

# **MEDICAL CITY FIRE/LIFE SAFETY PLAN**

All national, state, and local fire and safety codes and regulations must be observed by all tenants without exception. Tenants are requested to inform and train their personnel in fire prevention and other safety procedures including, but not limited to:

- Keep all storage items away from electrical outlets;
- Keep exits clean and unobstructed at all times;
- Maintain a minimum 18" clearance below all sprinkler heads;
- Enforce NO SMOKING policy on the Medical City campus;
- Do not overload electrical circuits with extension cords;
- Do not use electric space heaters and/or items with open flames, such as candles;
- Alert personnel to immediately report any situation that could cause a fire or accident;
- Know how to use the fire extinguishers in your office and the locations of the evacuation routes.

## **I. INTRODUCTION**

This Emergency Plan is established as an integral part of Medical City's official response to emergencies for the medical office buildings. This plan establishes the necessary guidelines and measures to be taken to preserve and protect the life of any endangered individual and the assets within the buildings.

In the event of a fire or other emergency, adherence to the procedures outlined in the plan will maximize the probability of safe and orderly evacuation and relocation of all occupants. Individual and life safety is the primary concern of this plan. Preservation of property is secondary.

A coordinated effort by Building Management personnel, the Tenants, and outside services, such as the Fire and Police Department, is required by this plan. Any suggestions or contributions that may improve this plan are welcome and should be directed to Debbie Conner at 972-566-7840, in Building Management, Suite C-840. This Plan is written to comply with emergency evacuation procedures during regular business hours, as well as, after hours.

## **II. EMERGENCY PHONE NUMBERS**

**911** – All emergencies -- Calls answered by MCDL Security

Building Management – 972-566-7305  
(24 hours, 7 days per week)

### III. EMERGENCY MANAGEMENT TEAM

#### A. Emergency Management Team Members:

- *Primary Emergency Management Team Member*
  - a. Fire Safety Director – Director of Security
  - b. Assistant Fire Safety Director – Security Shift Supervisor or Officer in Charge
  - c. First Response Team – Security Officers, Building Management Personnel, Engineer and Maintenance Personnel
- *Secondary Emergency Management Team Members*
  - a. Tenant Group Leaders

#### B. Basic Function and Responsibilities

##### 1. Fire Safety Director – Reports to Property Manager

###### **Basic Function of Fire Safety Director:**

The Fire Safety Director coordinates with, and at the direction of Building Management and the Fire Department, in implementing an effective evacuation of the medical office buildings in the event of a fire, bomb threat, or other situation that requires evacuation.

The Fire Safety Director, and his staff, provides training programs for the Emergency Management Teams.

###### **Responsibilities of Fire Safety Director:**

- 1) Submit the Fire/Life Safety Plan for the medical office buildings;
- 2) Identifies and locates fire and/or other emergency and notifies Fire Department or proper authority;
- 3) Acts under the direction of Property Management
- 4) Building Management provides Safety Director with contact information of Emergency Management Team(s);
- 5) Coordinates with Fire and Police as needed;
- 6) Once the Fire Department has arrived, the Safety Director surrenders all fire fighting responsibilities to the firemen, but remains available;
- 7) Assigns/designates staff for key emergency positions such as searchers or exit guides

##### 2. Assistant Fire Safety Director

###### **Basic Function of Assistant Fire Safety Director:**

Assist the Fire Safety Director in implementing a safe and effective evacuation of the Buildings' occupants in an emergency or in the absence of the Fire Safety Director.

###### **Responsibilities of Assistant Fire Safety Director:**

- 1) In coordination with the Fire Safety Director, and/or in the Fire Safety Directors' absence, the Assistant Safety Director reports directly to Property Management and coordinates the effective implementation of the Evacuation Plan(s) prior to the arrival of the Fire Department.

- 2) Responsible for the management, maintenance, periodic inspection, and maintenance records of all fire equipment and systems with outside vendors to ensure proper performance in the event of a fire.

### **3. First Responders – MCD Security Officers**

#### **Basic Function of First Responders:**

To further assist the Fire Safety Director and/or the Assistant Fire Safety Director in implementing a safe and effective evacuation of the building's occupants in the event of a fire or emergency.

#### **Responsibilities of First Responders:**

##### **Security Officers**

- 1) Assists Fire Safety Director or Assistant Fire Safety Director in investigation of emergency;
- 2) Upon evacuation of the building(s), First Responders will strive to be positioned at all building exits to assist safe evacuation and to keep entrances clear for access by the Fire Department;
- 3) Maintain a secure environment, keeping in mind the personal safety of all occupants of the buildings;
- 4) Issue appropriate instructions to all occupants of building(s) by public address system as necessary;
- 5) Monitors fire equipment and systems;
- 6) Security officers, with assistance from Building Management Personnel, search restrooms and offices, closing all interior doors after searching each area;
- 7) Security Officers assist persons who may become faint or who is disabled and/or handicapped;
- 8) Security will provide manual access to elevators for the Fire Department and other emergency uses;
- 9) Security Officers distribute radios, "bullhorns", flashlight, and any other materials to First Responders during an evacuation

##### **Engineering & Maintenance Personnel**

- 1) Will monitor the following control panels and bypass if necessary:
  - a. HVAC
  - b. Fire Pumps
  - c. Emergency Generators
  - d. Electrical Systems
  - e. Sprinkler Control Valves
- 2) Will have access to all as-built drawings for the emergency area

##### **Building Management Personnel**

- 1) Property Manager ensures that Security personnel have been dispatched to the fire scene;
- 2) Building Management personnel assist with the orderly evacuation of the buildings;
- 3) Upon evacuation of the building(s) and if staff is available Building Management personnel will make every effort to be positioned at building exits to assist in safe evacuation and to keep entrances clear for access by the Fire Department;

- 4) If sufficient staff is available, Building Management personnel will assist Security Officers in searching restrooms and suites, closing all interior doors after searching each area;
- 5) Assess any damage and make provisions for temporary repairs

#### **4. Tenant Group Leader**

##### **Basic Function of Tenant Group Leader:**

Each Tenant is responsible for creating individual Emergency Plans for their respective offices. Each Tenant shall have a group leader and/or office manager who are responsible for the control and safe evacuation of the occupants within their office in the event of fire or other emergency.

##### **Responsibilities of Tenant Group Leader:**

- 1) Periodically reviews emergency plans and procedures with Fire Safety Director and shall familiarize himself/herself with:
  - a. The Fire Safety Plan
  - b. The location of Evacuation Routes and Assembly Areas
  - c. The location and operation of available Pull Stations on their floors and Fire Extinguishers within their office
- 2) Begins evacuation should a fire alarm sound on their floor unless instructed otherwise by Security via the building overhead paging system.
- 3) Supervises and directs the evacuation of all occupants within their suite searching all areas of the suite making sure each occupant is accounted for and evacuated.
- 4) Responsible for the orderly egress of all occupants of the suite via designated Evacuation Routes provided by Building Management.
- 5) Stays with the group throughout the evacuation period leading individuals out of the building via the Evacuation Route.
- 6) The Tenant Group Leader is responsible for distributing applicable parts of the Fire Safety Plan to all employees in their suite or assigned area through personnel orientation and or company bulletin boards.
- 7) Upon reaching the designated evacuation site, the Tenant Group Leader will conduct a headcount of the occupants of their suite and notify Security and/or the Fire Department at **911** of any missing persons.
- 8) Makes sure that all fire extinguishers, fire exit signs, and other safety appliances are in good working order and available for use.  
**Note: Tenants are responsible for the maintenance of all fire extinguishers in their leased space.**
- 9) Check all aisles, corridors, and exit doors to ensure that they are free from any type of obstruction.
- 10) Pre-plans the handling of handicapped and/or physically distressed personnel or patients of the suite during an evacuation.
- 11) It is the tenant's responsibility to notify Building Management and/or the Fire Safety Director of all handicapped personnel within their suite. The name, location, type of handicap and degree of disability of each handicapped person will be maintained on record by Building Management.

## IV. EVACUATION PROCEDURES

### A. **When to Evacuate:**

If a fire alarm is sounded, treat all alarms as an emergency and evacuation should begin. If evacuation is not necessary, you will be notified via the Building overhead paging system. Partial or total evacuation will be ordered by the Primary Emergency Management Team unless a fire alarm is sounding.

A voice activated alarm will sound in the corridors, in each suite on the floor where the source of the emergency is located, on the floor above and the floor below the source of the emergency, and in the stairwells.

### B. **Evacuation Routes:**

Primary evacuation routes for each floor and suite and assembly areas are located at the end of this document and/or may be obtained from Security by calling 972-566-4800.

**NOTE:** Elevators may not be operational during an evacuation. Please familiarize yourself with the locations of all stairwells on your floor.

### C. **Method of Evacuation:**

- 1) Occupants will proceed to the nearest stairwell in an orderly manner, staying to the right side of the stairs and exiting the building on the ground floor as detailed on the Evacuation Routes and Assembly Area maps.
- 2) Stairwell doors will be operable from the tenant side at all times. All electronically locked doors will release upon the activation of a fire alarm or the loss of power.

### D. **TENANT GROUP LEADERS CHECK LIST:**

- 1) Advise suite occupants to take their essential personal items with them as they will not be allowed to return to the suite during an emergency evacuation.
- 2) Ensure that doors in the fire area are closed and unlocked in order to confine the fire and allow access by emergency responders.
- 3) Tenant Group Leaders shall remain behind in the stairwell until they have verified that all personnel and suite occupants have evacuated.
- 4) Remind everyone to be calm and quiet during the evacuation in order to hear and understand all emergency instructions.
  - a. Keep stairwell doors closed except during actual exit passage. (DO NOT PROP DOORS OPEN)

## V. Fire and Evacuation Procedures - (Code Red)

**Fire Safety Procedures** -If you discover fire do the following **RACE**:

- ➡ **Rescue.....**Rescue yourself and others from the immediate danger of the fire.
- ➡ **Alert.....**Your Staff
  - Call Security at 911. Give the exact location, type, and size of the fire. In the event of an actual fire Security will dispatch the Fire Department.
  - **Activate a fire pull station. The alarm will notify the other occupants of the floor, the floors directly above and below, and is received in the security department.**
  - When the alarm sounds, evacuation procedures should begin immediately and the Office Managers should implement their evacuation plan.
- ➡ **Confine.....**Close the door and windows to the room of origin.
- ➡ **Extinguish.....**if the fire is small and confined such as in a trash can locate the nearest Fire Extinguisher.

**Never attempt to fight a fire unless you:**

Know how to operate the fire extinguisher equipment,

Have the appropriate type of extinguisher,

Determine that the fire is small, and

Have access to an exit if you fail to put the fire out

**To use a Fire Extinguisher (PASS)**

**Pull.....** the pin from the handle.

**Aim.....** the extinguisher at the base of the fire.

**Squeeze...**the handle.

**Sweep.....**from side to side.

### **DO**

- Call 911 and pull the **closest pull station**
- Shut all doors to the fire area
- Use portable fire extinguisher if appropriate
- Proceed to stairwell
- Evacuate fire area/your floor
- Gather at designated area. [please click here for Evacuation Routes and Assembly Areas](#)

### **DO NOT**

- attempt to extinguish the fire before calling 911 unless the fire is very small
- Use elevators

## VI. FIRE DRILLS

Fire Drills are conducted periodically in the medical office buildings. As inconvenient as they may be, it is important for each individual within the medical office buildings to practice the evacuation process. During a fire drill each suite should follow the procedures, as if there were a real fire, as outlined in this plan.

## VII. Medical Emergency - Cardiac-Pulmonary Arrest - (Code Blue)

If you discover someone who has suffered cardiac-pulmonary arrest or any other medical emergency, you should:

- Call **911** or call for help by shouting or yelling, if necessary, while remaining at the person's side. The person calling **911** must give an accurate location and description of the patient's condition.
- If possible, keep the individual still and calm.
- If it is a cardiac-pulmonary arrest and you are properly trained in CPR, begin CPR until assistance arrives.
- If cardiac-pulmonary arrest is determined, Security will initiate a **Code Blue**. Based on the location of the incident, Security will determine the appropriate response team. The Medical City Hospital Code Team will respond to most common areas within the Medical City complex. The Dallas Fire Department will respond to areas the Hospital Code Team does not respond to.
- Try to prevent a large group of people from gathering in the area of the individual needing assistance, as crowds create additional anxiety for the patient.
- Security will prepare an incident report regarding all efforts taken in response to the emergency and any special problems encountered.

## **VIII. INFANT/CHILD ABDUCTION - (Code Pink)**

Everyone at Medical City should be alert to any unusual behavior from individuals relating to infants or children.

Be alert to:

- any individual who does not have children being cared for within the facility or who you believe does not have a legitimate reason to ask questions or get information relating to procedures or the layout of an office or floor where infants or children are seen or cared for. Such questions might relate to infant feeding times, when newborns are taken to their mothers, security cameras or other questions about security on the campus.
- missing uniforms or other Medical City identification.
- anyone physically carrying an infant in a stairwell or a child who it appears is being physically restrained or removed from an area against his/her will.
- any individual cradling a package or bag near the maternity unit or out of an infant care area.

If an abduction occurs, or is suspected to have occurred:

1. A **Code Pink** will be paged overhead with the location from where the abduction occurred with the suspect description if known.
2. In you suspect an individual has abducted a child do not do anything that will compromise the safety of the infant/child.
3. If the person in question refuses to stop, call for help and if all else fails let them go and get as much information as possible, such as physical and vehicle description and direction of travel.



## **IX. INTERNAL/EXTERNAL DISASTER - (Code Black)**

**Code Black Alert** - Is called when there is knowledge of an emergency or unusual event, which may impact the medical office buildings and requires analysis of the situation.

**Code Black** – generally covers any unexpected internal/external event that may result in persons seeking treatment at Medical City Dallas Hospital (MCDH) in such quantity, or with such serious injuries, that the capabilities of MCDH emergency services might exceed normal capacities. A Code Black might be called for situations such as:

- Utility leaks/explosions
- External events such as a plane crash, auto wrecks involving a large number of patients, or chemical leaks exposing large number of patients that might be transported to Medical City. The Hospital may have need for additional staff to attend to such a disaster and would rely on physicians and nurses within the individual offices for assistance.

### **In the event of a Riot or Civil Disturbance:**

Should a civil disturbance occur outside the Buildings or the Hospital that creates a threat to Medical City, the Police Department will be notified. In such event it might be necessary to secure the Buildings to prevent the disturbance from entering the facility. In the event it is necessary to “lock down” the Building(s) tenants will be notified via the overhead paging system.

Should a disturbance occur in a lobby, the Police Department will be notified and a determination may be made to turn off all elevators at the first floor.

In the event a disturbance directly involves your office:

- Contact security at **911**
- If the demonstrator has not entered your office lock all doors.
- Lock all sensitive areas within your suite such as equipment rooms, file cabinets, exam rooms, and medication closets;
- Warn all employees and visitors to avoid personal contact with a demonstrator.

## **X. SEVERE WEATHER EMERGENCY PROCEDURES**

### **Tornado Watch/Warning - (Code Gray)**

MCDL Security monitors a weather radio, and when necessary, civil defense and receives law enforcement reports.

- ✚ **A Tornado Warning/Alert** - When a tornado has actually been sighted and is a threat, civil defense warning sirens are sounded and the media broadcasts an emergency message.

In the event of a tornado or high winds, the following procedures should be taken:

- An announcement to seek shelter will be given through the overhead page system.
- All personnel should assemble at the elevator lobby area and interior common hallways on each floor. The immediate danger of high winds is from flying glass and falling objects. If this area is unable to hold all occupants of the floor, the stairwells may be utilized for safe refuge. The primary consideration is to ensure that there is at least one wall between the windows and the assembled occupants.
- If you are unable to reach the elevator lobby or the stairwell, you might seek shelter by kneeling under your desk or a table, covering your head with your hands.
- Sweaters, jackets, or coats over your head will provide additional protection.
- Remain in the area of safe refuge until a **“Code Green”** announcement is made over the public address system.
- If there are fires or serious injuries as a result of the disaster, follow the Fire and Medical Emergency Procedures.
- If you are in transit in a Building, enter the nearest stairwell for shelter.
- Do not go to the first floor lobby or outside the Building, due to hazards of flying glass and high winds.
- Do not attempt to evacuate the building unless instructed to do so by Building Management or the Fire Department.

## **XI. BOMB THREAT PROCEDURE - (Code Orange)**

The following procedures should be followed should a tenant or their employees receive a threat of a bomb:

- ☀ Unless the caller is stating the threat is immediate, keep the caller on the line as long as possible, writing down word for word what the caller is telling you;
- ☀ Try to get the attention of a co-worker - advising them to call Security at **911**
- ☀ Try to record a description of the caller's voice noting:
  - Male or female;
  - Juvenile or adult;
  - Fast, slow, moderate or high;
  - Impediment, slurred, or nasal;
  - Local, foreign, or accent;
  - Sounded intoxicated or used special slang;
  - Sounded angry, excited, calm or quiet;
  - Sounded educated or illiterate.
- ☀ Note all information provided on the caller ID — such as time of call and phone number;
- ☀ Attempt to get the caller to identify themselves and/or their present location;
- ☀ Pay close attention to background noises which might give a clue to the place from which the call is made, such as street noise, railroad, animals, etc;
- ☀ Try to keep the caller talking by, as calmly as possible, asking the caller:
  - to repeat the message;
  - when the bomb is going to explode;
  - to describe the location of the bomb;
  - to describe the size, wrapping, and color of the bomb;
  - why the bomb was planted;
  - how the bomb was brought into the building;
  - how the bomb is constructed.

## **Letter of Bio-Terrorism and Package Detection Tips**

Mail bombs have been employed against individuals and organizations for purposes of revenge, extortion and terrorism. Mail bombs often exhibit some of the following unique characteristics:

- Letter feels rigid, appears uneven or lopsided, is bulkier or heavier than normal;
- Oil stains present on the wrapper;
- Excessive amount of postage stamps;
- No return address and sender is unknown;
- Unusual restricted endorsements such as “Personal” or “Private”;
- Addressee normally does not receive personal mail at the office;
- Address prepared to insure anonymity of sender (e.g., homemade labels, cut and paste lettering);
- Mailing emits a peculiar odor;
- Mailing appears to be disassembled or re-glued
- Handwriting appears distorted or foreign;
- Protruding wires, tin foil or string present;
- Pressure of resistance noted when removing contents;
- Outer container irregular or asymmetric in shape or has soft spots or bulges;
- Wrapping exhibits previous use, such as traces of glue, mailing labels, return addresses or tape;
- Several combinations of tape used to secure the parcel;
- Unprofessionally wrapped parcel is endorsed “*Fragile-Handle With Care*” or “*Rush-Do Not Delay*”;
- Package makes a buzzing, ticking, or sloshing sound or noise;

If you receive or find any type of suspicious package or letter, notify Security immediately at **911**.

**In the event an employee is exposed to a bio-hazardous threat, the employee should be treated immediately. No substance of exposure should be removed or transported. The area of exposure should be isolated until a thorough evaluation by the proper authority is completed.**

## **Evacuation and Search Procedures for Bomb Threats**

Upon notification of a bomb threat, Security will contact the Dallas Police Department.

- The Police Department and/or MCDL Security may be asked to search the work area for unrecognizable objects;
- If a suspicious object is found, DO NOT move, jar, touch, or cover the object.
- If an actual device or a suspicious package is discovered, a Building Evacuation may be ordered by the Police Department. In such a case, an announcement will be made by Security via the overhead paging system.

## **XII. CIVIL DISTURBANCES OR AGGRESSIVE BEHAVIOR - (Code Purple)**

For assistance in securing an out-of-control patient, visitor, or employee who you believe presents an immediate danger to you or others:

- ⊕ Attempt to de-escalate the situation by calmly talking with the person;
- ⊕ Call **911**. Advise Security of the exact location of the incident and explain the situation in detail. Security will determine if outside emergency assistance is required.

Often the aggressive behavior, although directed at you, is not about you and the situation can be calmed if it is not taken personally.

## **XIV. AREA-WIDE POWER FAILURE**

In the event of an area-wide or building-wide power failure, the following conditions will occur:

- No tenant lights, except for emergency lights in the hallways and common areas;
- No heating or cooling;
- All elevators will continue to work in the event of a power failure;
- Emergency lights in the exit stairwells and corridors go on automatically. The emergency generator powers these lights and any equipment within your office plugged into a “red” plug