

Cheesman Tower West

1200 Humboldt St.

Denver, CO 80218

Emergency Action Plan

September 1, 2015

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PLAN, DON'T PANIC

Panic is a sudden, unreasoning terror, often spreading quickly and accompanied by mass flight. Panic is caused by fear; the causes of this fear may be real or imagined. A fleeing crowd may be enough to suggest the presence of something to fear. Once panic has spread within a group, it may be difficult to control the situation. Attempting to reason with such a crowd may be futile but assuming leadership and distracting key members may help.

PANIC DETERRENTS

- Be prepared BEFORE an emergency occurs: training, knowledge, and experience are key factors in preventing panic. Familiarize yourself with the emergency procedures outlined in this document.
- Get answers to your concerns and questions, before an emergency.
- Ensure beforehand that there are no physical obstructions to a safe evacuation, such as blocked exit doors or passageways or poorly marked exits.

PANIC CONTROL

- Remain calm.
- Follow the procedures outlined in this document (unless Fire or Police Department officers tell you otherwise).
- Exert positive leadership: if giving instructions or information, do so calmly; demonstrate decisiveness.
- Eliminate unrest: dispel rumors; suggest positive actions; indicate **what to do**, rather than what not to do.

These panic control recommendations are offered as a guide. In the final analysis, it is entirely up to you to plan ahead, react properly, and control panic.

ONE-PAGE SUMMARY

EMERGENCY NUMBERS

Fire, medical, or police emergency	911
Poison Control	303-629-1123
Xcel to report a gas leak	1-800-895-2999
Cheesman Tower West (CTW) Office	303-832-7454
Weststar Management	720-941-9200, Ext. 1

BASIC GUIDELINES

1. Avoid panic and indecision by planning ahead.
 - For short-term emergencies, possibly accompanied by power outages: Know that the battery-powered emergency lights last about 90 minutes and elevators may be out of service for a day or more, even after power is restored. Keep your cell phone charged. Always have flashlights, lanterns, and batteries, bottled drinking water, and food that doesn't require cooking on hand.
 - For longer-term emergencies, where you may be out of the building for a period: Think ahead about places you might stay, friends and relatives willing to assist you, and pet boarding facilities. Keep copies of prescriptions handy and originals or copies of important papers up to date in a safe deposit box or other off-site location. Consider having off-site computer backup.
 - If you must take items (such as a medication supply) when evacuating, keep them in an emergency bag near your door so you have no delay at all in exiting.
2. Evacuate the building using your nearest accessible stairwell (*not* the elevator) when you believe *you are in danger staying where you are and/or you get any of the following notifications*:
 - The fire alarm is sounding.
 - You are instructed to evacuate by the One Call Now notification system, by emergency personnel, by CTW or management company staff, or by a Board member.
 - You are advised to evacuate by an emergency notification on radio or television.Emergencies might involve, for example, fires, explosions, earthquakes, gas leaks, toxic material releases, or civil disturbances.
3. If you need help with the stairs, wait on the landing of the closest stairwell for emergency personnel assistance.
4. Do not re-enter the building until the Fire Department or other responsible agency announces that the building has been returned to normal operations and is safe for re-entry.
5. In the event of a tornado warning, shelter in the building basement (if you have time) or in the hallway on your floor. Crouch down; cover your head and neck with your arms.
6. In the event of an earthquake, *immediately drop* to the floor; take *cover* under a nearby heavy table or desk (or cover your head and neck with your arms); *hold on*.
7. If you smell natural gas, do not make a spark by using your phone, turning anything on or off, or closing anything. Evacuate the building; then call Xcel at 1-800-895-2999.
8. A fire extinguisher is located in a wall-mounted cabinet at the opposite end of the hallway from the elevators on floors 1 to 15 and extinguishers are also located in the parking garages. Fight a fire only when it is small and you have a clear exit behind you.

INTRODUCTION AND PURPOSE

To prepare for possible emergencies, the Cheesman Tower West (CTW) building management works closely with Denver's Fire and Police Departments to evaluate conditions, anticipate potential risks, and develop and maintain a comprehensive Emergency Action Plan. The Emergency Action Plan focuses on the safety and life preservation of CTW occupants, employees, and visitors.

The procedures described in this document are intended to

- Prepare you for an emergency that might occur while you are inside Cheesman Tower West.
- Provide clear instructions on the actions required during an emergency.
- Establish a command structure for emergencies.
- Establish a decision-making process to be followed during an emergency.
- Establish effective lines of communication.

Adherence to these procedures will help to reduce the potential for injury in the event of an emergency.

While any emergency occurring in Cheesman Tower West could pose unique problems for building occupants and emergency personnel, thorough training in emergency procedures and responsibilities can help to minimize panic and aid in a safe and efficient response.

To ensure the safety of CTW occupants, the procedures in this manual **MUST BE FOLLOWED** unless Fire or Police Department officials direct otherwise.

The importance of this document cannot be overemphasized. While it is understood that this plan cannot address every possible emergency situation, plan guidelines should be followed as closely as circumstances allow.

EMERGENCY CONTACT INFORMATION

Fire, medical,* or police emergency	911
Poison Control	303-629-1123
Xcel to report a gas leak	1-800-895-2999
Cheesman Tower West (CTW) Office	303-832-7454
Weststar Management	720-941-9200, Ext. 1

***Please note:** *Denver has a two-tier medical emergency response system. First the Fire Department will arrive and soon after an ambulance will arrive. If possible, both Fire Department personnel and paramedics should be met and escorted to the location of the person requiring medical attention.*

ELECTRICITY AND GAS MASTER SHUT OFF LOCATIONS

The master electricity shut off, clearly marked, is in the Fire Command Center in the basement.

The master gas shut off is on the gas meter, which is located outside the building on the west wall (the Humboldt Street side of the building).

BUILDING SURVEY

Cheesman Tower West is a 14-story building with one underground basement and garage level and two additional garages on the first floor level. It was built in 1965. The building is concrete twin tee and brick construction and includes an updated life safety system constructed in accordance with the Denver Fire Code requirements. The primary components of the building's life safety system are described in this document (see pages 8–10).

SAFETY PERSONNEL AND ASSIGNED TASKS

Cheesman Tower West has the following personnel on staff:

- An office manager who works 9:00 a.m. – 6:00 p.m. Monday to Friday
- A building superintendant who works 8:00 a.m. – 4:00 p.m. Monday to Friday
- Property management personnel on call 24 hours a day, 7 days a week

Staff members are oriented through manuals and on-site materials to assure understanding of certain life safety procedures.

COMMUNICATION EQUIPMENT AND SYSTEMS

Communication with building occupants is critical in an emergency situation. Cheesman Tower West has the following systems and personnel:

- Audible alarms that sound for heat and smoke detector activation and for sprinkler and pull station activation (see pages 8–10 for descriptions of these systems).
- The One Call Now notification system, which may be used by CTW staff, Board members, or building management company staff, when possible. *With regard to emergency situations and on the advice of legal counsel, we remind you that no system is perfect. The One Call System is nothing more than a collection of technologies which rely on some level of human interaction. The Association cannot guarantee that the One Call System will perform perfectly in every emergency situation. Events could transpire which might prevent the system from functioning properly. The Board reminds you to always use your best judgment and respond if a fire alarm sounds.*
- The CTW office manager and the building superintendent when they are on duty (as described earlier on this page).
- An emergency elevator phone that connects to the elevator service company.
- An emergency (911 only) phone located in the pool area.

ONE CALL NOW NOTIFICATION SYSTEM

The One Call Now notification system may be used in an emergency situation. CTW staff, Board members, or building management company staff may be called on to use the system to notify occupants that an emergency exists or that an emergency situation has been resolved.

It is important to avoid confusion when communicating via this system.* Speak slowly and clearly when recording the message to be delivered. Maximum message time is 45 seconds.

***Please note:** *Certain phrases have been proven to cause confusion and should be **avoided**: “all clear,” “false alarm,” “no need to evacuate,” and “standby.”*

EVACUATION AND RELOCATION

IN THE EVENT OF A FIRE DO NOT USE THE ELEVATORS.

Please note: *Each floor has two stairwells. The Denver Fire Department requests that CTW occupants **use their closest stairwell** as their primary evacuation route. If the closest stairwell is inaccessible, then use the other stairwell to exit.*

A variety of emergencies, both man-made and natural, may require an evacuation. These emergencies include, but are not limited to, fires, explosions, earthquakes, toxic material releases, and civil disturbances. (For tornadoes, see page 15 for instructions on sheltering inside the building.)

In the event of an evacuation, all occupants should exit the building as quickly as possible, using their closest accessible stairwell, and gather in Cheesman Park to the east of the walking path. When there is danger of an explosion or falling objects, the gathering place will be the gazebo near the bus stop in the north end of the park and occupants exiting by the back door should go around the block to get to the north end of the park and should not risk walking past the building.

WHEN TO EVACUATE

Evacuate the building if you believe YOU ARE IN DANGER STAYING WHERE YOU ARE AND/OR YOU GET ANY OF THE FOLLOWING NOTIFICATIONS:

- The fire alarm is sounding.
- You are instructed to evacuate by the One Call Now notification system, by emergency personnel, by Cheesman Tower West staff, or by a Board member.
- You are advised to evacuate by an emergency notification on radio or television.

STAFF AND BOARD EVACUATION ANNOUNCEMENTS

CTW staff, Board members, and/or building management company staff will issue a notification to evacuate only when

- They are instructed to do so by emergency personnel.
- They believe they need to do so to protect the health and safety of everyone in the building.

When a member of the CTW staff, the Board, or the management company must make an evacuation announcement using One Call Now, he or she should

- Remain calm.
- Speak slowly and clearly.
- Use the following recommended announcement:

This is [state your name]. This is an emergency evacuation announcement. Please exit immediately through your closest accessible stairwell and out of the building. If you are in need of assistance, wait on the stairwell landing for emergency personnel assistance.

ESCAPE ROUTE PLANS

Emergency evacuation escape route plans are posted in key areas in the building. All employees and occupants are to be educated concerning these plans.

EVACUATION PROCEDURES

- **DO NOT use the elevators.**
- Use the closest accessible stairwell.
- If you need assistance, wait on the landing of the closest stairwell for emergency personnel assistance.

RE-ENTRY TO BUILDING AFTER AN EVACUATION

No one is to re-enter the building for any reason until the Fire Department or other responsible agency has declared that the building is safe for re-entry.

CTW staff, Board members, and management company staff should use the following One Call Now announcement once the building is safe for re-entry:

This is [state your name]. We have investigated the alarm. The Fire Department is returning our building to normal operations.

INDIVIDUALS WITH IMPAIRED MOBILITY

To increase the safety of mobility-impaired occupants, CTW maintains a comprehensive, confidential “Emergency Mobility Assistance” list of individuals who may need such help. This list, clearly marked with the date the list was last updated, is to be kept in a file in the CTW Office and also *posted in the Fire Command Center* at all times for use during any type of emergency. This list includes

- The name of each person who needs assistance
- The floor and unit where he or she lives
- The nature of the physical challenge
- Where she or he will remain while waiting for rescue by the Fire Department.*

Individuals who need assistance are urged to give their information promptly to the CTW Office for inclusion on this list and to keep their information current.

**Please note: The Fire Department asks that individuals needing assistance wait on the landing of the stairwell nearest to their unit. If there is no immediate danger on their floor and it is safe to do so, individuals with wheelchairs are asked to wait in the hallway next to the stairwell door until people descending from the upper floors have gone past.*

FIRE PROTECTION EQUIPMENT AND SYSTEMS

FIRE DEPARTMENT ACCESS

The Fire Department’s Knox-Box key vaults contain sets of emergency access keys, which are tagged and updated as needed. CTW has one Knox-Box, located on the north wall of the exterior front entrance.

SMOKE AND HEAT DETECTORS AND ALARMS

CTW is equipped with an automated early warning fire detection system that notifies CTW's fire alarm monitoring company and sounds an alarm for building employees and occupants. The components of the system include smoke and heat detectors and audible alarms. In the event heat or smoke is detected in a hallway or other common area, an alarm is transmitted to the building's Fire Command Center (located in the basement) and an audible alarm sounds on every floor. In addition, an automatic alarm is transmitted to the alarm monitoring company, which then notifies the Fire Department.

The location of the detector that triggered the alarm is displayed on the master control panel in the Fire Command Center and on an enunciator panel in the entry lobby.

In addition, a battery-operated smoke detector installed by CTW is located in each residential unit. (These unit smoke detectors are *not* connected to the building's alarm system.) By order of the Denver Fire Department, all these battery-operated smoke detectors are tested twice a year and batteries replaced once a year. When a unit's smoke detector is activated, an audible alarm sounds in that unit. Some units may have additional owner-installed detectors; unit residents are responsible for changing the batteries in additional detectors.

The following responses occur when a smoke or heat detector in a hallway or other common area is activated.

At All Times

- An audible alarm sounds on each floor and in the Community Room and the Exercise Room.
- An automatic alarm is transmitted to the alarm monitoring company (this is a general notification that an alarm has been triggered); the company calls the Fire Department.
- The master control panel in the CTW Fire Command Center and an enunciator panel in the entry lobby identify the location where the detector was activated.

In Addition, During Staff Hours

- The alarm monitoring company calls the CTW Office to confirm that staff is responding.
- The staff person in the CTW Office will assist Fire Department personnel when they arrive.

When will the audible alarm shut off?

- The fire alarm will sound until the Fire Department silences the alarm.
No attempt should be made to silence any alarm.

Will the lobby and Fire Command Center fire panels automatically reset?

- No.

Who should reset them?

- No CTW staff, occupant, or visitor should attempt to reset any alarm or fire control panel at any time; all alarms must be reset by the Fire Department.

HEAT DETECTOR LOCATIONS

Heat detectors are located in the electrical equipment rooms, boiler room, chiller room, and elevator control room (on the roof).

FIRE SPRINKLERS

Fire suppression sprinkler heads are located in the basement and the Humboldt Street Garage only. The fire suppression sprinklers are activated by heat or flame. When the sprinklers are activated:

- An audible alarm sounds on every floor.
- An automatic alarm is transmitted to the alarm monitoring company (a general notification of alarm); the company calls the Fire Department.

Location of Sprinkler Control Valves

- Sprinkler control valves are located in the dumpster room in the southwest corner of the basement.

FIRE ALARM MANUAL PULL STATIONS

- Fire alarm manual pull stations are installed on each floor near the stairwells.
- To activate the alarm, pull down on the handle.
- Once activated, an alarm will sound on each floor.
- An automatic alarm is transmitted to the alarm monitoring company (a general notification of alarm); the company calls the Fire Department.

FIRE EXTINGUISHERS

- A fire extinguisher is located in a wall-mounted cabinet at the opposite end of the hallway from the elevators on floors 1 to 15.
- There are 5 fire extinguishers in the Humboldt Street Garage, 2 in the 12th Avenue Garage, and 1 in the North Garage.
- There is 1 fire extinguisher located in the pool area.
- Extinguishers are checked once a year by a certified technician.

Use of Extinguishers

- If the fire is small and users know how to operate them, these extinguishers may be used by building occupants and personnel.
- Only fight a fire when it is small and has not spread to other areas and when you have a clear exit behind you.

FIRE STANDPIPE VALVES

- Fire standpipe valves are located inside the fire extinguisher cabinets at the south end of each hallway. These valves are supplied by vertical standpipe risers. In the event of an emergency, water under extremely high pressure is provided to the standpipes by the building fire pump and/or Fire Department pumps.

EMERGENCY LIGHTING SYSTEM

In the event of a power failure, battery-powered emergency lights will provide light for approximately 90 minutes to the following areas:

- Stairwells
- Exit lights
- Exit corridors
- Common areas

ELEVATORS

WHEN THE FIRE ALARM SOUNDS

- **In the event of a fire, do not attempt to use the elevators.**
- When a fire alarm is activated, both elevators automatically travel to the first floor and open for **Fire Department use only**.

WHEN AN ELEVATOR MALFUNCTIONS

In the event of an elevator malfunction, people using the elevator may be unable to exit.

If You Are Trapped in an Elevator

- Press the “Push for Alarm” button located on the left-hand side of the elevator control panel just below the floor buttons (a green “Alarm Received” light will illuminate on the lower part of the panel). This audible alarm alerts staff in the building to your situation. If you get no response within 5 minutes, proceed to the next step and call the service company for help.
- If necessary, use the telephone located in the elevator to call the service company for help. **To use the phone:**
 - Push the “Call” button ONCE. It is located in the lower center part of the panel.
 - You will hear a dial tone (the speaker is located above the Call button).
 - A red “Call in Progress” light, to the left of the Call button, indicates that the elevator service company is being called.
 - The service company operator will respond.
 - Two-way voice communication is now possible.
 - **Do not push the Call button a second time unless your call is disconnected.**
 - Inform the service company operator of your location.
- Do not try to force the elevator doors to open.
- Unless specifically instructed by emergency personnel, never attempt to exit the elevator between floors.
- Relax and stay calm until help arrives. It may take approximately half an hour from the time of your call for help to arrive at your location.

WHEN FIRE DEPARTMENT ASSISTANCE IS NEEDED

Call 911 for rescue assistance only when

- The ability to communicate with the trapped person (or persons) is lost.
- The trapped person requests that 911 be called.
- There is a medical emergency (panic may be a medical emergency).
- There is an environmental emergency (fire, chemical spill, bomb threat, etc.).
- The individual cannot be removed through the elevator door and/or under his or her own power.
- CTW personnel, the elevator service company, or the elevator mechanic deem it necessary to call 911.
- Due to weather or other conditions the elevator company's response time will be longer than 30 minutes.

SPECIFIC SITUATIONS

MEDICAL EMERGENCY

**Please note: Denver has a two-tier medical emergency response system. First, the Fire Department will arrive and soon after an ambulance will arrive. If possible, both Fire Department personnel and paramedics should be met and escorted to the location of the person requiring medical attention.*

In the event of a medical emergency:

- **Call 911** and provide the following information:
 - The nature of the medical emergency
 - The location of the emergency (street address, building name, location inside the building).
 - Your name.
 - Any additional details you have about the medical emergency.
- **DO NOT hang up until the 911 operator requests that you do so.**
- **DO NOT attempt to move the patient** unless they cannot remain where they are without further endangering their life.
- During office hours, notify the CTW Office (303-832-7454) of the location of the emergency.
- Stay calm and wait for emergency personnel to arrive.

During CTW Office hours, a staff member shall

- Open the lobby door for Fire Department and ambulance personnel. Each group must be met and directed to the medical emergency.
- Restrict the use of one elevator to Fire Department and ambulance personnel.

NATURAL GAS EMERGENCY

Please follow these guidelines when a natural gas odor is detected in the building (note that a gas line exists on each floor because the dryers are gas heated).

- IMMEDIATELY evacuate out and away from the building.
- DO NOT use the elevator: evacuate through the nearest stairwell.
- DO NOT use your phone, turn anything on or off, or close anything.
- IMMEDIATELY EXTINGUISH all smoking.
- From a safe area outside the building, call 911 and identify yourself and where you detected the odor.
- From a safe area, notify Xcel Energy, Natural Gas Division (1-800-895-2999).
- From a safe area, notify the CTW Office (303-832-7454) or, if the office is unavailable, the building management company (720-941-9200).
- UNDER NO CIRCUMSTANCES is anyone to return to the building for any reason until the Fire Department has returned the building to normal operations.

ENVIRONMENTAL EMERGENCY

An environmental emergency is any situation where hazardous materials have been spilled and these materials are known or suspected to pose a health risk when not contained.

- Evacuate the affected area.
- From a safe location, notify the Denver Fire Department by calling 911.
- Notify the CTW Office (303-832-7454) or, if the office is unavailable, the building management company (720-941-9200).

FLOODING

- DO NOT touch any electrical equipment, including but not limited to light switches and outlets.
- Move to a safe area.
- Call 911 for rescue or medical emergencies.
- Notify the CTW Office (303-832-7454) or, if the office is unavailable, the building management company (720-941-9200).

POWER OUTAGES

The battery-powered emergency lights in the hallways and stairwells will last for about 90 minutes. The elevators will not function and may also be out of service for a time after power is restored if they need to be reset. Be prepared for both short-term and longer-term power outages resulting from utility company equipment malfunctions or from the emergency situations described in this plan:

- Have battery-powered flashlights and lanterns on hand, check and replace batteries periodically, and have extra batteries on hand. Rechargeable emergency lights are useful for brief outages. Hand crank-powered flashlights and radios may be useful during

longer outages. Always take a flashlight and cell phone with you when you leave your unit during a power outage.

- Be aware that phones with cordless handsets will not work during outages. If you do not have a landline phone (with a cord from the handset to a telephone wall jack), keeping your cell phone charged at all times is a good precaution.
- Keep refrigerator and freezer doors closed to keep food cold.
- In cold weather wear layers of clothing to keep in body heat; in hot weather drink plenty of fluids to help prevent heat-related illness.
- Keep some bottled water (1 gallon per person per day) and some food that can be eaten without being cooked on hand in case a power outage coincides with bad driving conditions and it's safest to stay in place for a day or two. If you have one of the small propane grills allowed on CTW balconies, use it outdoors; NEVER use it indoors.
- If mobility issues prevent you from using the stairs to get to and from your unit, make a plan for what you would do (a place to stay; friends and neighbors willing to assist) if the elevators are out of service for more than a few hours.

It's also a good idea to have surge protectors on sensitive equipment (TVs, computers) to protect against possible power spikes (when power is restored, for example). For information on the likely duration of power outages, call Xcel Energy at 1-800-895-1999.

SUSPICIOUS INDIVIDUALS

If you witness any criminal activity in progress in or near the building or are concerned for your immediate safety or the safety of others, call 911. If there is no immediate threat but you are suspicious of certain behavior, call the non-emergency police number (720-913-2000). Then inform the CTW Office (303-832-7454) or, if the office is unavailable, the building management company (720-941-9200) of your call.

Know what to do when you see a stranger in the building who is looking around or doesn't seem to have a clear destination. If you feel any concern at all about your personal safety, just go to your unit and call the CTW Office to report where the person is and what he or she is doing. If you feel comfortable with speaking to the person, take these steps:

- Address the person in a non-threatening manner. The best thing to say is, "May I help you?"
- If the person is looking for a particular resident, ask him or her, politely, to go to the building lobby and call that resident on the lobby phone, so the resident knows a visitor is on the way. Accompany the person to the lobby if you are comfortable with doing so. Do not give other residents' unit numbers or phone numbers to strangers.
- If the person ignores you or refuses to answer you, never attempt to argue with or restrain him or her. Remove yourself from the situation and call the CTW Office or the management company to report the person's presence.
- If the person becomes confrontational, remove yourself from the situation and call 911. Then call the CTW Office or the management company to report your call.

TORNADOES

Definition of “Tornado Watch”

If a “tornado watch” is announced for Denver, this means that tornadoes are expected in or near our area. Keep your radio or television tuned to a local station for information and advice from the weather service and local government. Keep an eye on the sky. If you see a revolving, funnel-shaped cloud, immediately report it by calling 911.

Definition of “Tornado Warning”

If a “tornado warning” is issued for Denver, it means that a tornado has actually been sighted or has been identified by radar and may strike in our vicinity. Public warning will come via the local radio and television stations and/or the Denver outdoor warning sirens.

Actions to Take Immediately

The Cheesman Tower West basement will provide the best protection during a tornado. If you hear a warning siren and/or tornado warning announcement and time permits, please proceed to the basement.

- Shut doors behind you as go.
- Do not use the elevators.
- Do not stop on the first floor and do not go outside.

If you must remain on your floor:

- Get away from the building’s exterior walls and glass surfaces. If time permits, close window coverings.
- Go to the center of the building, to the hallway or a stairwell; shut doors behind you as you go.
- Sit down and protect yourself by putting your head as close to your lap as possible or kneel down and cover your head and neck with your arms.

Keep your radio or TV tuned to a local station for information.

EARTHQUAKES

When an earthquake occurs, the ground will shake for anywhere from a few seconds to a minute (in a great earthquake).

Actions to Take Immediately

- Immediately **drop, cover, and hold on**. Most earthquake injuries come from flying or falling objects (such as TVs, lamps, glass, or bookcases). Drop to the floor. If there is nearby cover (a sturdy table or desk, for example, but not a doorway), crawl under it, or just cover your head and neck with your arms. If your hands are free, hold on to the table or desk.
- DO NOT run for the exits. Stairways may be broken or jammed. Power may fail and elevators may stop operating.

- Seek safety where you are at the time of the incident, then leave calmly if evacuation is necessary afterward; try to remain calm throughout and reassure others.

Actions to Take Afterward

After the earthquake, the electricity may go out; fire, burglar, and car alarms may start ringing; and sprinkler systems may go on. You may hear the sound of breaking glass and falling objects.

- Fire danger is high after an earthquake. Be familiar with fire procedures for your location. Assess your surroundings for fire danger.
- Remain calm and take time to assess your situation.
- Seek medical help (911) for those in need.
- DO NOT turn electrical appliances or switches on.
- DO NOT touch power lines or electrical wiring, or objects in contact with them.
- When it's safe to do so, check for damage to utilities and appliances. Shut off the electricity in your unit if there is any possibility that wiring has been damaged.
- When it's safe to do so, shut off water lines in your unit if breakage has occurred.
- If you detect a natural gas odor, vacate the area immediately. DO NOT activate any device that could produce a spark, such as light switches or phones (including cell phones). Once in a safe area, away from the building, call Xcel at 1-800-895-2999 to report a natural gas leak.
- Do not use the telephone except to call for help, to report serious emergencies (medical, fire, or criminal), or to perform an essential service. Jammed phone lines interfere with emergency services.
- Listen to the radio for information about earthquake and disaster procedures.
- Exercise great caution when entering or moving about in a damaged building. When in doubt – don't.

No set of rules can eliminate all earthquake danger. However, damage and injury can be greatly reduced by following the simple rules outlined above.

HOSTAGE SITUATION

Report any situation involving hostages to the Denver Police Department by calling 911.

Helpful Information for the Police

- The number of persons holding the hostages and their physical descriptions.
- Whether any weapons are involved.
- The number of hostages and their location.

BOMB THREAT

Basic Staff and Board Responsibilities

- A copy of the bomb threat checklist is to be kept in the CTW Office and easily accessible for CTW staff and Board members.
- Staff and Board members should be familiar with the procedures to follow and the checklist.

Bomb Threat Emergency Procedures for Staff

Telephone threats

- Ask the questions on the bomb threat checklist.
- Call 911.
- Move yourself and others to safety. Evacuate the building if told to do so.
- Complete the checklist.
- Notify Board members and the building management company.
- Do not make statements to any media.

Written threats

- Call 911.
- Avoid handling the written threat.
- Move yourself and others to safety. Evacuate the building if told to do so.
- Notify Board members and the building management company.
- Do not make statements to any media.

Suspicious packages or warning of such

- Call 911.
- **Do not handle the package.**
- Clear the immediate area. Evacuate the building if told to do so.
- Notify Board members and the building management company.
- Do not make statements to any media.

Evacuation

Police and/or fire personnel will determine if there is a need to evacuate. Follow the evacuation procedures outlined earlier.

- DO NOT use the elevators.
- Exit the building using the closest stairwell and direct exit to the outside.
- DO NOT take time to gather valuables, personal, or business items.

BOMB THREAT BY TELEPHONE CHECKLIST

FILL OUT AS FULLY AS POSSIBLE DURING AND AFTER CALL

Date: _____

Name and position of person taking call: _____

Telephone number call came in on: _____

1. When is the bomb set to explode? _____
2. Where is the bomb located? _____
3. What does the bomb look like? _____
4. What type of bomb is it? _____
5. What will cause the bomb to explode? _____
6. Did the caller place the bomb? _____
7. Why did the caller place the bomb? _____

8. What is the caller's name and address? _____

9. Caller's Gender ____ Age ____ Race ____
10. Length of call _____

DESCRIPTION OF CALLER'S VOICE (Check all that apply)

- | | | | |
|----------------------------------|--|---|------------------------------------|
| <input type="checkbox"/> Calm | <input type="checkbox"/> Laughing | <input type="checkbox"/> Lisp | <input type="checkbox"/> Disguised |
| <input type="checkbox"/> Angry | <input type="checkbox"/> Crying | <input type="checkbox"/> Raspy | <input type="checkbox"/> Accent |
| <input type="checkbox"/> Excited | <input type="checkbox"/> Normal | <input type="checkbox"/> Deep | <input type="checkbox"/> Familiar |
| <input type="checkbox"/> Slow | <input type="checkbox"/> Distinct | <input type="checkbox"/> Ragged | <input type="checkbox"/> Loud |
| <input type="checkbox"/> Slurred | <input type="checkbox"/> Rapid | <input type="checkbox"/> Nasal | <input type="checkbox"/> Soft |
| <input type="checkbox"/> Stutter | <input type="checkbox"/> Clearing throat | <input type="checkbox"/> Deep breathing | |

If voice is familiar, who did it sound like? _____

BACKGROUND SOUNDS

- | | | | |
|--|---------------------------------------|----------------------------------|--|
| <input type="checkbox"/> Street noises | <input type="checkbox"/> House noises | <input type="checkbox"/> Factory | <input type="checkbox"/> Local call |
| <input type="checkbox"/> Motor | <input type="checkbox"/> Machinery | <input type="checkbox"/> Office | <input type="checkbox"/> Long distance |
| <input type="checkbox"/> Kitchen | <input type="checkbox"/> Voices | <input type="checkbox"/> Animals | <input type="checkbox"/> Phone booth |
| <input type="checkbox"/> PA system | <input type="checkbox"/> Clear | <input type="checkbox"/> Music | <input type="checkbox"/> Static |

THREAT LANGUAGE/ACCENT: _____

- | | | | |
|--------------------------------------|---|-------------------------------------|-------------------------------------|
| <input type="checkbox"/> Well-spoken | <input type="checkbox"/> Foul | <input type="checkbox"/> Incoherent | <input type="checkbox"/> Irrational |
| <input type="checkbox"/> Taped | <input type="checkbox"/> Message read by threat maker | | |

REMARKS:

ADDITIONAL INFORMATION

UTILITY COMPANY EMERGENCY CONTACTS

Electric	1-800-895-1999 (Xcel)
Elevator	1-303-792-3423 (KONE)
Gas	1-303-457-4194 (Continuum)
HVAC	303-355-9696 (RK Mechanical)
Plumbing	303-916-6226 (Quality First Plumbing)

TRAINING FOR EMPLOYEES AND BOARD MEMBERS

Employee training is provided when (a) the plan is initiated; (b) the staff members' required actions and responsibilities change; (c) the plan is changed, in whole or in part; (d) new employees begin their duties; (e) refresher training is scheduled or needed.

Items to Be Reviewed During Training

- Emergency evacuation procedures
- Emergency routes
- Fire extinguisher locations and training
- Major workplace fire hazards
- Fire prevention practices
- Means of reporting fire and other emergencies
- Name and titles of emergency contacts
- Alarm systems
- Proper housekeeping
- Tornado procedures
- Location of major utilities

Board member training is provided in using the One Call Now system, means of reporting fires and other emergencies, and using the Bomb Threat Checklist. This training may be conducted during regularly scheduled Board meetings.

FIRE DEPARTMENT INSPECTIONS

To reduce the chance of fire occurring in Cheesman Tower West, Denver Fire Department personnel periodically conduct fire prevention inspections in compliance with City and County of Denver ordinances.

During these inspections, Fire Department personnel

Inspect the condition and usability of means of exiting the building, life safety systems, interior finishes, emergency lighting, exit signs, and fire doors.

Check for accumulations of combustible trash and debris, storage practices, maintenance procedures, and the safe operation of building utilities.

Verify the proper installation, operation, and maintenance of fire protection features, systems, and appliances in the building. This includes verification of current inspections and maintenance by authorized companies of all fire protection systems, appliances, and features.

In addition, the Fire Department reviews the Emergency Action Plan to ensure that it is up to date. In some cases, in order to evaluate plan effectiveness, the Fire Department may request and witness an emergency evacuation drill.