

National Aeronautics and Space Administration



OCCUPANT

EMERGENCY

Plan

GUIDANCE

The graphic consists of a central yellow triangle with a black border. Inside the triangle, the word "OCCUPANT" is written in white, bold, sans-serif capital letters within a black banner at the top. Below this, a black silhouette of a person is shown from the waist up, facing forward. A black banner with the word "EMERGENCY" in white, bold, sans-serif capital letters is positioned across the middle of the triangle. Below the person silhouette, a white banner with the word "Plan" in black, lowercase, sans-serif font is shown. At the bottom of the triangle, the word "GUIDANCE" is written in black, bold, sans-serif capital letters. The entire graphic is set against a yellow background with a subtle, textured pattern.

www.nasa.gov



INTRODUCTION

Here at NASA Headquarters (HQ), ensuring the safety and well-being of our employees, contractors, and visitors is my highest priority. That is why this Occupant Emergency Plan (OEP) guidance is so important. This booklet contains important information on what you can do to prepare for and respond to an emergency or threat at NASA HQ. Please pay special attention to the evacuation and shelter-in-place procedures, as they are most likely to be utilized here at NASA HQ. You should be familiar with the location of all exits and emergency staging areas in the event you are not in your usual work area during an evacuation.

I ask each and every one of you to review this OEP guidance and educate yourself on what you can do to prepare for and, if need be, respond to an emergency or threat at HQ. The time to review this information is before an emergency strikes, not during. While this plan is thorough, the ultimate success of the plan rests with you. Employees should also be familiar with their respective office's Business Continuity Plan in the event an emergency disrupts the ability to work from HQ for an extended period of time.

The NASA HQ Security Force and the NASA HQ Emergency Management Team work diligently everyday to keep our workforce and our visitors safe. Please follow their instructions at all times during an emergency. Thank you in advance for your support and cooperation.

Additionally, please remember to visit the NASA HQ Emergency Management site (<http://www.nasa.gov/hqemergency>) regularly in order to stay informed about NASA HQ preparedness activities.

A handwritten signature in black ink, appearing to read "Jay Henn". The signature is stylized with a large, looping initial "J" and a cursive "Henn".

Jay Henn
Executive Director
Office of Headquarters Operations

EMERGENCY CONTACT LIST

SECURITY DESK (Medical, fire, suspicious package, etc.) 202-358-1616

HEALTH CLINIC (8 a.m. to 4:30 p.m. weekdays) 202-358-2600

NASA HQ OPERATING STATUS RECORDED MESSAGE 202-358-3000

Placing Emergency Calls at NASA HQ

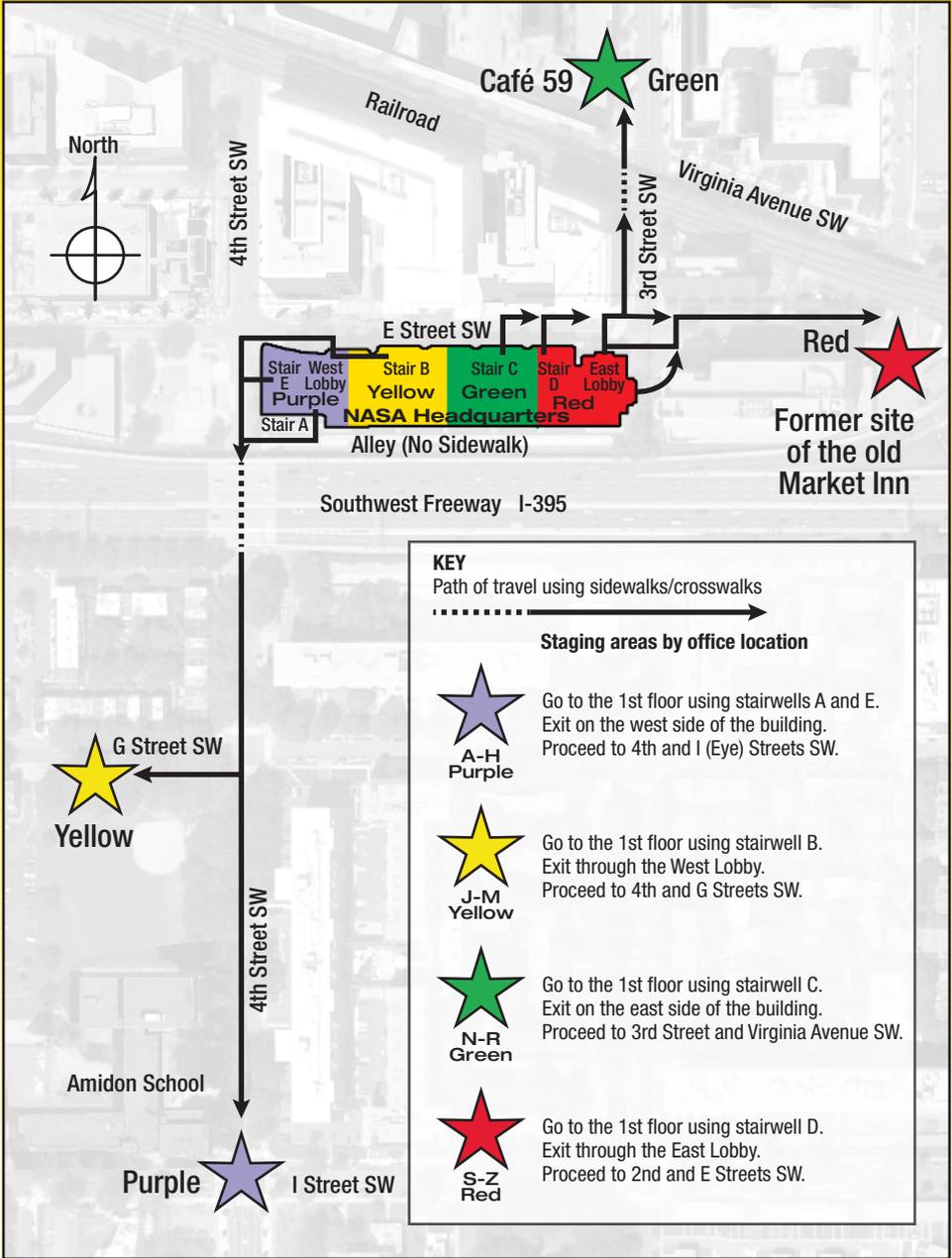
All desktop phones at NASA with the word “CISCO” at the top are referred to as “VOIP phones” throughout this OEP guidance. From the VOIP phones, HQ personnel may make emergency calls by pressing the words “HQ Emergency” on the touch screen, pressing the button next to the words “HQ Emergency” on the touch screen, or by dialing x1616. Personnel will immediately be connected with the NASA HQ Security Force. To call the NASA HQ Security Force by cell phone or from outside of NASA HQ, please dial 202-358-1616. This phone line is monitored 24 hours per day, every day of the year.

Emergency Notification Procedures

NASA HQ employs several systems to notify personnel of threats. You may receive alerts in the event of an emergency or change in NASA HQ operating status the following ways:

- Audible fire alarm and strobe lights: Immediately evacuate. Never assume it is a drill or a false alarm.
- Public Address System: Listen for announcements (e.g., shelter-in-place) from overhead speakers.
- InformaCast: A system that will display text messages on VOIP phones as well as verbal announcements from the phone speaker.
- Emergency Notification System (ENS): An Agency-wide system that allows NASA personnel to receive emergency notifications via multiple communication devices, (e.g., e-mail, text messages, cellular, home/office numbers). To manage the devices on which you receive emergency notifications, please visit Employee Express (<https://www.employeexpress.gov>) for civil servants and IdMAX (<https://idmax.nasa.gov>) for contractors.

EVACUATION STAGING AREAS



EVACUATION PROCEDURES

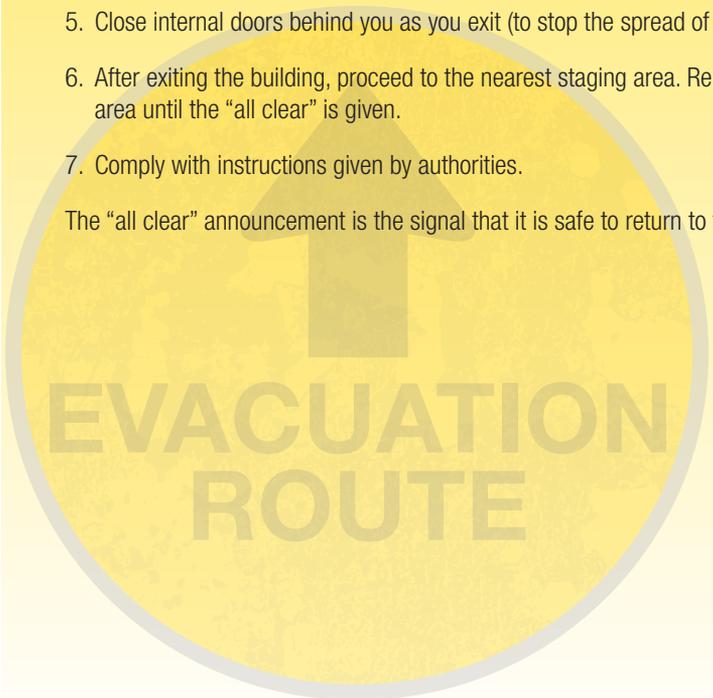
You may be directed to evacuate in a number of ways:

1. The fire alarm may sound (audible alarm and flashing strobe lights). Always respond to the fire alarm by evacuating immediately. Never assume a drill or a false alarm.
2. A member of the NASA HQ Security Force, Incident Support Team, local police or fire department, or Federal Protective Service (FPS) may direct you to evacuate.
3. NASA HQ's Public Address System, InformaCast System, or Emergency Notification System may be used to communicate the need to evacuate.

Once notified of the need to evacuate:

1. Secure classified materials.
2. Use the stairs to leave the building immediately.
3. Assist visitors and those with special needs with evacuation.
4. Individuals who require special assistance evacuating will go to the galley area to receive assistance from a Special Needs Monitor, and take refuge in Stairwell B to await assistance from the fire department. Special Needs Monitors may also assist individuals with special needs to evacuate using an evacuation chair.
5. Close internal doors behind you as you exit (to stop the spread of fire).
6. After exiting the building, proceed to the nearest staging area. Remain in the staging area until the "all clear" is given.
7. Comply with instructions given by authorities.

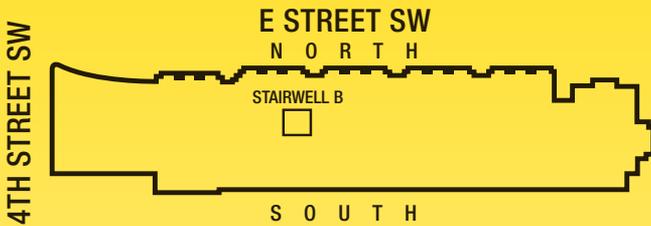
The "all clear" announcement is the signal that it is safe to return to the building.



EVACUATION
ROUTE

SPECIAL NEEDS EVACUATION PROCEDURES

Procedures below should be followed by individuals with a permanent or temporary condition that impedes the physical ability to evacuate or shelter-in-place without assistance.



While all stairwells within NASA HQ can be used as a safe haven for those with special needs and can be designated staging areas until fire department assistance is provided, Stairwell B is the primary safe haven. In the event of an emergency, those who need assistance should make their way to the galley area with the freight elevator on their floor for staging with the Special Needs Monitors. Once the stairwell is clear of individuals evacuating from higher floors, those needing assistance should move into the Stairwell B landing. Special Needs Monitors may assist individuals down the stairs using evacuation chairs that are stored in the galley of every floor. The Incident Command Post (ICP) will advise the fire department to search Stairwell B first to locate anyone in need of evacuation assistance.

If attempting to move an individual with special needs, you should always seek his or her advice.

Employees with Special Needs

Employees with a need for evacuation assistance should get to know the Special Needs Monitor on their floor. Upon hearing the fire alarm, the Special Needs Monitor will meet the employee with special needs in the galley area. Once the stairwell is clear, the Special Needs Monitor will assist the employee down the stairwell or remain with the employee in Stairwell B until the fire department can provide assistance. **To self identify as requiring special evacuation assistance, contact the HQ Equal Opportunity Office at 202-358-1098.**

Visitors with Special Needs

All visitors will be issued evacuation procedures upon entering the facility. In addition, special needs visitors are instructed to report to Stairwell B for evacuation assistance. The NASA HQ Security Force maintains a visitor sign-in log with the location and telephone number of any visitor requiring special assistance. Each visitor is the responsibility of his or her NASA sponsor.

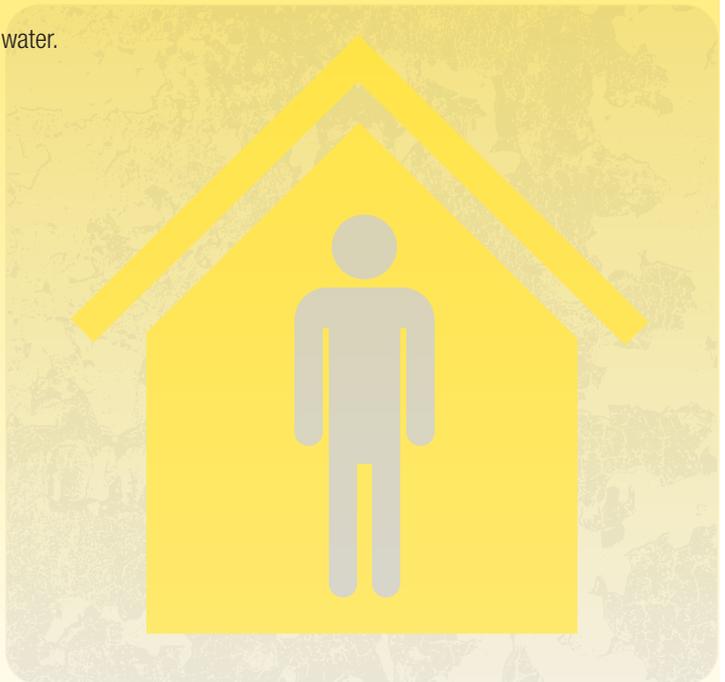
SHELTER-IN-PLACE

In certain instances, sheltering in the building is the best protective action to mitigate the risk of injury. To “shelter-in-place” means to make a shelter of the building that you are in until the “all clear” announcement is made. When an event occurs that makes sheltering-in-place necessary, occupants will be notified by the Public Address System, InformaCast, Emergency Notification System, NASA HQ Security Force, and/or local authorities.

- When told to shelter-in-place, occupants will receive instructions on expected actions (e.g., move to the interior of the building, move to the 2nd floor or above, etc.).
- If an employee leaves the building against the advice of authorities during a shelter-in-place event, the employee will not be permitted to reenter the building.
- Occupants will not be allowed to access or remove their vehicles from the garage until the “all clear” announcement is made.

In preparing for a possible shelter-in-place situation, each occupant should prepare an **emergency kit** with the following items to sustain themselves up to 12 hours:

- Extra prescription medicine.
- Flashlight and extra batteries.
- Snacks and bottled water.



MEDICAL EMERGENCIES

Your actions during the crucial first minutes following the onset of a medical emergency can save lives. The following should be your priorities until help arrives:

- Stay calm. This will reassure the victim and keep you effective.
- Call NASA HQ Security Force at **202-358-1616** or press the “**HQ Emergency**” button on a VOIP phone. Be sure to give your name, a specific location, and a number to call you back. The NASA HQ Security Force will call for an ambulance and notify the NASA HQ Health Unit of the medical emergency.
- If you call 911 directly, when you hang up, immediately call the HQ Security Force to alert them. This will allow them to call the NASA HQ Health Unit and assist first responders when they arrive on scene.
- Stay with the victim while awaiting assistance.
- If the victim is unconscious take the following actions:
 - Check to see if the victim is breathing.
 - If you have been trained, begin cardiopulmonary resuscitation (CPR) and send a bystander to retrieve an automated external defibrillator (AED) while you continue CPR.
- Limit direct exposure to bodily fluids from the victim. Use gloves if the victim is bleeding. Apply direct pressure and elevation to stop persistent bleeding.
- Do not move the victim unless there is an immediate life safety hazard.
- Check the victim for emergency medical identification (ID) tags and/or medications. When first responders arrive, inform them of what you found.
- Do not give the victim food or liquids: an unconscious or semiconscious victim cannot swallow and could choke.

FIRE EMERGENCY PROCEDURES

Follow these procedures when fire or smoke is observed:

- Activate the closest building fire alarm box (usually located near the stairwells) by pulling the lever, and immediately evacuate the building.



- While following normal evacuation procedures you should also:
 - If there is smoke, stay low to the floor and move to a safe area. Smoke and heat rise, but they will quickly fill a room.
 - Feel closed doors for heat before opening them; use the back of your hand. If the door is hot, the fire may be on the other side of the closed door; so take another escape route.
 - If escape is not possible, put signs in the windows and use a phone to alert first responders of your need for rescue. Call the NASA HQ Security Force at 202-358-1616 to report your location.

NOTE: AS YOU EVACUATE THE BUILDING, GIVE THE EXACT LOCATION OF FIRE/SMOKE (E.G., FLOOR, ROOM NUMBER) TO THE NASA HQ SECURITY FORCE.

SUSPICIOUS PACKAGE/ACTIVITY PROCEDURES

Be aware of suspicious activity or unattended packages/materials both inside and along the perimeter of NASA HQ. If you see a suspicious package or suspicious activity:

- DO NOT PULL THE FIRE ALARM!
- DO NOT TOUCH THE PACKAGE/MATERIALS!
- Immediately call the NASA HQ Security Force at 202-358-1616 or by pressing the **“HQ Emergency”** button on a VOIP phone.
 - Give your name, room number, the location of the package/activity, and any other information requested.
 - Note if anyone has come in contact with the package/materials.
 - The NASA HQ Security Force will investigate the package/materials or activity and provide additional instruction.



UTILITY FAILURE

While the failure of utilities (electricity, water, gas) is being assessed, NASA HQ personnel should remain at their workstations.

During a utility failure, NASA HQ's Public Address System will still function, and announcements will be made as necessary.

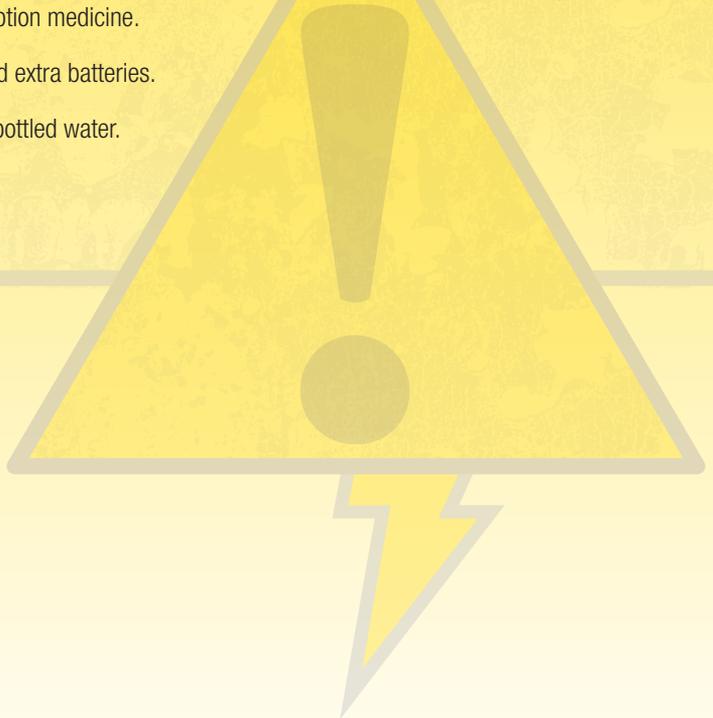
NASA HQ occupants may be asked to shelter-in-place, evacuate, or may be dismissed early. Remain attentive to announcements and instructions.



SEVERE WEATHER

Severe weather can disrupt the transportation system and, in some cases, NASA HQ operations. “Severe weather” includes winter storms, thunderstorms, extremely hot/cold temperatures, hurricanes, tornadoes, earthquakes, and floods. While severe weather rarely affects NASA HQ operations, prepare yourself by doing the following:

- **Government-wide Operating Status.** To check the status or to sign up for the Office of Personnel Management (OPM) operating status e-mails, go to www.opm.gov, or call OPM’s recorded message line for changes in operating status at **202-606-1900**. NASA HQ will abide by OPM’s operating status levels—however, essential personnel may still need to report to work.
- **NASA HQ Notification.** To be informed of changes to NASA HQ’s operating status, you may call the recorded message line anytime at 202-358-3000 or go to <http://www.nasa.gov/hqemergency>.
- Review the telework policy with your manager.
- Keep an emergency kit with the following items in case weather conditions deteriorate while at work:
 - Extra prescription medicine.
 - Flashlight and extra batteries.
 - Snacks and bottled water.



SPECIAL EVENTS, DEMONSTRATIONS, CIVIL DISTURBANCES

- When you observe a demonstration or civil disturbance forming in or around NASA HQ, call the NASA HQ Security Force at 202-358-1616, or press the **“HQ Emergency”** button on a VOIP phone and report what you see. Do not assume that others will call.
- Stay in your assigned area and away from the lobby areas on the first floor as much as possible.
- Do not go to the scene of a civil disturbance or demonstration.
- Do not confront or antagonize the demonstrators. Avoid interaction with the individuals perpetrating the disturbance.
- If necessary, the Public Address System or InformaCast will be used to notify occupants when it is safe to leave the building and the safest and most expedient routes out of the building.



BOMB THREAT

If a bomb threat is received by phone:

- Keep the caller on the line for as long as possible. Listen carefully to the caller.
- Try to keep the caller talking to learn as much as possible about the caller.
- If possible, write a note to a colleague to call the NASA HQ Security Force at 202-358-1616 while you are still on the line with the caller.

Make sure to note:

- Time that call was received
- Any caller ID display information
- Exact words of threat
- Location of the bomb (building, floor, room, etc.)
- When will the bomb detonate
- What does the bomb look like and what will make the bomb explode
- Whether the caller placed the bomb
- Why was the bomb placed
- The caller's name and location
- Approximate age of the caller

Caller's Voice:

- | | | |
|------------------|-------------------|------------------|
| – Male | – Angry | – Coughing |
| – Female | – Distinct | – Lisp |
| – Normal | – Raspy | – Soft |
| – Deep | – Calm | – Cracking voice |
| – Deep breathing | – Excited | – Loud |
| – Ragged | – Slow | – Stuttering |
| – Accent | – Clearing throat | – Crying |
| – Disguised | – Laughing | – Nasal |
| – Rapid | – Slurred | |

Speech Patterns:

- | | | |
|--------------|----------------|---------------|
| – Incoherent | – Profane | – Irrational |
| – Taped | – Message-read | – Well-spoken |

Background Sounds:

- Animal noises
- Booth
- Static
- House noises
(vacuum cleaner)
- PA system
- Office machinery
- Conversation
- Factory machinery
- Kitchen noises
(rattling of pots/pans)
- Music
- Public transportation
(bus/rail)
- Motor
- Street noises
- Clear (no line noise)

DO NOT HANG UP. Simply place the handset down and call the NASA HQ Security Force from another phone. Do not evacuate or pull the fire alarm. Await further instruction from the NASA HQ Security Force.



RADIOLOGICAL OR HAZARDOUS MATERIALS INCIDENT

If a radiological or hazardous material (hazmat) incident occurs in proximity to NASA HQ, occupants will be directed to shelter-in-place until it is safe to exit the building.

NASA HQ will:

- Close all exterior doors.
- Shut down and seal all heating, ventilation, and air-conditioning equipment.
- Direct occupants to the safest areas of the building.
- Limit use of the elevators.

Please keep your emergency kit ready and fully stocked. It should include:

- Extra prescription medicine.
- Flashlight and extra batteries.
- Snacks and bottled water.



WORKPLACE VIOLENCE

Workplace violence can be any act of physical violence, threats of physical violence, harassment, intimidation, or other threatening, disruptive behavior that occurs at the work site. Workplace violence can affect or involve employees, visitors, contractors, and other non-Federal employees.

Personnel should be aware of the following indicators that an individual may become violent:

- Increasing belligerence
- Ominous, specific threats
- Hypersensitivity to criticism
- Recent acquisition/fascination with weapons
- Apparent obsession with a supervisor or coworker or employee grievance
- Preoccupation with violent themes
- Interest in recently publicized violent events
- Outbursts of anger
- Noticeable changes in behavior
- Homicidal/suicidal comments or threats

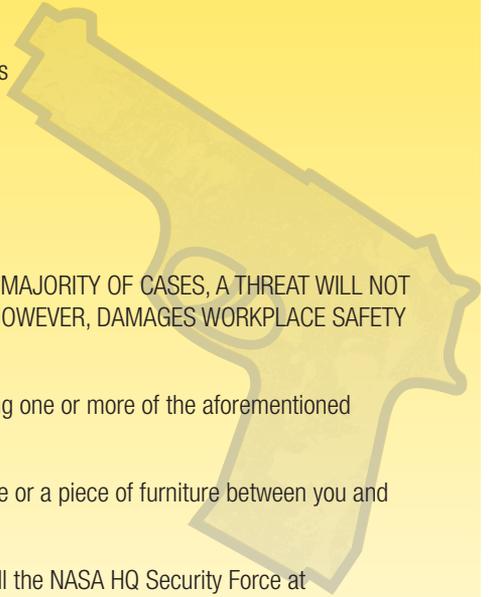
IT IS IMPORTANT TO NOTE THAT IN THE GREAT MAJORITY OF CASES, A THREAT WILL NOT LEAD TO A VIOLENT ACT. THE THREAT ITSELF, HOWEVER, DAMAGES WORKPLACE SAFETY AND REQUIRES A RESPONSE.

If you notice a coworker or anyone else exhibiting one or more of the aforementioned indicators:

- Leave the area or make sure there is space or a piece of furniture between you and the individual.
- If you feel there is an immediate threat, call the NASA HQ Security Force at **202-358-1616** or by pressing the **“HQ Emergency”** button on a VOIP phone. If you do not perceive an immediate threat, notify your supervisor.

Additionally, the Employee Assistance Program (EAP) is available to provide support or counseling to NASA HQ personnel. Individuals may contact the EAP through the Web at http://fasd.hq.nasa.gov/hq_eap.html or by phone at 800-222-0364.

Personnel should be aware at all times of suspicious persons or activities that require the response of the NASA HQ Security Force, reachable at 202-358-1616 or by pressing the **“HQ Emergency”** button on a VOIP phone.



HOSTAGE SITUATION

If you observe a hostage situation, the following are suggested actions:

- Leave the immediate area without causing suspicion.
- Proceed to a safe area and notify the authorities.
- Inform the authorities of the location of the hostage situation, who was taken as hostage(s), the number of captors, and whether the captors are armed.
- Provide your name, location, and telephone number.
- If you are unable to leave the area, stay calm and avoid discussing the situation with anyone else, if possible, until the proper authorities arrive.
- Whenever possible, leave negotiations with the captor(s) to trained negotiators.
- Anyone who has established communication and rapport with the captor(s) must stand by and brief the trained negotiators upon their arrival. Continue to stand by in the event that additional assistance is required with the negotiators.

If you are taken hostage, the following are suggested actions:

- Remain calm, be polite, and cooperate with your captors.
- Do not attempt escape unless there is an extremely good chance of survival. It is safer to be submissive and obey your captors.
- Speak normally. Do not complain, avoid being belligerent, and comply with all orders.
- Avoid drawing attention by making sudden movements, statements, or hostile looks.
- Observe the captors and try to memorize their physical traits, voice patterns, clothing, or other details that can help provide a description later.
- Avoid getting into political or ideological discussions with the captors.
- Try to establish a relationship with your captors and get to know them. Captors are less likely to harm you if they respect you.
- If forced to present terrorist demands to authorities, either in writing or on tape, state clearly that the demands are from your captors.
- Try to stay low to the ground or behind cover from windows or doors, if possible.

During a rescue operation:

- Do not run. Drop to the floor and remain still. Make no sudden movements.
- Wait for instructions and obey all instructions you are given.
- Do not be upset, resist, or argue if a rescuer is uncertain whether you are a terrorist or a hostage.
- Even if you are handcuffed and searched, do not resist. Wait for the confusion to clear.
- You will be taken to a safe area, where proper identification will be determined.

EARTHQUAKE

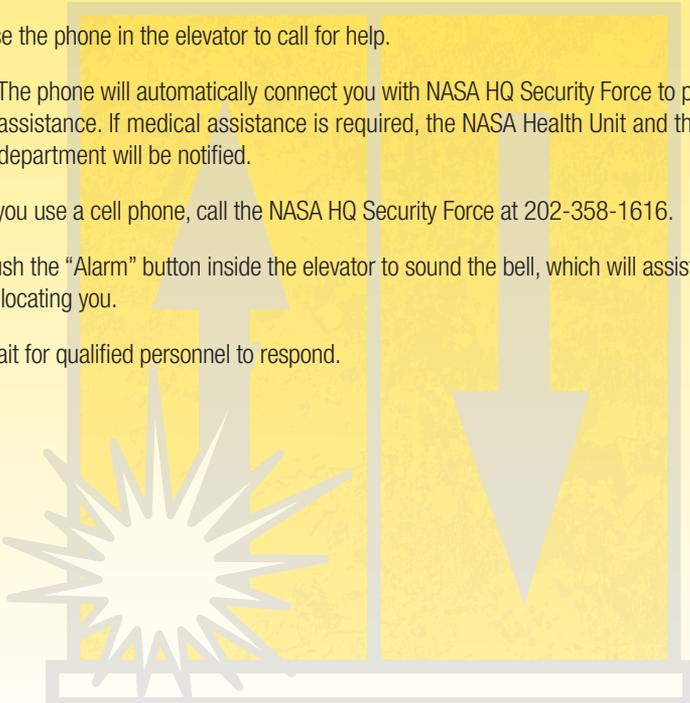
In the event of an earthquake:

- Do not try to exit the building.
- Take cover under a desk or heavy furniture or stand against an inside wall away from the possibility of breaking windows.
- Avoid walls with bookshelves or pictures that may fall.
- Stay in place until the shaking stops.
- Do not use the elevators.
- The Public Address System or InformaCast will be used to notify occupants when it is safe to leave the building and the safest and most expedient routes out of the building.

ELEVATOR MALFUNCTION

Should you become stranded in an elevator for any reason, the following steps should be followed:

- Remain calm.
- Do not attempt to leave the elevator.
- Use the phone in the elevator to call for help.
 - The phone will automatically connect you with NASA HQ Security Force to provide assistance. If medical assistance is required, the NASA Health Unit and the fire department will be notified.
- If you use a cell phone, call the NASA HQ Security Force at 202-358-1616.
- Push the “Alarm” button inside the elevator to sound the bell, which will assist rescuers in locating you.
- Wait for qualified personnel to respond.



PERSONNEL ACCOUNTABILITY

Because our employees are our number one asset, during or following an emergency the overall welfare of NASA HQ personnel may need to be ascertained. NASA HQ will utilize the Agency Emergency Notification System (ENS) to conduct a personnel accountability survey. Upon completion of one or more ENS surveys, or due to specific employee responses, NASA HQ will utilize supervisors to complete the process of accounting for staff.

Important steps employees must take prior to an emergency:

- Employees will keep personal information listed for ENS up to date. To manage the devices on which you receive emergency notifications, please visit Employee Express (<https://www.employeeexpress.gov>) for civil servants and IdMAX (<https://idmax.nasa.gov>) for contractors.
- Employees will review instructions distributed by the Emergency Management and Administrative Services (EMAS) on how to properly interpret and respond to an ENS survey prior to an emergency.
- Offices will have in place pre-determined strategies on how to contact employees during or after an emergency including how and when to utilize office call-trees, expectations for calls to frontline supervisors, etc.

During an emergency:

- In addition to ENS messages containing information, employees may receive an initial survey question asking: "Are you okay, yes or no?"
- Employees must respond to the ENS survey when prompted.
 - Employees should respond "yes" to indicate:
 - They **are** capable of reporting to work or teleworking.
 - Employees should respond "no" to indicate:
 - They are **not** able to return to work at this time
- Employees must respond to office leadership/supervisor accountability status requests.
- Employees must respond to any additional ENS surveys that may follow.

QUICK REFERENCE CARDS

To report an incident, threat, or other emergency, dial 202-358-1616 or press the red “EMERGENCY” button on any NASA HQ VOIP desk phone.

Evacuation Procedures

Upon hearing a fire alarm, evacuate the building according to the following procedures:

1. Secure classified materials.
2. Use the stairs to leave the building immediately.
3. Assist visitors and those with special needs with evacuation.
4. Individuals who require special assistance evacuating will go to the galley area to receive assistance from a Special Needs Monitor, and take refuge in Stairwell B to await assistance from the fire department. Special Needs Monitors may also assist individuals with special needs to evacuate using an evacuation chair.
5. Close internal doors behind you as you exit (to stop the spread of fire).
6. After exiting the building, proceed to the nearest staging area. Remain in the staging area until the “all clear” is given.
7. Comply with instructions given by authorities.

EMERGENCIES CALL: 202-358-1616

Telework Drills

TELEWORK DRILL QUICK REFERENCE CARD

WEB PAGE

<http://www.nasa.gov/centers/hq/emergency/teleworkDrills/index.html>

E-MAIL

hq-telework-drills@mail.nasa.gov

IT HELP DESK*

202-358-4357/866-462-7247

* For SecureID token/connectivity issues
24 hours a day

OUTLOOK WEB ACCESS

<https://webmail.nasa.gov>

SECURE NOMADIC ACCESS (SNA)

<http://www.hq.nasa.gov/itcd/networking-sna.html>

WebTADS

<https://webtads.nasa.gov/hq>

CISCO VPN INSTRUCTIONS

Enter your username in the appropriate field. In the passcode field, enter your SecurID PIN + the 6-digit number on the token.



EMERGENCIES CALL: 202-358-1616

Security Desk
(medical emergency, fire, suspicious package, etc.) **(202) 358-1616**

Health Clinic
(8 a.m.–4:30 p.m. weekdays) **(202) 358-2600**

HQ Operations Status **(202) 358-3000**

Federal Government
Operating Status **(202) 606-1900**