

EMERGENCY RESPONSE PROTOCOL

Depending on the individual scenario, proceed through the following steps as needed until the issue is resolved.



Call Supervisor

If a staff member needs support with violations of the code of conduct/ zero tolerance policy, medical concerns, or complaints, their supervisor/any manager should be called for support.

- Call your supervisor or any manager for support.

Call Additional Support

A call for additional support may be made after a supervisor is called or immediately if the situation is escalating quickly.

- On Walkie-Talkie, state ***"SUPPORT NEEDED, YOUR NAME, YOUR LOCATION"***
- Security, support person, and Director will respond.
- If situation is resolved: on Walkie-Talkie, state ***"SUPPORT CLEAR"***

Call A 10-9

A 10-9 emergency call may be made as a second or third step, or immediately if the situation involves an imminent threat or a medical emergency. If a 10-9 is called anywhere on main campus, all buildings on main campus must lockdown.

- On the Walkie Talkie, state ***"10-9, YOUR NAME, YOUR LOCATION"***
- Initial staff person with all the details calls 911.
- Any staff member presses the blue lights: **CENTER LOCKDOWN**
- Phone emergency announcements (Admin, CRC, Bridge, TFRC):
BUILDING LOCKDOWN

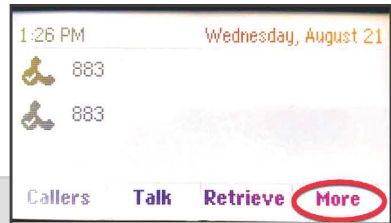
When the situation is resolved and the area is safe, a designee will call ***"10-9 CLEAR"*** over the walkie talkie, the blue lights can be disabled, and a phone announcement of ***"10-9 CLEAR"*** must be made in each building.

EMERGENCY RESPONSE PHONE PAGING

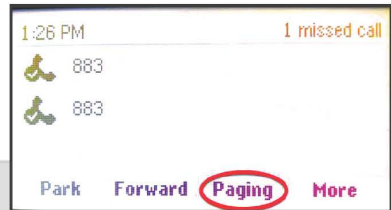
If a 10-9 is called over the walkie talkies anywhere on CEO's main campus, ALL buildings must lock down. Staff should immediately use the phone paging system to call a Lockdown.

All desk phones on CEO's main campus can make a 1-way announcement, playing through speakers of all unused phones in the building where the call is made from.

**PAGING ONLY WORKS WHEN
YOU ARE NOT ON AN ACTIVE CALL**



**1 Press "MORE"
softkey**



**2 Press "PAGING"
softkey**



**3 Press "PAGE"
softkey**

You will hear the phone *beep*.

**4 After the beep, announce:
"Lockdown (Building), Lockdown (Building)"**

EXAMPLE: "Lockdown CRC, Lockdown CRC."

When the "10-9 CLEAR" is called over the walkie talkie, a phone announcement of "10-9 CLEAR" must be made in each building, using the paging instructions above.

