



Emergency Preparedness

Desk Reference Manual



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Office of Emergency Management

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Important Phone Numbers

Do Not File This Document!

Emergencies, disasters, accidents, injuries, and crime can occur without warning at any time. Being physically and psychologically prepared to handle unexpected emergencies is an individual as well as an organizational responsibility.

The City of Albuquerque's Office of Emergency Management developed this guide to assist you in minimizing the negative effects from such events. Please read this guide thoroughly before an emergency occurs. Become acquainted with the contents and keep it for immediate reference.

Once you are familiar with the information enclosed, you will be better prepared to protect yourself and others in the City of Albuquerque. In the city, all landline **911** and **(505) 242-2677** calls are routed through the **911** Communications Center. Dial **911** on any cell phone for a City of Albuquerque emergency dispatch.

If you have questions concerning a unique situation not covered in this *Emergency Preparedness Desk Reference Guide* or need additional emergency information, please contact the City of Albuquerque's Risk Management at **(505) 768-3080** or the City of Albuquerque's Office of Emergency Management at **(505) 244-8657**. You can also visit <https://www.cabq.gov/office-of-emergency-management>.

This guide was prepared as a reference resource by members of the City of Albuquerque's Office of Emergency Management. The Office of Emergency Management would like to thank all City Departments that contributed to the development of this guide. If you have any suggestions or comments, please contact:

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Important Phone Numbers

| | |
|--|--------------------------|
| 24-Hour Emergency (police, fire, EMS) | 911 |
| City of Albuquerque Police Department (Non-Emergency) | (505) 242-COPS (2677) |
| City of Albuquerque Office of Emergency Management | (505) 244-8657 |
| Poison Control Response | 1 (800) 222-1222 |
| Employee Assistance Program | (505) 768-4613 |
| 24/7/365 Emergency On-Call Counselors | 1 (800) 348-3232 |



Medical Emergencies

Immediately contact emergency services by calling **911**.

Remember, it is important to stay on the line until the dispatcher interviews the caller in a systematic way regarding the victim's location, consciousness, breathing, and chief complaint to determine appropriate response.

When reporting the medical emergency, provide the following information:

- Type of emergency
- Location of the victim
- Condition of the victim
- Any dangerous conditions

Those trained to perform CPR and first aid can act within their expertise while those who are not trained should remain calm and stay with the person. Crowding is generally not helpful unless the presence of others is required.

Have someone stand outside the building to flag down emergency responders when they reach the vicinity of the building. Once the victim has been cared for and is transported, normal worker injury procedures should be followed if applicable.

DO NOT TALK TO THE MEDIA UNLESS YOU ARE ASSIGNED TO DO SO

Hazardous Materials

ONLY trained and authorized personnel are permitted to respond to hazardous material incidents!



For a Major Hazardous Spill or Leak:

- Immediately evacuate the area, closing doors behind you!
- Call **911** on any cell phone.
- Do not attempt to clean up the spill yourself. Provide clean-up/rescue personnel with appropriate Safety Data Sheets (SDS) and other pertinent information if available.

For a Minor Hazardous Spill or Leak:

- Follow departmental safety protocol, Safety Data Sheets (SDS), or instructions from supervisor.
- Notify Medcor at **1-800-775-5866** if there were any inquiries, or the Office of Risk Management at **505-768-3080** if any damages occurred to city property.

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Fire Emergencies

If You Discover Fire on Your Floor:

1. **Manually activate the fire alarm system.**
2. Immediately exit the building, closing the doors and windows behind you. (Do not utilize elevators during an evacuation)
3. Call **911** from any phone.

Once Fire Alarm Is Activated:

1. Check the door for heat to ensure it is safe to exit the room you are in.
2. Walk to nearest exit. (Do Not Use Elevator).
3. Those that are unable to rapidly evacuate the building should move to a stairwell landing and wait for assistance from trained first responders. Inform first responders of persons who have not been evacuated.
4. Notify fire personnel if you know that someone is trapped.
5. Gather outside at a designated assembly area and do not attempt to re-enter the building until instructed to do so by an authorized representative.

Be familiar with your building's fire evacuation plan!

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If Trapped in a Room:

1. Place wet cloth material around or under the door to prevent smoke from entering the room.
2. Close as many doors as possible between you and the fire.
3. Call **911** to report your location. Be prepared to signal someone outside, but **DO NOT BREAK GLASS** unless absolutely necessary as outside smoke may be drawn into the room.

If Caught in Smoke:

1. Drop to hands and knees and crawl toward exit.
2. Stay low to the floor, as smoke rises to the ceiling level.
3. Hold your breath as much as possible.
4. Breathe shallow through your nose and use a filter such as your shirt or towel.

Using a Fire Extinguisher:

If trained and safe to do so, you may use the nearest appropriate fire extinguisher to fight small fires.

Fire Extinguisher Instructions:

Pull safety pin from handle.

Aim at base of fire.

Squeeze the trigger handle.

Sweep from side to side at the base of the fire.



Vehicle Accidents

What to Do at the Scene of an Automobile Accident Involving a City Vehicle

- A. Check for injuries and render aid as appropriate. Call **911** for assistance. Report the accident to your supervisor. If you are injured, call Medcor at **1-800-775-5866**.
- B. Remain calm and be cooperative and not argumentative. Remember that you are representing the City of Albuquerque.
- C. Be prepared to report the accident. Gather as much information as possible at the scene including the following:
 1. The other driver's name, phone number, and insurance information. Take photos of damage if possible.
 2. Information about other vehicles involved—year, make, and license plate.
 3. The names and phone numbers of any potential witnesses.
- D. Do not admit fault and do not make any claims regarding the city's insurance coverage to anyone else involved in the accident.
- E. If a city-owned vehicle is involved, please follow the City Operator Permit Policy procedures provided by the City of Albuquerque's Risk Management Office. You should inform the parties involved that the accident will be reported to the city's insurance provider and that a claims adjuster will contact them. Be sure to get the names, phone numbers, and insurance information. Complete required reports according to the City Operator Permit Policy procedures.



Evacuation

In the event of an emergency, determine the nearest exit to your location and the best route to follow. If time permits during the evacuation, secure your workplace and take personal items. If there is a hazardous materials release, flooding, or other major incident, it may be necessary to relocate all staff, and potentially customers or visitors, to a safer location.

Evacuating from a Building

1. Begin evacuation immediately upon hearing the alarm or official announcement (many forms of communication are used for official announcements including: text alerts, computer pop-up warnings, and others)
2. Close office doors and turn off lights and computers and follow your building evacuation plan.
3. Use designated corridors and fire exit stairs that lead to ground level. Leave the building in an orderly manner. Do not use elevators.
4. Assemble in designated areas per the building evacuation plan. Upon reaching the ground level, stay at least 300 feet (1 block) from the building.

5. Follow instructions of emergency personnel. Report any individuals left in the building to them.
6. Do not re-enter the building until an “all clear” announcement is given by emergency personnel.

THINK AHEAD! Always evacuate from a place to a pre-designated area!

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Shelter-in-Place

“Shelter-in-Place” is a directive to seek immediate shelter indoors following the announcement of an emergency condition. The act of sheltering in an area inside a building offers occupants an elevated level of protection. Sheltering can be related to a variety of situations: severe weather emergencies, hazardous condition, chemical release, or criminal activity.

In some instances it is safer to shelter in place than to evacuate a building (e.g., smoke or fire is immediately outside your room; live electrical wires bar access to the exit; individuals with mobility disabilities are on upper or lower floors).

1. If the hazard is fire or smoke see the corresponding section of this guide.
2. If the hazard causes the fire alarm to sound, the elevators will become inoperative.
 - If safe to do so, go to the nearest stairwell and tell someone who is evacuating to notify the emergency personnel of your location and that you are unable to evacuate or
 - Call **911** and tell them your name, your location and that you are unable to evacuate and why you are unable to evacuate the building. Follow the directions of the dispatcher.

Shelter-in-Place - Severe Weather

To shelter in place in the event of severe weather is the act of sheltering in an area inside a building that offers occupants an elevated level of protection during a tornado or other severe weather related emergency. See the corresponding section of this guide for more detailed information.

Shelter-in-Place - Chemical, Biological, or Radiological

A place of shelter is an area inside a building that offers occupants an elevated level of protection during an accident or intentional release of a chemical, biological, or radiological agent. *[Note: Many toxic chemicals have a vapor density greater than that of air and will seek lowest ground. In the case of a shelter-in-place due to a chemical spill, do NOT shelter below grade. Follow instructions provided by emergency personnel.]*



Weather Emergencies

Lightning

- If you hear thunder, you are close enough to the thunderstorm to be struck by lightning. Go to safe shelter immediately.
- Go to a sturdy building or to an automobile. Do not take shelter in small sheds, under isolated trees, or in convertible automobiles. Stay out of boats and away from water.
- If shelter is not available, find a low spot away from trees, fences, and poles. In wooded areas, take shelter under shorter trees.
- Telephone lines and metal pipes can conduct electricity. Unplug appliances not necessary for obtaining weather information. Avoid using the telephone or any electrical appliances. Use the telephone **ONLY** in emergencies. Avoid bathing, showering or being in contact or close to plumbing fixtures.
- If you feel your skin begin to tingle or your hair starts to stand on end, squat low to the ground on the balls of your feet. Place your hands on your knees with your head between your knees and hands. Make yourself the smallest target possible; minimize your contact with the ground.

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Flash Flooding

- When heavy rain threatens, get out of areas subject to flooding. This includes creeks, streams, dips, washes, low spots, canyons, and low water crossings.
- Do not park vehicles along streams and creeks, particularly during threatening weather.
- Avoid already flooded and high-velocity flow areas (arroyos). Do not cross, on foot or in your vehicle, quickly flowing creeks, streams, or low water crossings, especially if you do not know the water depth.
- Road beds may not be intact in low-water crossings during flash flood episodes. Be especially cautious at night when it is harder to recognize flood dangers.
- If your vehicle stalls in high water, LEAVE IT IMMEDIATELY AND SEEK HIGH GROUND.

The threat of flash flooding in our city is real. During periods of heavy rain, avoid low lying areas. Listen to the advice of city officials regarding areas where flooding is occurring and avoid these areas.

Earthquake

- Take cover under a heavy desk or table and stay there until shaking stops.
- If there is nothing to hide under, find an interior wall (away from windows).
- Stay away from glass, hanging objects, and bookcases due to the risk of them falling.
- Shield your head and face.
- If you are outdoors, move away from buildings and utility wires.

Drop, Cover and Hold On!

Tornado

- When tornadoes threaten, you should leave automobiles and portable structures for more substantial shelter.
- In substantial shelter, you should put as many walls between you and the tornado as you can. This means that interior bathrooms, hallways, and closets on the lowest floor are the best place to be. If it is available, move to a below ground shelter, such as a basement.
- Stay away from windows.
- Do not try to outrun a tornado in your automobile.
- If caught outside or in a vehicle with an approaching tornado, lie flat in a ditch or depression well away from any objects (including your vehicle) that could blow or roll over you causing injury or death.

Tornado safety is based upon avoiding windblown debris when tornadoes are near. The common thread in safety rules is putting as many walls as you can between you and the tornado and always on the lowest floor of the building as you can safely get to before the tornado strikes. All building safety plans for tornadoes are centered on these guidelines. Always move to the interior hallways on the lowest floor possible in all buildings.

Warning System

The City of Albuquerque uses a system of text, email, voice and if warranted, the National Emergency Alert System to warn the city to take shelter in the event of an emergency, such as a severe weather event.

Whenever an emergency poses a direct threat to the city requiring individuals to take shelter, the system will activate. When you hear the warnings, you should seek shelter immediately in the nearest building. Move into interior corridors away from exterior windows, close all doors to rooms with exterior windows, and move to the lowest level of the building. When the threat has passed, a verbal “all clear” announcement will broadcast using the warning system’s voice feature.

Shelter-in-Place

Shelter-in-Place Defined: Shelter-in-place is the use of any classroom, office, or building for the purpose of providing temporary shelter.

Shelter-in-Place: Tornado

- If inside a building:
 1. Go to the lowest level of the building, if possible.
 2. Stay away from windows.
 3. Go to an interior hallway.
 4. Use arms to protect head and neck in a “drop and tuck” position.

- If there is no time to get inside:
 1. Lie in a ditch or low-lying area or crouch near a strong building.
 2. Be aware of potential for flooding.
 3. Use arms to protect head and neck in a “drop and tuck” position.
 4. Use jacket, cap, backpack, or any similar items, if available, to protect face and eyes.

- If you need to report a tornado or severe weather event:
 1. Dial **911** from a phone to report a tornado sighting to the City of Albuquerque Police Department dispatcher.
 2. Seek a safe shelter inside a building, in a ditch, or beside an embankment.

Severe Thunderstorms and Tornadoes and Associated National Weather Service Watches and Warnings

What is a severe thunderstorm?

The National Weather Service defines a severe thunderstorm as a thunderstorm that has the potential to produce 1” or larger diameter hailstones and/or 58 mph or higher straight line thunderstorm wind gusts and/or a tornado.

What is a tornado?

A tornado is a violently rotating column of air in contact with the ground in association with the updraft region of a severe thunderstorm. This column of air is made up of cloud particles as well as ground based flying debris. Tornado width can range from 10 to 20 yards wide to as wide as a mile or more in diameter. Tornado wind speeds can range from 50 to 60 mph to as high as over 300 mph.

Severe Thunderstorm/Tornado WATCH

A severe thunderstorm/tornado watch means that atmospheric conditions are favorable for the development of severe thunderstorms/tornadoes. You should continue with your normal activity but closely monitor the latest weather information.

Severe Thunderstorm/Tornado WARNING

A severe thunderstorm/tornado warning means that a severe thunderstorm/tornado is occurring (indicated by radar or reported by law enforcement and/or weather spotters) or is imminent. If the warning is for your location or the weather is moving into your area, you should act quickly to protect your life by moving to a place of safety.

- When severe thunderstorm/tornado warnings are issued, you should seek immediate shelter away from windows preferably in interior hallways on the lowest floor possible until the severe storm passes. If caught outdoors, move immediately to the nearest building and seek shelter there.
- Report any work-related injuries to Medcor at **1-800-775-5866**.
- Report any building damage per Departmental procedures.
- Be prepared to give the following information:
 1. Your Name
 2. Building Name
 3. Type of injury or damage
 4. The location of any injured person(s) or building damage
 5. Room number you are calling from

Weather data sources:

- NOAA All Hazards Weather Radio (162.400 MHz in Albuquerque)
- National Weather Service – Albuquerque (<http://www.weather.gov/abq>)



Building/System Failure

Power Outages

The inherent reaction during a major power outage is anxiety or fear; therefore, all city personnel should stay calm. In the event of a major electrical outage, the city will attempt to provide power to some buildings in the city. To report a minor localized power outage, call the City of Albuquerque Police Department at **911**. Keep flashlights and batteries in key locations throughout your work areas.

In Case of a Major Power Outage:

1. Remain calm.
2. Follow directions from your supervisor or official city sources, such as emergency email, phone, or text notification system for immediate action.
3. Do not light candles or other types of flame for light.
4. If evacuation of a building is required, see “Evacuation” section of this guide.

DO NOT TALK TO THE MEDIA UNLESS YOU ARE ASSIGNED TO DO SO

If People Are Trapped in an Elevator:

1. Should you ever become stuck in an elevator, don't panic. Remain calm and use the in-car emergency phone to call for help. Under no circumstances should you attempt to exit the elevator by yourself. You may be inconvenienced by the delay, but you are much safer in the cab as opposed to exposing yourself to the dangers of moving equipment in open hoist ways. A technician will be dispatched as quickly as possible to assist you and correct the problem.
2. Follow the instructions located in the elevator. Use the emergency phone in the elevator for assistance.
3. Stay near passengers until assistance arrives, provided it is safe to stay in the building.





Threat of Violence

Personal Threats or Assaults

Personal Threat or Assault

Personal threat or assault includes threatening behaviors or statements that are deemed threatening or harmful by another individual.

Assault

1. Call **911** immediately.
2. If you witness an assault, remain calm and stay with the victim until emergency assistance arrives, provided it is safe to do.

Civil Disturbance

Civil Disturbance

Civil disturbance includes riots, demonstrations, threatening individuals, crimes in progress, or assemblies that have become significantly disruptive.

1. Notify the City of Albuquerque Police Department at **911**.
2. Avoid disturbance.
3. Avoid provoking or obstructing demonstrators.
4. Secure your area (lock doors, safes, files, vital records and expensive equipment).
5. Continue with normal routine as much as possible.

4. If the disturbance is outside, stay away from doors or windows. Stay indoors!
5. Prepare for evacuation or relocation.

Armed Subjects Information

If the threat is near you or in your building:

Run

If you determine that you can reach an escape path to a safer area, then get out.

1. Be aware of your surroundings. Have an exit plan.
2. Move away from the threat as quickly as possible.
3. Create as much distance between you and the threat as possible.

Hide

If you can't evacuate, find a secure place to hide out.

1. Create distance between you and the threat.
2. Find barriers to prevent or slow down the armed subject from getting to you.
3. Turn off the lights and silence your phones.
4. Remain out of sight by hiding behind large objects. Be quiet.

Fight

As a last resort, if you can't hide out and if you have absolutely no other option, confront the armed subject.

1. Be aggressive, yell, and commit to your actions.
2. Do not fight fairly - throw items and use improvised weapons.
3. Survive by any means necessary.

If you witness any armed individual at any time or if an individual is acting in a hostile or belligerent manner, immediately contact the City of Albuquerque Police Department at **911**.

If an armed subject is **outside** the building:

- Turn off all the lights and close and lock all windows and doors.
- Move to a core area of the building if it is safe to do so and remain there until an “all clear” instruction is given by an authorized known voice.
- Get down on the floor or under a desk and out of the line of fire.
- If staff do not recognize the voice that is giving instruction, they should not change their status.
- Unknown or unfamiliar voices may be misleading and designed to give false assurances.

If an armed subject is **inside** the building:

- If it is possible to flee the area safely and avoid danger, do so.
- Help others escape when possible without endangering yourself.
- Prevent individuals from entering an area where the armed subject may be located, if possible without endangering yourself.



- Keep your hands visible when exiting the building.
- Contact the City of Albuquerque Police Department at **911** with your location if possible.
- If evacuation is not possible, find a place to hide where the armed subject is less likely to find you.
- Utilize one of the designated lockdown rooms whenever possible.
- Secure the lockdown room door. Barricade the door with heavy furniture, door stops, etc.
- Turn off the lights and get down on the floor or under a desk and remain silent.
- Silence your cell phone.
- Grab items that can be used as weapons should the armed subject breach the door.
- Be prepared to defend yourself should the armed subject breach the door.
- Stay in your lockdown room and do not open the door for anyone unless an "ALL CLEAR" announcement has been issued or a uniformed police officer known to you directs you to do so. Armed subjects may try to pose as the police to get you to open the door.

If an armed subject comes into your class or office:

- Attempting to overcome the armed subject with force is a last resort that should only be initiated in the most extreme circumstances.

- Act as aggressively as you can against the armed subject.
- Throw items and use improvised weapons.
- Yell, scream, bite, hit, scratch or poke eyes to injure the armed subject.
- If more than one of you are in imminent danger with no other options, team up to attack or incapacitate the armed subject.
- Remember, there may be more than one armed subject.
- If you get the weapon away from the armed subject, do not have it in your hand when the police arrive.
- Attempt to get the word out to other staff if possible, and call the City of Albuquerque Police Department at **911** if that seems practical.
- Wait for the “all clear” instruction from police/rescue personnel.
- Be careful not to make any changes to the scene of the incident since law enforcement authorities will investigate the area later.
- If you are able to safely evacuate, do not go to the designated meeting point for your building. Get as far away from the direct threat as possible and then contact the City of Albuquerque Police Department at **911**.

**DO NOT TALK TO THE MEDIA UNLESS YOU
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Hostage Incident

In the event that a hostile action against another person results in a hostage situation, the City of Albuquerque Police Department should be notified immediately by dialing **911**.

If possible, evacuate the area where the incident is taking place. Avoid a panic, but relay as much factual information as possible to the City of Albuquerque Police Department. Information should include:

- Location of incident.
- Number and identity of hostages or perpetrators.

When police arrive on the scene, they will assume command of the situation and will direct all actions to counter the threat.

Lockdown Defined

The directive “LOCKDOWN” is used to stop access and/or egress as appropriate, to all or a portion of the buildings in the city. Unless otherwise directed, consider that all buildings will initiate their “Lockdown” procedures.

Lockdown - Potential Violence In Your Area

Should you discover that there is a violent or potentially violent person in your building or area, take the following steps:

1. Only attempt to overcome a violent or potentially violent person with force as a last resort effort to save your life.
2. Call the City of Albuquerque Police Department at **911** first and provide as much information as possible, including:
 - Request an ambulance for anyone who is injured
 - Location of the suspect
 - Description of suspect, including name (if known), gender, race, height, hair color, clothing description, weapons seen or indicated, what they said, did they indicate a specific target, direction of travel if they have left, and other information the operator requests
 - Building name and location
 - Floor and room if possible
 - Nature of business of the building (e.g., museums, library, etc.)
 - Any hazardous materials that may be present in the building – if known
3. Notify your co-workers and others in the area of the situation using any means possible. (e.g., tell them directly, Public Address System (if available), telephone, runners, etc.)
4. Take shelter in the nearest secured place (e.g., classroom, office, designated lockdown room).

5. Exterior doors should be locked when the alert is given. Operation of the doors has no clear cut answer. Judgment by building occupants and leadership is needed.

Lockdown - Threat Outside Your Building

If the threat is outside your building:

1. If the doors are not electronic and it is safe to secure the exterior doors, lock them.
2. If safe, leave a person at the door to let others (non-threatening) outside in. Law enforcement will announce their identity prior to unlocking any door.
3. Close, lock and barricade interior doors if possible.
4. If the lights in the room can be turned off - turn them off; turn off computers, cell phones, radios, or any device that may indicate the room is occupied.
5. Use cell phones only to notify law enforcement personnel of emergency information. They may interfere with emergency communications. Police, fire and ambulance radio systems can be negatively impacted by high cell phone volumes. The only exception to the above is in the event of a medical emergency in your immediate area, or if you have information specific to the threat.
6. If on the first floor, close any blinds or curtains on windows.
7. Stay away from doors and try to keep out of the line of sight of windows.
8. Sit or lie on the floor or crouch behind or under desks.
9. Be quiet and as invisible as possible.

10. Do not respond to anyone at the door while you are in lockdown mode. Law enforcement will announce themselves. Verify if possible prior to unlocking any door. Confirm if possible. They will release anyone in that room. Updated information may be delivered over the PA system, when appropriate, if available in the building.
11. If you are directed to leave your secured area by police, do so as quickly and quietly as possible and follow their specific directions. Assist those who may require help moving.
12. Should the fire alarm be activated during a lockdown, wait for direction on the PA system or from the police before evacuating the building if there is no immediate danger. If there is smoke or fire present, you may need to evacuate. Ensure it is safe before attempting to evacuate.

Lockdown - Threat Inside Your Building

If the threat is INSIDE your building:

1. Do not lock exterior doors.
2. Close, lock and barricade interior doors if possible.
3. If the lights in the room can be turned off - turn them off; turn off computers, mobile devices, radios, or any device that may indicate the room is occupied.
4. Use cell phones only to contact law enforcement personnel with emergency information. They may interfere with emergency communications. Police, fire and ambulance radio systems can be negatively impacted by high mobile device volume. The only exception to the above is in the event of a medical emergency in your immediate area, or if you have information specific to the current threat.

5. If you are on the first floor, close any blinds or curtains on windows.
6. Stay away from doors and try to keep out of the line of sight of windows.
7. Sit or lie on the floor or crouch behind or under desks.
8. Be quiet and as invisible as possible.
9. Do not respond to anyone at the door while you are in lockdown mode. Law enforcement will announce themselves. Verify if possible. They will release anyone in that room.
10. Updated information may be delivered over the Public Address System, when appropriate, if available in the building.
11. If you are directed to leave your secured area by police, do so as quickly and quietly as possible and follow their specific directions. Assist those who may require help moving.
12. Should the fire alarm be activated during a lockdown, wait for direction on the Public Address System or from the police before evacuating the building if there is no immediate danger. If there is smoke or fire present, you may need to evacuate. Ensure it is as safe before attempting to evacuate.

Lockdown - Outside

If you are OUTSIDE the building when a LOCKDOWN is initiated:

1. Do not enter the building.
2. Move as far away as possible from the building under lockdown.
3. Await further direction from law enforcement personnel.

4. Otherwise, go to a safe area away from the scene.
5. Check the city's website and city social media sites for updates and further information as it becomes available.
6. Do not call the location that is in lockdown.
7. Do not call anyone inside the building that is in lockdown as it may endanger them.
8. Information updates will be provided by police and officials as soon as possible and when it is safe to do so.
9. If you are advised by another person in your area, or by Security Services, that there is a violent or a potentially violent person in your area or building, follow the above steps.
10. Do not leave your safe area until the police have identified themselves and release you from your safe area.

Bomb Threat

By Telephone:

- Do Not Hang Up! Remain Calm.
- Have a co-worker call the City of Albuquerque Police Department at **911** from another phone.
- Take caller seriously.
- Ask a lot of questions, using the checklist below.

Bomb Threat Check List

1. When is the bomb going to explode?

2. Where is it right now?

3. What does it look like?

4. What kind of bomb is it?

5. What will cause the bomb to explode?

6. Did you place the bomb? Yes No Why?

7. What is your address?

8. What is your name?

Exact wording of threats:

Caller's Voice (check all that applies):

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

If known, Name of Caller:

Number from which call originated:

Date:

Male Female Approximate Age:

Number at which call was received:

Time:

Background Sounds (check all that apply):

- | | | | |
|---------------------------------------|------------------------------------|--|--------------------------------------|
| <input type="checkbox"/> Street | <input type="checkbox"/> Noises | <input type="checkbox"/> Animal | <input type="checkbox"/> Noises |
| <input type="checkbox"/> Other Voices | <input type="checkbox"/> PA System | <input type="checkbox"/> Factory | <input type="checkbox"/> Machinery |
| <input type="checkbox"/> Static | <input type="checkbox"/> Music | <input type="checkbox"/> Long Distance | <input type="checkbox"/> House Motor |



Terrorism

Suspicious Packages

If you receive or discover a suspicious package or a foreign device, **DO NOT TOUCH IT, TAMPER WITH IT, OR MOVE IT!**

IMMEDIATELY DIAL **911** AND REPORT IT TO THE CITY OF ALBUQUERQUE POLICE DEPARTMENT.

Letter and Parcel Bomb Recognition Checklist

Be Cautious of:

- Foreign mail, air mail, and special deliveries
- Restrictive markings such as “Confidential” or “Personal”
- Excessive postage
- Handwritten or poorly typed address
- Incorrect titles
- Oily stains or discoloration on package
- Excessive weight
- Rigid, lopsided, or uneven envelope
- Protruding wires or tinfoil
- Visual distractions
- No return address

DO NOT TALK TO THE MEDIA UNLESS YOU ARE ASSIGNED TO DO SO

Suspicious E-mails

If a suspected threat is received by e-mail:

- Do not delete the e-mail
- Save the e-mail
- Notify City Security Services at **505-239-0900** or Albuquerque Police Department at **505-242-COPS (2677)**

If an imminent threat is received by e-mail:

- Do not delete the e-mail
- Save the e-mail
- Notify emergency services immediately at **911**

Phishing E-mails

If you receive a phishing e-mail:

- Do not open it
- Create a new blank e-mail message
- Drag the original phishing e-mail into the new e-mail message as an attachment
- Change the subject line to "Phishing"
- Send the e-mail to phishing@cabq.gov



Interpersonal Emergencies

Crime Prevention in the City

If you see a crime, **REPORT IT** to the
City of Albuquerque Police
Department.

Preventing Thefts

- It is your responsibility to protect state and personal property from theft. Lock your door when you leave the room, even if for a short time.
- Do not loan your city-issued keys or access cards to anyone. Do not leave your access card hanging on a coat unattended or leave your keys in pockets.
- Immediately report lost or stolen keys / access cards to City of Albuquerque Police Department at **911**.
- Keep purses, briefcases, and wallets locked inside your desk, cabinet, or wall locker. Do not bring large sums of money to work.
- Secure your computers. Not only secure your computer physically, but also password protect it.
- Watch for suspicious activity or individuals in your area. If you see someone hanging around or acting strangely, call the City of Albuquerque Police Department.
- Then make contact with those individuals and ask if you can assist them. If you determine your own safety is not at risk, stall them as long as you can until police arrive.

If they leave, let police know what direction they went and get a good physical description of that individual such as:

- Height and weight
- Style and color of hair
- Description of clothing

Behavior Concerns Advice

(505) 768-4613

The Employee Assistance Program (EAP) is a service for staff of the city to discuss their concerns about another individual's behavior. Trained staff members will assist the caller in exploring available options and strategies. They will also provide appropriate guidance and resource referrals to address the particular situation. Depending on the situation, callers may be referred to other resources. The EAP is available to City of Albuquerque employees and their families, and offers employee counseling, crisis intervention, and referral services through professional counselors.

These counselors can also offer assistance with concerns about relationships, grief, parenting, work issues, depression, anxiety, stress, etc.



How do I contact the Employee Assistance Program (EAP)?

Dialing **1-800-348-3232** will connect you to emergency on-call counselors 24 hours a day, 7 days a week, and 365 days a year. Cases that present an IMMEDIATE threat to self, others, or property should be considered an emergency and should be directed to the City of Albuquerque Police Department by calling **911**. For non-emergencies, the EAP can be reached at **(505) 768-4613**.

Stalking

1. Call **911** and seek the safety of others.
2. Do not confront alleged stalker. Instead, take note of physical characteristics and other identifiers that you can report to the City of Albuquerque Police Department.

Report of Relationship Violence

1. Call **911** if there is a medical emergency or immediate threat.
2. Support may be found through the Employee Assistance Program at **(505) 768-4613** during business hours or after hours at **1-800-348-3232**.

