIRES SPECIFIC WEB RESOURCES

InciWeb Incident Information System

<https://inciweb.nwcg.gov>

Colorado State University Extension

<http://extension.colostate.edu>

National Interagency Coordination Center

<https://www.predictiveservices.nifc.gov/>

IF A WILDFIRE IS IN YOUR AREA

1. Monitor local news for messages from civil authorities
2. Shut off gas at the meter, but remember, only a qualified professional can safely turn it back on
3. Bring in any combustible outdoor furniture
4. Ensure that all hoses are connected and water down shrubs and grass
5. Close windows, vents, doors, blinds or other noncombustible window coverings
6. Bring all vehicles into garages if possible
7. Follow any instruction given by civil authorities
8. If so ordered, EVACUATE AS DIRECTED and follow your district's evacuation procedures
9. Do not attempt to return to the area until cleared to do so by emergency personnel

HEAT WAVE

LEARN THESE TERMS

Heat wave: A prolonged period of extreme heat

Heat Index: A number given in degrees (F or C) that tells you how hot it feels

PREVENTATIVE MEASURES

- ✓ Install air conditioners or heat pumps
- ✓ Have plenty of water on hand
- ✓ Ensure generators, HVAC, refrigeration and similar equipment is in top condition
- ✓ Ensure insulation and weather stripping are in good condition
- ✓ Install window reflectors during summer
- ✓ Stay inside as much as possible, on the lowest floor of your structure
- ✓ Stay hydrated and eat balanced meals
- ✓ Dress as lightly as possible and appropriate for your place of business
- ✓ Never leave children or pets unsupervised
- ✓ Avoid strenuous outdoor work in the hottest part of the day

HEAT-RELATED ILLNESS FIRST AID

Sunburn: Skin redness and pain, may include swelling, blisters, fever and headache

Treatment: Shower with soap, use dry sterile dressing and seek medical attention for blisters

Heat Cramps: Painful spasms in abdomen and legs usually following physical exertion in high temperature settings

Treatment: Get to a cool location, try to gently massage muscles, give small amounts of water (no alcohol or caffeine) but discontinue liquids if the person becomes nauseous

Heat Exhaustion: Heavy sweating may look pale or flushed, fainting, dizzy, nausea/vomiting, headache

Treatment: Get to cool location, apply cool wet cloths, lie down, loosen clothing, slowly consume small sips of water every 15 minutes unless nauseous, if vomiting occurs seek medical attention

Heat Stroke: A life-threatening medical condition exhibiting high body temperature, body red dry skin, rapid shallow breathing, may not be sweating, possibly unconscious

Treatment: Call 911, delay can be fatal; move victim to cool area, remove clothing and bathe in cool water, watch for breathing problems and deliver CPR as directed by the 911 operators while you await assistance from EMTs

Note: Never attempt to give water or other liquids to an unconscious person

FLOOD

LEARN THESE TERMS

Flood Watch: Flash flooding is possible. Be prepared to move to higher ground quickly

Flood Warning: Flooding is occurring now. If you're advised to evacuate, do so immediately!

Flash Flood Warning: Flash flooding is occurring. Seek higher ground on foot at once.

IF THERE IS A FLOOD WATCH IN YOUR AREA

- ✓ Have someone monitor the weather
- ✓ Listen for water boil advisories
- ✓ Elevate all electronics and sensitive equipment and property 1" off floor

IF THERE IS A FLOOD WARNING IN YOUR AREA

1. Begin sandbagging to protect property
2. Monitor the news for water boil orders
3. Turnoff electricity at the main switch
4. Review evacuation and lock down procedures, taking valuables only if safe
5. Allow employees to see to their families

IF CIVIL AUTHORITIES ORDER AN EVACUATION

- ✓ Ensure all guests and employees have exited and begin lockdown procedure
- ✓ Proceed to designated shelter areas
- ✗ Do not walk through moving water
- ✗ Do not drive or walk through more than 6" of water, and avoid downed power lines
- ✗ Avoid floodwater as much as possible, it can be contaminated by sewage

AFTER THE FLOOD

1. Do not return to your facility until civil authorities have said it is safe to do so
2. Establish control of your facility; if necessary, contract a guard service
3. Take necessary steps to safeguard your equipment and prevent further damage
4. Notify your insurer

FLOOD CLEAN UP GUIDELINES

- ✓ Floodwater should be considered toxic; it carries sediment, sewage, oil, and other dangerous chemicals
- ✓ Remove any standing water to prevent further property damage
- ✓ While most damaged materials will need to be destroyed, do not dispose of anything unless authorized by your insurer
- ✓ Dispose of any wet materials which cannot be effectively cleaned or sanitized
- ✓ Single-service food prep and serving products must be destroyed
- ✓ Consider hiring a cleaning contractor for severe floods or where structural damage has occurred
- ✓ Use detergents to clean and sanitize floors
- ✓ Air dry affected areas
- ✓ Launder or dispose of any mops used

BLIZZARD

LEARN THESE TERMS

Winter Storm Watch: Severe winter weather is possible

Winter Storm Warning: Severe winter weather is expected

Blizzard Warning: Severe winter conditions may make driving dangerous or difficult

Travel Advisory: Severe winter conditions may make driving dangerous or difficult

Freezing Rain: Water that freezes when it hits the ground, coating roads and sidewalks

Frost/Freeze Warning: Temperatures are expected to dip below freezing

PREPAREDNESS MEASURES

- ✓ Keep salts, ice melt, sand, etc.
- ✓ Keep snow shovels and other equipment
- ✓ Winterize district vehicles, including:
 - ✓ Battery and ignition system
 - ✓ Thermostats, heaters and defrosters
 - ✓ Oil, antifreeze, brake pads and fluid
 - ✓ Windshields and windshield wipers
 - ✓ Headlights and brake lights
 - ✓ Pipes, exhaust systems, and filters
 - ✓ Snow tires, studded tires, or chains

IF YOUR DISTRICT IS UNDER ANY WINTER WEATHER WARNING

1. Conserve fuel and reduce driving
2. Ensure that staff stays hydrated and eats
3. Ensure no one overexerts themselves shoveling snow
4. Be mindful of frostbite, hypothermia and other cold weather health illnesses
5. Avoid driving except in emergency situations, especially at night or alone

IF YOU ARE STRANDED IN A VEHICLE

- ✓ Remain in your vehicle
- ✓ Activate hazard lights and distress flags
- ✓ Use anything available (mats, maps, blankets, etc.) for insulation
- ✓ Do not waste battery power; balance your needs on lights, heat, radio, etc.
- ✓ Huddle together with others to stay warm
- ✓ Conserve provisions, but eat and drink regularly
- ✓ Only leave the car once the weather clears

COLD WEATHER ILLNESS WARNING SIGNS

- ✓ Loss of sensation in extremities
- ✓ Unusually pale appearance
- ✓ Uncontrollable shivering
- ✓ Memory loss, slurred speech, or drowsiness
- ✓ Incoherence, exhaustion, and disorientation

If these symptoms are detected, get victims to warm location, remove wet clothing, and give them warm, non-alcoholic beverages until they can get medical care.

HAILSTORMS

LEARN THESE TERMS

Hail: Water or snow that grows to a large chunk of ice typically produced by thunderstorms and can be extremely damaging to property

Updraft: Wind movements that force hail back up into the atmosphere where it increases in size before ultimately falling to the ground

REMEMBER

- ✓ Hailstorms can disrupt electricity by damaging utility lines
- ✓ Colorado is part of what is called "Hail Alley," a region of the US with frequent hail
- ✓ Hailstorms are often accompanied by thunder, severe rain, and tornadoes
- ✓ Though rare, some severe hail can penetrate roofing and decks
- ✓ Even moderate hailstorms can severely damage automobiles, landscaping, roofing, and windows
- ✓ Even the mildest types of hail can cause severe injuries, especially if they lead to traffic accidents
- ✓ Hail stones can be immensely large, the largest on record was 7.9 inches in diameter and weighed 2 pounds
- ✓ Hail usually accompanies wind and thunder, so be prepared for all three

PREVENTATIVE MEASURES

- ✓ Trim dead branches and remove dead trees to reduce risk of falling debris
- ✓ Make sure building gutters, sewer grates, and drain pipes are clear
- ✓ Use hail resistant roofing materials in construction and when remodeling
- ✓ Ensure your facility's roof is in good condition and upgrade it if necessary to prevent more severe property damage
- ✓ Install storm shutters on any windows that are vulnerable to hail
- ✓ Use a special storage shed dedicated to sheltering lawn furniture, statues, and other vulnerable items

IF YOUR DISTRICT OR FACILITY SUFFERS A SEVERE HAILSTORM

1. Listen to the news for weather updates
2. If you have enough warning, bring furniture, grills, statues, and other objects that could be damaged or destroyed inside
3. Place as many vehicles in garages and car ports as possible
4. If you have vehicles you cannot garage, cover them in a tarp, cardboard, or any material that will absorb some of the impact from the hail stones
5. Stay inside and away from windows, ensuring that blinds and drapes are closed
6. Notify your insurer of any damages

PUBLIC RELATIONS CRISIS

REMEMBER:

- ✓ Beware of Information Asymmetry, when news about your district becomes public before you're aware that it has taken place
- ✓ Designate and train a Media Spokesperson, and a backup, to speak for your district to the media
- ✓ Designate someone to monitor social media to avoid Information asymmetry
- ✓ Not all negative media attention is a crisis

PREPARE:

- ✓ Fact sheets about your district and its mission
- ✓ Talking points to memorize for media questions
- ✓ Pre-written Frequently Asked Questions, web pages, and press releases to populate and distribute when needed
- ✓ Form a Crisis Communication Plan

IF YOUR DISTRICT IS SUBJECT TO NEGATIVE NEWS OR SOCIAL MEDIA ATTENTION

1. Notify district manager and legal counsel
2. Gather all relevant facts
3. Once you have information, respond first in the same outlet where the story initially broke (Twitter, newspaper, TV station, etc.)
4. Deploy your FAQ or fact sheet to the web and distribute them to staff and the media
5. Designate a staff member to maintain contact with civil authorities and coordinate information
6. Consider hiring a professional Public Relations firm to help cope and rebuild your reputation
7. Stay positive. If you can't answer a question, recast the issue discussing the district's mission, or expressing sympathy for any possible injuries without admitting fault or responsibility

DO:

- ✓ Ensure that staff have relevant facts, and can speak to key facts if asked at home or by friends
- ✓ Limit responses to individuals on social media to two—anything more becomes an 'argument'
- ✓ Limit the number of employees that talk to the news media, and prohibit them from commenting over social media

DON'T:

- * Say "no comment": If you can't answer, respond in a way that casts the district in a positive light
- * Lie, exaggerate, or deflect the truth since this will only make things much worse
- * Babble: Reporters may only use 10 seconds of an interview, so be brief and be clear so that your words cannot be misconstrued
- * Ignore social media: It can provide invaluable information and give you a powerful microphone

EMPLOYEE FATALITY

IF A DISTRICT EMPLOYEE DIES IN AN OCCUPATIONAL ACCIDENT:

1. Immediately call 911
2. Contact the individual's emergency contact and inform them that an accident has taken place (the police or hospital may have already done this, but be certain)
3. If the event is work-related contact OSHA (unless not required to by law)
4. Notify your insurer as soon as possible, they can help coordinate additional resources and offer additional guidance
5. Designate someone to meet with family members
6. Designate an individual to be the source of staff questions
7. Inform staff that details will be released after further investigation
8. Keep staff informed and be sensitive to the individual's family and friends
9. Ensure that only the district's designated Media Representative speaks to the press, if one is not designated, ensure that only management addresses the media

IF AN EMPLOYEE DIES FROM CAUSES UNRELATED TO WORK, OUTSIDE OF WORK:

1. Inform HR team, executives, or other leadership
2. Inform the rest of your staff, assuring them more information will come in time
3. Designate an individual to field staff questions
4. Coordinate appropriate condolence messages to the employee's family and ensure they are notified of any benefits

IMMEDIATELY AFTER THE INCIDENT

- ✓ Consider providing paid time off or flex time to individuals who witnessed a fatal occupational accident
- ✓ Ensure every staff member is familiar with your EAP, and consider making crisis counselors available
- ✓ Redirect communications regarding the incident to management
- ✓ Reassign the deceased staff member's critical work to others temporarily
- ✓ If there will be public funeral services, ensure as many staff members have the ability to attend as possible

IN THE FOLLOWING DAYS

- ✓ Send follow up message to staff with details and plan of action
- ✓ Ensure that HR staff have entered the death into the HRIS and have begun coordinating with any death benefits due to next of kin (life insurance, pension, workers' compensation, AD&D, etc.)
- ✓ Be sensitive to the worker's family and offer support and coordinate with them to collect any personal belongings the deceased may have left in the workplace

ACTIVE SHOOTER EVENT

REMEMBER:

- ✓ Active shooters usually plan their attacks well in advance
- ✓ These events often occur unexpectedly and may last 10 to 15 minutes
- ✓ They may have a familiarity with the area
- ✓ Create a response plan for active shooter events so that you can respond more quickly should one occur
- ✓ Your plan should include detailed evacuation information that needs to be communicated to all onsite staff

IF AN ACTIVE SHOOTER EVENT OCCURS AT YOUR FACILITY:

Every active shooting situation is different. Depending on the situation, utilize one of these three tactics:

1. RUN

- Remember your escape route
- Leave your belongings behind, nothing is worth saving
- Keep your hands visible so that if law enforcement arrives, they will know you pose no danger

2. HIDE

- Seek areas outside the shooter's view where you can get cover
- Block entry to your hiding places and lock doors if possible
- Silence your cell phones and remain as quiet as possible

3. FIGHT

- Fight only as a last resort and only if your life is in immediate danger
- Take action to incapacitate the shooter or disarm them
- Act with direct physical aggression and throw items at the attacker

REMEMBER: Call 911 only when it is safe. If you do, provide this information:

- Location and number of shooters
- Physical description of shooter(s)
- Number and type of weapon(s)
- Number of potential victims

WHEN LAW ENFORCEMENT ARRIVES:

1. Remain calm and follow instructions
2. Put down items in your hands (phone, etc.)
3. Raise your hands and spread fingers, keeping hands visible at all times
4. Avoid quick movements toward police
5. Avoid pointing, screaming, or yelling
6. Do not stop to ask police if you can help evacuate or contain the situation

AFTER THE INCIDENT:

1. Maintain a management presence onsite
2. Share information with your employees, they will have questions
3. Remember that most of your facility is now a crime scene. Cooperate with the police and do not remove or touch anything
4. Refer distraught employees to your EAP or crisis counselors

FIRE

PREVENTATIVE MEASURES

- ✓ Ensure that fire suppression systems and smoke detectors are in working condition
- ✓ Ensure that fire extinguishers are serviced regularly and are placed in well-marked locations
- ✓ Conduct regular fire drills and train your employees on how to respond to fire alarms, including where to rally during an evacuation
- ✓ Ensure no egress windows are nailed shut
- ✓ Never use flammable chemicals such as gasoline, propane, benzene, or naphtha while indoors
- ✓ Store flammable liquids in approved containers in well-ventilated storage areas
- ✓ Discard rags soaked in flammable liquids in exterior metal garbage containers
- ✓ Ensure electrical wiring and natural gas lines are up to code
- ✓ Inspect extension cords for damage
- ✓ Do not overload extension cords or outlets

REMEMBER

Small fires can become severe in seconds, and reach temperatures as high as 600° F

IF SMOKE IS DETECTED

- ✓ Notify management and begin a calm, orderly evacuation. If a cause cannot be ascertained, or smoke is severe, call 911

IN CASE OF FIRE AT YOUR FACILITY

1. Remain calm, call 911 and pull a fire alarm if one did not sound automatically
2. If it is safe to do so and you have multiple escape routes, try to put the fire out by using a fire extinguisher
3. If the fire is inside your structure there is considerable smoke, or lives are at risk, **EVACUATE THE BUILDING**
 - ✓ DO NOT open any doors with hot handles
 - ✓ In smoke filled areas, crawl low to the ground to avoid smoke or fumes
 - ✓ If your clothes catch fire, **STOP, DROP, AND ROLL**
4. Turn off gas valves and pumps where applicable
5. At your evacuation rally point, conduct a head count to ensure everyone has safely exited the building, including guests and contractors

ONCE THE FIRE HAS BEEN EXTINGUISHED

1. See to the medical treatment of any burn victims; call 911 if necessary
2. The fire department will remove the smoke
3. Assess the impact to your operations
4. Clean up water, mindful of electrical hazards
5. Report the incident to your insurer, documenting the incident as directed
6. Cooperate with any investigation into the cause of the fire conducted either by the fire department or your insurance company
7. Do not throw anything away unless you are authorized to do so by your insurance company

EARTHQUAKE

LEARN THESE TERMS

Earthquake: A sudden movement along a portion of the Earth's crust that causes tremors
Aftershock: An earthquake of similar or typically lesser intensity that follows the primary event
Fault: The fracture in the Earth's surface
Epicenter: The location of the seismic event, which could be deep underground
Seismic Waves: Vibrations that travel outward through the earth or water from the epicenter
Magnitude: The amount of energy released by the tremor as measured on the Richter scale

PROTECTIVE MEASURES

1. Ensure your buildings are up to code, including all wiring, water, and gas lines
2. Use flexible pipe fittings that are more resistant to ground movement
3. Maintain a well-supplied first aid kit and food and water supplies, even at work
4. Anchor all light fixtures, refrigerators, furnaces, vending machines, water heaters, and heavy furniture, etc.
5. Have a well-developed evacuation and recovery plan both at work and at home
6. Identify safe spots in every room and plan drills with your employees

IN CASE OF EARTHQUAKE

1. Remain calm
2. Attempt to take cover under a desk or table, or in a doorway, stay as low as possible and protect your neck with your hands, being mindful of falling objects
 - ✓ If driving, pull over as quickly and safely as possible and avoid trees, buildings, bridges, overpasses, and power lines
3. Keep away from windows, keeping turned away from them at all times
4. Stay away from objects that may collapse
5. Do not run outside
6. If outside, stay in an open area, avoid trees, buildings, bridges, and utility poles
7. If operating an appliance, turn it off at the first sign of tremor and get to safety

WHEN THE EARTHQUAKE HAS SUBSIDED

1. Check yourself and others for injuries
2. Call out to ask if anyone is injured or stuck and render assistance to those as needed
3. Assemble people in groups in safe spots
4. Determine whether evacuation is necessary, possible, or practical
5. Determine if there are hazards such as fires, downed power lines, roof collapse, broken glass, or natural gas leaks
6. If evacuation is necessary and safe, do so in an orderly fashion one person at a time, be sure to cover your mouth and nose to avoid inhaling dust and toxic fumes
7. Expect aftershocks, which can occur without warning and be stronger than the initial event
8. Do not touch or lean on any damaged structures
9. With earthquakes, expect that internet, phone, and electricity will be disrupted
10. Listen to battery powered radios for information from civil authorities

TORNADO

LEARN THESE TERMS

Tornado Watch: Tornadoes are likely. Be ready to take shelter. Listen to media advisories
Tornado Warning: A tornado has been detected in your area visually or with radar.
TAKE SHELTER IMMEDIATELY
Safe/Shelter Area: A room in your facility close to walls and support columns at the center of the building away from windows. Example: internal first floor rooms with concrete flooring or basement

THING TO REMEMBER

- ✓ Tornadoes may be transparent until they gather enough dust to become visible
- ✓ On average, tornadoes move from the southwest to the northeast, but they have been known to move in any direction
- ✓ Tornadoes typically move around 30 MPH but have been clocked at 70 MPH
- ✓ In Colorado, tornadoes are most common in spring and summer months east of the Rocky Mountains between 3 p.m. and 9 p.m., but they can occur anytime

IF A TORNADO WATCH IS ISSUED FOR YOUR AREA

1. If you don't have a designated Weather Monitor, assign a specific person to monitor the media or National Weather Service
2. Notify any personnel that are currently working, including those in the field or on site; order those in the field to return for the day or to closely monitor news reports so that they can take shelter when necessary
3. Review the safe areas of your facilities with all supervisors and employees
4. Provide flashlights and portable radios to all supervisors and managers

IF A TORNADO WARNING IS ISSUED FOR YOUR AREA

1. Close all doors and windows and move all guests and employees to designated shelter areas; **DO NOT GO OUTSIDE**
2. Check your facility to ensure all employees and guests have moved to a safe location
3. Turn off gasoline pumps, if applicable
4. If there is time, close and lock all cash registers and safes
5. Stay sheltered until the "all clear" signal is given

WHEN THE 'ALL CLEAR' SIGNAL IS GIVEN BY CIVIL AUTHORITIES

1. Inform all personnel of the message
2. If appropriate, allow employees to coordinate with their families
3. Establish control of your facility
4. **DO NOTHING THAT PUTS ANYONE IN DANGER**
5. Assess the building for damage, including:
 - a. Roof, windows, decking, etc.
 - b. Structural elements (walls, etc.)
 - c. Non-fixed assets (computers, etc.)
6. Notify district management and your insurer of any damage or injury

SUPPLY GUIDELINES

This page has several location and incident specific lists of recommended supplies.

These kits should be expanded based on the size of your household or workplace, your geographic location, and the nature of your organization or personal situation.

The sources for most of this information are the CDC, OSHA, and FEMA. For more information and guidance, refer to their websites, listed on the following page.

DO:

- ✓ Get emergency food you would eat under normal circumstances, like canned food, granola bars, candy bars, or packaged foods. These things are cheaper than freeze-dried rations and other expensive options
- ✓ Change out food supplies every six months to avoid spoilage
- ✓ Keep food in covered containers in a central location
- ✓ Keep cooking utensils clean, you may not be able to wash them if something happens
- ✓ Keep garbage in closed containers outside
- ✓ Keep hands clean by washing with soap
- ✓ Drink water from ice cubes or water heaters
- ✓ Drink the water from canned fruits or vegetables
- ✓ Discard food that has been exposed at room temperature for more than two hours
- ✓ Save spirits and high proof liquors as emergency disinfectants
- ✓ If available use grills to boil water for cooking, cleaning, or consumption, but use fuel sparingly

DON'T:

- ✗ Assume frozen food will be edible or accessible
- ✗ Ration water unless instructed to
- ✗ Drink water from boilers, water beds, toilets, swimming pools, or spas
- ✗ Drink fluid from canned food that is packed in anything other than water (such as brine or oil)
- ✗ Substitute alcoholic, carbonated, or caffeinated drinks for water
- ✗ Eat food comes into contact with floodwater
- ✗ Eat food has abnormal odor, color, or texture
- ✗ Eat foods from damaged from cans
- ✗ Let garbage accumulate indoors
- ✗ Use grills indoors or in garages

PERSONAL SUPPLY KITS

BASIC HOME DISASTER SUPPLIES

- Food: 3 to 14 day supply; canned food packed in water is a good option because it contains water you can drink
- Baby food (if applicable)
- Pet food (if applicable)
- Water: 3 to 7 day supply of 1 gallon per person, per day, including pets
- Radio and flashlight with extra batteries
- Manual can opener
- Candles, matches & waterproof containers
- Lanterns and batteries
- First aid kit and manual
- Whistles
- Spare blankets and pillows
- Cash
- Copies of insurance information
- Identification information
- Hard copy contact information for out of state relatives and friends
- Medical information (allergies, etc.)
- Heavy duty garbage bags

HYGIENE SUPPLIES

- Toilet paper, diapers, and baby wipes
- Hand sanitizer and moist towelettes
- Spare toothbrushes and toothpaste
- Spare shampoo, deodorant, and soap
- Disinfectants and household bleach
- Shovel for digging a latrine

MEDICAL SUPPLIES

- Aspirin and non-aspirin pain relievers
- Spare glasses and hearing aid supplies
- Antacid and anti-diarrhea medication
- Spare prescription drugs, especially asthma inhalers, insulin, seizure medicines, etc.

AUTOMOBILE DISASTER SUPPLIES

- First aid kit and manual*
- Road flares, jumper cables, tire jack, and distress flags
- Extra coat, shoes, gloves, and blankets
- Spare tires, if possible
- Food (avoid food that could attract pests)
- Water (at least few bottles)

WORK DISASTER SUPPLIES (PERSONAL)

- Food and water (keep some snacks at work)
- Spare shoes, coat, hat, and umbrella
- Extra medication and painkillers
- Spare personal hygiene items (deodorant, toothbrush, etc.)
- Cell phone charger and supplies
- Spare water bottle

WORKPLACE SUPPLY KITS

BASIC OSHA FIRST AID KIT

- 4"X4" & 8"X10" gauze pads
- Butterfly wound closures
- Adhesive bandages
- Triangular bandages
- 2" wide gauze roll bandage
- Adhesive tape
- Resuscitation equipment (pocket masks, resuscitation bag, etc.)
- Splints
- Latex gloves
- Elastic wrap
- Thermal blankets
- Ice or cold packs
- Wound cleaning agents (towelettes, sprays, creams, ointment, etc.)
- Scissors
- Sterile tweezers
- Directions for requesting assistance
- Basic first aid manual

Please note that these supplies should be scaled to fit the size of your staff. The listing above assumes a small workplace of only 2-3 employees.

WORK DISASTER SUPPLIES (INSTITUTIONAL)

- NOAA Weather Radio
- Flashlights and extra batteries
- Small battery or crank-powered radios
- Aspirin and non-aspirin pain relievers
- Duct tape
- Plastic sheeting
- Office scissors
- Appropriately supplied First Aid Kit (see above)
- Food and water (candy bars, water bottles, etc.)
- Sanitation items (toilet paper, hand sanitizer, etc.)
- Blankets and cushions (these items are also useful for a variety of medical emergencies)

PANDEMIC SUPPLY

- Spare personal protective equipment (gloves, surgical masks, etc.)
- Hand soap and paper towels
- Extra cleaning supplies (chlorine bleach cleanser, paper towels, rubber gloves, surface wipes, etc.)

PANDEMIC SUPPLY KIT (PER EMPLOYEE)

- Personal protective equipment (gloves, surgical masks, etc.)
- Hand sanitizer
- Facial tissue and surface wipes

This is a very basic list of recommended supplies. More exhaustive lists are available online at FEMA's preparedness website at ready.gov

SERVICE CONTACT INFORMATION

Compile a list of your district's local emergency services and contractors such as local police, fire, poison control, plumber, professional cleaning, electrician, construction, or other relevant services.

SERVICE	COMPANY / CONTACT	MAIN PHONE	EMERGENCY PHONE
POLICE DEPARTMENT			
FIRE DEPARTMENT			
POISON CONTROL			
PLUMBER			
ELECTRICIAN			
GAS COMPANY			
RESTORATION COMPANY			

COVERAGE INFORMATION

Compile a list of your organization's insurance carriers to ensure swift reporting of claims. Note that some claims must be filed within a specified reporting period after a covered event. Ask your agent or insurance company for more information. If you cannot fit all relevant information on this page, indicate where it can be found quickly.

LINE OF COVERAGE	BROKER / CARRIER	MAIN CONTACT PHONE	CLAIMS PHONE
PROPERTY			
LIABILITY (AUTO / GENERAL / POLLUTION)			
WORKERS' COMPENSATION			

EVACUATION GUIDELINES

LEARN THESE TERMS

Evacuation Order: Authorities have advised evacuation of an area due to imminent danger. Listen carefully to their instructions, they may include where to go and areas to avoid

Shelter-in-Place: Authorities have advised staying inside due to an imminent danger, listen carefully to their instructions

Emergency Binder: A binder which includes utility locations, insurance documents, personnel schedules, and contact info

Rally Point: Location(s) where your staff should gather following an evacuation

EMERGENCY BINDER CHECKLIST

- ✓ Copies of facility insurance policies and insurance contact information
- ✓ Up to date staff schedule (who should be onsite at any given time)
- ✓ Directions to your designated medical providers for employee injuries
- ✓ Phone numbers of service providers (electrician, plumber, etc.)
- ✓ Phone numbers of emergency service (local fire, police, poison control, etc.)
- ✓ Staff phone directory including management, and boards of directors
- ✓ Written locations of utility boxes

IF YOUR FACILITY IS IN AN AREA ADVISED TO EVACUATE

1. Follow the orders of civil authorities
2. If you have time, deactivate utilities and lock doors as appropriate to the situation
3. Grab the Emergency Binder to coordinate with employees in the field

LOCKDOWN AND EVACUATION TIPS

- Keep a copy of the Emergency Binder documents and all information written on this flip chart on a USB drive
- Locking doors and setting alarms is important, but in cases of imminent danger (flash floods, wildfires, tornadoes, etc.), don't risk your life to lock a door
- Make sure EVERY employee knows all of this information (except alarm codes)
- Encourage your employees to have preset evacuation plans with evacuation plans with their families
- For information regarding sheltering or evacuation in your area, text SHELTER + your Zip code to 43362 (4FEMA)

TEAM ASSIGNMENTS

Assign members of your team to handle key aspects of any emergency using the table below.

- The **Team Leader** should be a manager with the authority to make decisions for the district.
- The **Weather Monitor** should be an employee with TV/radio/internet access to monitor weather updates.
- The **Media Spokesperson** will be someone who can speak for the district to the media.
- The **Insurance Contact** should be an HR person or member of administration or management who can coordinate all contact information with insurance companies. Use the table below to identify these individuals.

EMERGENCY BINDER LOCATION(S)

RALLY POINT LOCATION(S)

ALARM PANEL LOCATION

NATURAL GAS VALVE LOCATION

MAIN WATER VALVE LOCATION

ELECTRICAL BOX LOCATION

ASSIGNMENT	EMPLOYEE NAME	POSITION	PHONE NUMBER
TEAM LEADER			
WEATHER MONITOR			
MEDIA SPOKESPERSON			
INSURANCE CONTACT			

WEB RESOURCES

DISASTER PLANNING WEBSITES

- FEDERAL EMERGENCY MANAGEMENT AGENCY
fema.gov
- HOMELAND SECURITY DISASTER READINESS SITE
ready.gov
- HOMELAND SECURITY CITIZENCORPS PROGRAM
citizencorps.gov
- INSTITUTE FOR BUSINESS AND HOME SAFETY
ibhs.org
- READY COLORADO
readycolorado.com

TRAVEL / WEATHER RELATED WEBSITES

- COLORADO DEPT OF TRANSPORTATION
cotrip.org
- INCIDENT INFORMATION SYSTEM
inciweb.nwcg.gov
- NATIONAL OCEANIC AND ATMOSPHERIC ADMINISTRATION
noaa.gov
- NATIONAL WEATHER SERVICE
nws.noaa.gov
- UNITED STATES FOREST SERVICE
fs.fed.us
- UNITED STATES GEOLOGICAL SURVEY
usgs.gov

HEALTH AND SAFETY WEBSITES

- AMERICAN RED CROSS
redcross.org
- CENTERS FOR DISEASE CONTROL AND PREVENTION
cdc.gov
- CDC INFLUENZA INFORMATION SITE
flu.gov
- OCCUPATIONAL HEALTH AND SAFETY ADMINISTRATION
osha.gov
- WORLD HEALTH ORGANIZATION
who.int



READY FOR ANYTHING

EMERGENCY AND DISASTER RESPONSE GUIDE



Colorado Special Districts
Property and Liability Pool

CIVIL UNREST

MENTAL HEALTH CRISIS

ARMED ROBBERY

BROKEN PIPES

NATURAL GAS LEAK

BUILDING COLLAPSE

MEDICAL EMERGENCY

BLOOD BORNE PATHOGENS

WORKPLACE VIOLENCE

BOMB THREAT

EXPLOSION

SUSPICIOUS PACKAGE

CHEMICAL SPILL

HAZARDOUS MATERIALS

GASOLINE SPILL

WATER BOIL ADVISORY

FOOD BORNE ILLNESS

PANDEMIC

LANDSLIDES

SUBSIDENCE

POWER FAILURE

CYBER ATTACK

MALWARE / RANSOMWARE

PHISHING / SOCIAL ENGINEERING

NUCLEAR ATTACK

RADIOLOGICAL EVENTS

TERRORIST ATTACK

SEVERE THUNDERSTORM

WILDFIRE

HEAT WAVE

FLOOD

BLIZZARD

HAILSTORMS

PUBLIC RELATIONS CRISIS

EMPLOYEE FATALITY

ACTIVE SHOOTER EVENT

FIRE

EARTHQUAKE

TORNADO

CHECKLISTS AND GUIDELINES