EMERGENCY SECURITY PROCEDURES
BOMB THREAT WORKCARD

QUESTIONS TO ASK

1. When is the bomb due to explode?
2. Where is the bomb located right now?
3. What does the bomb look like?
4. What kind of bomb is it?
5. What will cause it to explode?
6. Did you place the bomb?
7. Why did you place the bomb?
8. What is your address?
9. What is your name?
10. Exact wording of bomb threat
11. Sex of caller
12. Age
13. Race
14. Length of call
15. Number at which call was received
16. Time
17. Date
COPING WITH THREATS AND VIOLENCE

FOR AN ANGRY OR HOSTILE CUSTOMER OR COWORKER

› Stay calm. Listen attentively.
› Maintain eye contact.
› Be courteous. Be patient.
› Keep the situation in your control.

FOR A PERSON SHOUTING, SWEARING AND THREATENING

› Signal a coworker, or supervisor, that you need help. (Use a duress alarm system or prearranged code word.)
› Do not make any calls yourself.
› Have someone call guard, or 911.

FOR SOMEONE THREATENING YOU WITH A GUN, KNIFE OR OTHER WEAPON

› Stay calm. Quietly signal for help. (Use a duress alarm or code word.)
› Maintain eye contact.
› Stall for time.
› Keep talking – but follow instructions from the person who has the weapon.
› Don’t risk harm to yourself or others.
› Never try to grab a weapon.
› Watch for a safe chance to escape to a safe area.
EMERGENCY PROCEDURES

WHAT TO DO, WHO TO CALL

- In an emergency involving life-threatening situations or serious accidents, call 911.
- Immediately after calling 911, call the Office Administrator at 7206 or CFO at 7392.

When calling 911 provide the following information:
1. Your name
2. You are calling from the State Bar of Arizona, 4201 N. 24th Street, Phoenix.
3. Floor and room location
4. Describe the condition clearly and accurately.
5. **DO NOT HANG UP!** Additional information may be needed.

AGENCY/DEPARTMENT TELEPHONE NUMBERS

- Phoenix Fire [non-emergency] 602.262.6297
- Phoenix Police [non-emergency] 602.262.6151
1. Fire alarm or verbal notification will be used to sound an evacuation situation as appropriate.

2. Remain calm and orderly. Walk quickly but **do not run** to the **nearest** exit.

3. Follow instructions of emergency personnel (i.e., fire, police, emergency medical, building safety team).

4. Persons requiring assistance should use nearest exit and remain on stairwell landing until help arrives.

5. Take personal items such as handbags, briefcases, eyeglasses and car keys.

6. Move away from the building and assemble, by department in the back parking lot. Keep roadways and sidewalks clear for emergency vehicles.

7. Stay in the assembly area until instructed otherwise.
HOSTILE INTRUDER

WHAT TO DO

1. Do not sound the fire alarm.
2. Lock the windows and close blinds or curtains.
3. Stay away from windows.
4. Turn off lights and all audio equipment.
5. Keep everyone together.
6. Keep office secure until police arrive and give you directions.
7. If you are not in an office, try to get to an office.
8. Stay out of open areas and be quiet as possible.
WHAT TO DO

1. DO NOT touch, shake, sniff or empty the envelope or package.
2. Do not try to clean up spilled powder or liquid.
3. Cover the substance with a piece of paper.
4. Leave the room and close the door.
5. Tell other people not to enter.
6. Call the Office Administrator at 7206.
7. Immediately wash your hands making sure you do not touch any door handles with your hands.
8. Make a list of all people in the room when letter or package was opened. Give list to first responder.
9. Follow directions of first responder, including any direction to remove contaminated clothing and shower.
10. Contact your health care provider.

CHEMICAL SPILLS/TOXIC ODORS

- Center for Disease Control Emergency Response 9.770.488.7100
- Office Administrator at 7206
- Building Security at 602.293.7392
WHAT TO DO

1. Clear desks, tables and windowsills of unsecured items.
2. Move easily moveable furniture and office equipment away from windows.
3. DO NOT LEAVE THE BUILDING.
4. MOVE AWAY FROM WINDOWS AND MOVE TOWARD THE INTERIOR OF THE BUILDING.
5. DUCK, COVER AND HOLD! Seek cover under a heavy desk or table. Protect your head as much as possible.
Stuff happens in the life of a bar exec. Committee chairs get indicted. Sprinkler systems malfunction. Accounting clerks embezzle. Officers going MIA. Members peddle raffle tickets for their church at a CLE event. The president uses the phrase, “In my opinion the judge is wrong” live on camera. Staff members party a little too hard at the Young Lawyer Section Happy Hours. The president-elect is incapacitated in an automobile accident. A key, beloved member of the staff is diagnosed with a terminal illness. A board member is stopped on a DUI after a bar event. These reminders will help you to make lemonade when bar work hands you lemons.

Depending on the situation look to these resources.

. . . Take a deep, long cleansing breath and don’t panic. And, make Greek Lemon Soup.

. . . Look at the bylaws and make lemon meringue pie.

. . . Read your board and personnel policy and procedure manuals (an index with the date of adoption comes in handy) and make a lemon soufflé.

. . . Phone a colleague—that includes the Bar Services staff—and make lemon squares.

. . . Put a member between yourself and the leader; a trusted past president can be of great insight and support. And, make lemon pound cake.

. . . Trigger your crisis communications plan (you have one don’t you?) and make lemon vinaigrette.

. . . Call a lawyer. Seriously, who is your counsel? And make Limoncello.

. . . Communicate with the staff, be as transparent as possible under the circumstances and make lemon ricotta pancakes.

. . . Debrief once the crisis has passed —ask “what did we learn?” and “what could we do differently”— and make grilled lemon chicken.

. . . Don’t let your head rule your heart and vice-versa. And, make lemon linguine.

. . . Know that this too shall pass and make a lemon drop.

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Elizabeth Derrico
ABA Division for Bar Services
elizabeth.derrico@americanbar.org