

Fire and Life Safety Director F-89 Non-Fire (EAP) Onsite Exam and Remedial FS/EAP Director R-59 CBT Study Guide



The F-89 Certificate of Fitness was previously known as the F-59 FS/EAP Director Certificate of Fitness.

- Please always check for the latest revised booklet at FDNY website before you take the exam.
- It is recommended that this guide be kept at all times at the Fire Command Center.

This publication is provided FREE to the public by the FDNY.



Starting from 12/01/2016, all FS/EAP Director candidates are required to take the 4-hour **Active Shooter and Medical Emergency Preparedness course** from the FDNY approved school to obtain the Fire and Life Safety Director Certificate of Fitness.

Approved school list can be found on the following link:

<http://www1.nyc.gov/assets/fdny/downloads/pdf/business/2016-active-shooter-mep-school.pdf>

Before starting the On Site exam, the inspector will ask the candidate to show the ORIGINAL Active Shooter and Medical Emergency Preparedness graduation diploma/letter issued from the FDNY approved school and submit a copy of the diploma/letter to the inspector. The COF unit will NOT issue the F-89 Certificate of Fitness until the copy of the diploma is received.

The Fire and Life Safety (FLS) Director On-Site Examination includes questions on the following topic areas:

Part I. Building Knowledge

Part II. Fire Command Center & Elevator Demonstration

Part III. Non-Fire Emergency Scenarios

Part IV. Knowledge of Training Requirement

- (1) General training for EAP/FLS staff
- (2) Active shooter training for building occupants

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STUDY MATERIAL AND EXAM DESCRIPTION

About the Study Material

This study guide is intended to introduce the Fire and Life Safety Director (FLS Director) applicant to the topic areas that will be covered on the FLS Director Certificate of Fitness non-fire portion (EAP) **On-Site** Examination. It is just a general overview of the topic areas and is not intended to be a comprehensive guide during an emergency. The applicant must conduct additional research for his or her own building components and obtain additional study materials to prepare for the exam. Additional materials could be referred to the official bibliography for the F-89 Exam listed in the Appendix I.

This study guide includes information taken from the New York City Fire Code and Fire Rules. The study guide does not contain all the information the applicant is required to know in order to work efficiently and safely during an emergency. It is the applicant's responsibility to become familiar with all applicable laws, rules and regulations of the federal, state and city agencies having jurisdiction in his or her premises/property, even though such requirements are not included in this study guide. The applicant needs to be familiar with the applicable sections of the New York City Fire Code and Fire Rules and the materials listed in the Appendix I in order to adequately prepare for the exam. You must also be able to understand and apply the rules and procedures contained in this study guide to help increase the chances of receiving a passing score.

This study guide or any other study materials or personal notes are NOT allowed during the FS/EAP Director On-Site Exam.

About the On-Site Exam

(1) Schedule the On-Site exam

The FS/EAP On-Site examination fee is \$305. Only authorized personnel (designated by the building owner) are allowed to schedule an On-Site FS/EAP Director (FLSD non-fire) Exam. Candidates cannot schedule their own exams.

The **first attempt** of the On-Site exam should be scheduled **within 6 months** from the date that the candidate receives the FDNY computer exam passing letter indicating a passing grade. In addition, any other On-Site exam request must be submitted within a **one (1) year** from the date that the candidate receives the FDNY computer exam passing letter. **The letter is NOT RENEWABLE.**

To qualify the candidate for **the FS/EAP Director (FLSD non-fire) On-Site Exam**, the authorized personnel must ensure:

- **The candidate has received the FDNY letter of passing the FDNY FS/EAP Director (FLSD non-fire) certificate of fitness \computer exam.**
- **The candidate holds a valid FSD Certificate of Fitness. (On or after 09/04/2017, only the F-85 will be recognized by the FDNY)**

- **The building has a Comprehensive Fire Safety/EAP Plan accepted by the FDNY.**

If candidate's premises' comprehensive Fire Safety/EAP Plan has NOT been accepted by the FDNY, the candidate must apply for the T-89 (see section B of this NOE document) before the computer exam passing letter expires.



Send an email to High-Rise@fdny.nyc.gov with a subject line "EAP On Site request/Candidate's Last Name, First Name/Premises Address". No telephone or fax appointment requests will be accepted.

In the body of the email indicate:

- Premises information:
 - **Type** (Hotel/Office);
 - complete **Address**, including borough and zip code;
 - DOB **BIN** (Department of Building's Building Identification Number);
 - any possible **AKA** (Also Known As) addresses.

AND

- Candidate's information:
 - Full **Last Name, First Name**;
 - complete **Social Security Number**;
 - F-25; F-58; or F-85 **Certificate of Fitness** number for the premises.

AND

- Additional requirements
 - Indicate if the On Site Exam is required outside of the regular start time (10 am – 12 pm) Monday- Thursday.

AND

- All email requests must indicate authorized personnel's following information:
 - Scheduler's **Full Name**;
 - **Title**;
 - **Business address**;
 - Contact **Phone Number**;
 - **Email** address.

In the case of hardship, the authorized personnel can request an emergency overtime test Monday to Thursday after 5 PM, or on Saturday. Additional overtime expenses will apply.

Only **two** candidates can be scheduled per day during **normal business hours** and on **Saturdays**. Only **one** candidate can be scheduled per day during **evening hours**.

Applicants are allowed hold F-89/T-89/F-85 for two separate locations at the same time without special restrictions. Applicants employed as an F-89/T-89/F-85 holder at three or more locations must apply for a modification/variance. A \$200 non-refundable fee is required with each application that can be found on the following link:

<http://www1.nyc.gov/assets/fdny/downloads/pdf/business/variance-fsd-eeap-form.pdf>

Under modification/variance program, the applicants are subject to the On-Site Exam in order to renew the Certificate for each location.

Candidates who work in multiple buildings and are subjected to R-59 after failing the first attempt at an On-Site Examination due to important responses, will not be allowed to schedule the second attempt at an On-Site Examination unless they pass the R-59 computer exam.

(2) To cancel or reschedule the On-Site Exam

All requests for cancellations must be submitted via email to High-Rise@fdny.nyc.gov. All cancellations must be received at least 72 hours before the scheduled time via email.

In order to expedite the cancellation be sure to:

- indicate "Request for On Site Exam Cancellation" in the subject of the email;
- provide the following in the body of the email:
 - Full name **Last Name, First Name;**
 - Complete **Social Security Number;**
 - On Site Exam date;
 - Premises Address.

The building will be charged the On-Site exam fee **if the cancelation request is received less than 72 hours prior to the On-Site Exam. Any candidate canceling three (3) On-Site exams will not be allowed to schedule an On-Site exam until after 6 months following the third cancellation.**

If the authorized personnel (designated by the building owner) needs to reschedule the candidate, the cancellation must be submitted first. After the cancellation is confirmed by the High Rise Unit, the authorized personnel can schedule the On-Site Exam for another date by submitting another request.

(3) On-Site Exam environment

In order to maximize the candidate's testing performance, the candidate or the supervisor must arrange a suitable environment for the FDNY inspector to administer the On-Site Exam.

A suitable testing environment includes but is not limited to:

- adequate room lighting

- adequate ventilation
- comfortable seating and clean work surfaces for the candidate to take notes and answer the questions.
- minimum noise and no distractions during the exam
- alarms and announcements will be sounded at various points during this exam, refer to “(4) What to expect during the On-Site Exam”.

The average testing time of the On-Site Exam is approximately 2.5 hours. The testing environment should be expected to be occupied for at least 2.5 hours. FDNY inspectors have the right to move the candidate to a proper testing environment.

(4) What to expect during the On-Site Exam

Before the On-Site Exam, the most recent **comprehensive Fire Safety/EAP plan** and the **Building Information Card (BIC)** must be available to the FDNY inspector.

The candidate also needs to present to the FDNY inspector a valid F-58 or F-25 or F-85 Certificate of Fitness for the same address where the On-Site exam is being conducted. Failure to produce the required documents prior to the On-Site Exam can result in termination of the exam. The On-Site exam fee will be charged.

The On-Site Exam is to be conducted between the inspector and the candidate ONLY. The On-Site exam is an oral and practical exam. For the oral exam, the candidate will be required to answer various questions, referenced in the study material, Building Information Card (BIC), or Comprehensive Fire Safety/EAP Plan. However, no study materials or personal/outside notes are allowed at any time at any time during the On-Site Exam. **Candidates will receive a failing grade and building management will be notified if outside materials, study guides, or any other reference material relevant to the On-Site Exam is discovered during the exam.**

****NEW****

Before starting the On-Site exam, the inspector will ask the candidate for one of the following documents:

- (1) the ORIGINAL Active Shooter and Medical Emergency Preparedness graduation diploma/letter issued from the FDNY approved school and submit a copy of the diploma/letter to the inspector; or
- (2) the F-85 COF card; or
- (3) the computer exam passing letter stating this applicant has successfully completed Active Shooter and Medical Emergency Preparedness course (N-89 letter)

The COF unit will NOT issue the F-89 Certificate of Fitness until one of the criteria is satisfied.

During the On-Site Examination, the candidate will be asked series questions regarding the building information pertaining to the Building Information Card (BIC) and the Comprehensive Fire Safety /EAP Plan.

The On-Site Exam contains the following parts:

Part I. Building Knowledge

Part II. Fire Command Center & Elevator Demonstration

Part III. Non-Fire Emergency Scenarios

Part IV. Knowledge of Training Requirements

- general training for EAP staff
- active shooter emergency response training for building occupants

In the first session of the On-Site exam, the candidate will be required to answer site specific questions related to the building operation.

In the second session of the On-Site exam, the candidate will also be directed to practically demonstrate how the Fire Command Center operates and how to operate an elevator in Phase I service mode and Independent mode. The candidate is required to secure the appropriate approvals from the building's management before the Inspector arrives to administer the exam.

The candidate will be required to

- (1) manually activate the fire alarm tone (visual signals and/or audible tones);**
- (2) perform the announcement to the occupants;**
- (3) perform the communication with the EAP staff and the building critical operational staff;**
- (4) demonstrate Phase I and Independent Mode elevator operation.**

The candidate is required to secure the appropriate approvals from the building's management before the inspector arrives to administer the test. If the building's management prohibits the candidate from demonstrating any required skill portion of the On-Site exam, the exam will be terminated. The failure will be designated to be a building failure and will not count as a failing score pertaining to the candidate, but the On-Site exam fee will be charged.

The candidate must instruct building employees who are posted at or near the Fire Command Center to remain silent while he/she is answering questions or demonstrating the required skills. If any other person answers questions that the candidate is required to answer, instructs the candidate on how to perform the required skills or interferes with the exam in any manner, the candidate will NOT receive credit for those questions.



In the third session of the On-Site exam, the candidate will be presented with a specific non-fire emergency scenario and directed to state the actions that the candidate would take should this scenario occur. The inspector will read each part of the scenario and then wait for the candidate's responses before proceeding to the subsequent parts of the scenario. The candidate is allowed to take notes while the inspector is reading the scenario. Inspectors will provide paper for the candidate to take notes. The candidate will be directed by the inspector as to which sections are

allowed for notes taking. The candidate will be given 15 minutes to prepare his/her responses on the paper that the inspector provides. No study materials or personal/outside notes are allowed at any time during the On-Site exam. **The candidate is required to print all required responses in English on the paper.** After completing the written responses, the candidate **must also verbally state his/her answers in order to receive credit** after the preparation time. The scenario can be re-read by the inspector one time upon the candidate's request.

When stating answers, the candidate should state all the actions that are required to be taken. The candidate must be as specific as possible and must not assume that actions were taken by others. Candidates should explain all their actions in detail from the beginning of the incident/emergency to the very end. The inspector may ask the candidate to restate and/or explain the given answers. The candidate must inform the inspector when he/she is satisfied with the answers provided and is finished stating all of the complete answers. It is the candidate's responsibility to ensure the verbal statements match to the written responses. The score will be based on both the written and verbal statements. **The candidate must return all sheets of paper to the inspector when the scenario is completed.**

In the first part of the fourth session of the On-Site exam, the candidate is required to demonstrate his/her ability to train a staff member as part of the On-Site Exam. During the On-Site Exam, the candidate will be required to present initial training for one of the following staff members: (1) *deputy FS/EAP directors*; (2) *FS/EAP building evacuation supervisors*; (3) *FS/EAP floor wardens*; (4) *deputy EAP floor wardens*; (5) *EAP brigade members*. The staff member(s) will be designated by the inspector upon this exam segment.

The candidate will be given approximately 10-15 minutes to prepare an outline to be used for this training.

In the second part of the fourth session of the On-Site exam, the candidate will need to present active shooter training. During this exam segment, the candidate must assume that the inspector is a building occupant. This building occupant does not have any knowledge of how to respond to the active shooter emergency. The candidates need to verbally train the building occupant and describe all required information specifically and clearly.

The candidate will be given approximately 10-15 minutes to prepare an outline to be used for this training.

(5) On-Site Exam Grading

Different weightings are assigned for different questions. For example, there are **mandatory and important questions** in the On-Site exam. **The candidates must receive a score of at least 70% and pass all mandatory questions and do not fail more than one important question.** If the candidate **does not successfully**

perform any mandatory response or failed two important questions, the candidate will NOT receive a passing score.

The mandatory questions are building specific, where a practical demonstration is required. The important questions are generic questions, tasks or the actions that must be explained as part of the answer to a question or scenario.

The inspectors only record the candidate's VERBAL answers but do not grade the exams. The On-Site exam will be graded by a third party unit at the FDNY. If you feel the examiner(s) did not provide a fair environment or opportunity, you may file a complaint by email. We assure that all complaints will be kept confidential.

Your complaints and/or concerns regarding the administration of the On-Site exam must be:

- received by email **within 24 hours of your On-Site exam**
- address your complaints to pubcert@fdny.nyc.gov
- subject line must read **FS/EAP Director Onsite Complaint**
- In the body of the email please include
 1. Your full name
 2. Your Social Security number
 3. The date the On-Site Exam occurred
 4. Describe the specific issue in detail

The grading processing may take from **six (6) to eight (8) weeks**. **The exam results will be mailed to the candidate's home address indicated on the A-20 application filled out during the On-Site exam. If the candidate fails, the failure notices will also be mailed to the Building's manager.**

****NEW****

If the candidate passes the On-Site exam and submits the required graduation diploma/letter of Active Shooter and Medical Emergency Preparedness course, the F-89 C of F card will be mailed along with the test results.

If the candidate passes the On-Site exam but does not submit the graduation diploma/letter of Active Shooter and Medical Emergency Preparedness course, the COF unit will request the candidate to submit the school letter/diploma in order to issue the F-89 C of F card.

(6) The Consequence of Failing the On-Site Exam

If the candidate fails the On-Site exam, the exam fee will not be refunded. Applicants will be permitted to take two (2) On-Site Exams; however, applications for a second On-Site Exam must be requested within the one (1) year valid period from the date the candidate passed the computer exam.

If the candidate does not pass the examination after the second attempt, (even the candidate who holds a valid FLS Director C of F for another building) the candidate will be required to start the application process from the beginning by retaking the 7-hour Fire Safety/Emergency Action Plan Director course and retaking the FDNY computer exam.

If the candidate is seeking to be certified in an additional building and fails the On-Site Examination because he/she missed two or more important responses during the exam, the candidate will be required to take and pass a written Remedial EAP Director Examination (R-59) before being permitted to schedule another On-Site Examination. Failure to pass the R-59 exam or ignoring the R-59 notice will result in a suspension of the Fire Safety Director and/or Emergency Action Plan Director certifications. See the examination Notice of Examination R-59 for further information.

ON-SITE EXAM STUDY MATERIAL

- Please always check for the latest revised F-89 On-Site Exam booklet at FDNY website to prepare for the On-Site exam.

<http://www1.nyc.gov/assets/fdny/downloads/pdf/business/cof-f89-r59-onsite-study-material.pdf>

DIFFERENT WORK LOCATION(S)

If a current F-89 C of F holder wants to change work location and the new work location has not obtained the FDNY acceptance of the comprehensive fire safety/EAP plan, the F-89 C of F holder must pass the fire portion (FSD) onsite for the new work location, submit the T-89 designated letter from the new building manager. The fire portion (FSD) on-site fee (\$445) and new C of F card fee (\$25) will be charged.

If the new work location has the FDNY accepted comprehensive fire safety/EAP plan, the F-89 C of F holder must pass the fire portion (FSD) onsite and the non-fire portion (EAP) for the new work location to obtain the new F-89 C of F. The fire portion (FSD) on-site fee (\$445), the non-fire portion (EAP) onsite fee (\$315) and new C of F card fee (\$25) will be charged.

If the candidate is seeking to be certified in an additional building and fails the On-Site Examination because he/she missed two or more important responses during the exam, the candidate will be required to take and pass a written Remedial EAP Director Examination (R-59) before being permitted to schedule another On-Site Examination. Failure to pass the R-59 exam or ignoring the R-59 notice will result in a suspension of the Fire Safety Director and/or Emergency Action Plan Director certifications. See the examination Notice of Examination R-59 for further information.

Applicants are allowed to work as certified FLSD or FSD at 2 separate locations at the same time. Applicants seeking employment as FLSD or FSD (F-89/T-89/F-85) at three (3) or more locations must apply for a modification/variance. A \$200 non-refundable fee is required with each application that can be found on the following link:

<http://www1.nyc.gov/assets/fdny/downloads/pdf/business/variance-fsd-eeap-form.pdf>

Under modification/variance program, the applicants are subject to the On-Site Exam in order to renew the Certificate for each location.

INACTIVE CERTIFICATE OF FITNESS

Individuals who no longer work at the premises where they were previously certified as a Fire Life and Safety Director should return their Certificate of Fitness card(s) and submit the completed the Surrender Certificate of Fitness Form back to the Fire Department.

The Surrender Certificate of Fitness Form can be found on the following link:

<http://www1.nyc.gov/assets/fdny/downloads/pdf/business/surrender-cof-applicant-form.pdf>

The Certificate of Fitness number and expiration date will be carried to the Q-89 Inactive Fire and Life Safety Director Certificate of Fitness after the candidate successfully surrenders the F-89 Certificate of Fitness Card. The renewal procedures of Q-89 Certificate of Fitness will be same as F-89 Certificate of Fitness.

RENEWAL INFORMATION

- **Once you obtain the F-89 Certificate of Fitness, the FSD (F-25/F-58/F-85) Certificate of Fitness is no longer required for the SAME PREMISES.**
- The FDNY F-89 Certificate of Fitness is valid for three years. It is renewable. ***If the F-89 Certificate has been expired more than 90 days:***

(a) 90 days to 1 year

An additional \$25.00 late fee applies when the renewal is requested after 90 days, but before one (1) year after the expiration date.

(b) more than 1 year

No Certificate will be renewed if expired for one year after the expiration date.

If the F-89 certificate has expired over one year, the applicant must retake the Fire and Life Safety Director course (including fire emergency, non-fire emergency and active shooter and medical emergency preparedness), pass TWO computer examinations (FSD and EAPD), and pass the fire and non-fire portions On-Site Exam(s).

- F-59 C of F

The F-59 Certificate of Fitness will no longer be renewable. All current F-59 CF holders must have attended the Active Shooter and Medical Emergency course by 09/04/2017. The inspector will start to enforce the requirements. Only F-89 Certificate of Fitness will be recognized as the valid FLSD Certificate of Fitness.

Refer to the Notice of Exam for other detail:

<http://www1.nyc.gov/assets/fdny/downloads/pdf/business/cof-f89-noe.pdf>

About the R-59 Remedial CBT Exam

PURPOSE

Applicants who hold FS/EAP COF who take a F-59 on-site examination in an additional work location and who fail at least 2 questions involving important safety information will be afforded the opportunity to demonstrate their fitness to retain their existing Certificate(s) of Fitness at their current work locations by passing a remedial examination (R-59).

QUALIFICATION REQUIREMENTS

This test is **ONLY** for candidates who currently hold one or more Certificate(s) of Fitness for FS/EAP Director (F-59) and who fail to correctly answer questions involving important safety information during a practical (on site) examination for certification at an additional work location.

APPLICATION FEES

Application Fees is \$25.00. The application fee must be paid prior to taking the computer examination. This fee includes the issuance of a Certificate of Completion upon passing the computer examination and meeting experience requirements. Applicants who fail the computer examination must pay \$25.00 for each subsequent exam.

The fee can be paid by

- Cash,
- Credit/debit card (American Express, Discover, MasterCard, or Visa),
- Personal or company check or money order (made payable to the New York City Fire Department).

A convenience fee of 2.49% will be applied to all credit/debit card payments.

For fee waivers submit (Only government employees who will use the Certificate of Fitness for work related responsibilities are eligible):

- A letter requesting a fee waiver on the Agency's official letterhead stating applicant's full name, exam type and address of premises, AND
- A copy of identification card issued by the Agency.

REMEDIAL TEST APPLICATION PROCEDURES

1. Applicants must complete the A-20 (general Certificate of Fitness application form) and submit the application fee.

<http://www1.nyc.gov/assets/fdny/downloads/pdf/business/cof-application-form.pdf>

2. Applications must be accompanied by the Notice of Failure from the Department.
3. Applicants must bring their current FS/EAPD Certificate of Fitness identification card(s) and submit them to FDNY with their A-20 application form.

TEST INFORMATION

The remedial test will consist of twenty (20) multiple-choice questions. You must obtain a **passing score of at least 70%** on the Remedial Examination in order to demonstrate to the Department that you have basic FS/EAPD knowledge.

To prepare for the remedial exam, you should refer to the “**part III: Non-Fire Emergency scenarios**” of this **F-59/R-59 study guide**.

The remedial test will include questions on fundamental safety procedures and critical actions that are essential during a non-fire emergency.

If You Pass the R-59 Examination

If you pass the remedial examination within the time period allowed in the R-59 Notice of Failure, you will be re-qualified to serve at your current work location(s) where you hold a valid Certificate of Fitness.

If you only failed the F-59/F-89 on-site exam once, you should schedule your second on-site exam before your computer exam passing letter expires. If you already failed the F-59/F-89 on-site exam twice, you have to start from the beginning of the F-59/F-89 application process. Please refer to the Section A of this document for details.

If You Fail the R-59 Examination

If you fail the remedial examination, all current FS/EAP or FLS Director (F-59/F-89) Certificate(s) of Fitness (at all locations), **all your current Certificate(s) of Fitness will be suspended** and FDNY will retain your Certificate of Fitness identification card(s). If you want to become an official Certificate of Fitness holder for any work location, you have to begin the application process from the beginning:

- Step 1: retake the required FS/EAP training course,
- Step 2: pass the FDNY computer exam,
- Step 3: obtain Certificate of Completion
- Step 4: pass the FDNY on-site examination for each work location.

For a list of schools offering the approved training course, you may visit the website below.

<http://www1.nyc.gov/site/fdny/business/all-certifications/accreditation-requirements.page>

DATE OF EXAM: Computer based tests are administered on Monday through Friday; no appointment required. Starting processing time for tests is 8:30 A.M. No test will be administered to applicants who arrive after 2:30 P.M.

EXAM SITE: **FDNY Headquarters, 9 MetroTech Center, Brooklyn, NY. Enter through the Flatbush Avenue entrance (between Myrtle Avenue and Tech Place).**



INTRODUCTION AND HISTORICAL EVENTS

The Fire Department issues licenses known as certificates of fitness authorizing qualified persons to serve as Fire Safety and Emergency Action Plan (Fire Safety/EAP) Directors in office buildings, and Fire Safety Directors in hotels and in other buildings that have voluntarily installed fire alarm systems with two-way voice communication. Fire Safety/EAP Directors and Fire Safety Directors train building occupants in the building's emergency procedures in case of fire, and implement those procedures when there is a fire. The 2014 Fire Code (incorporating amendments enacted by Local Law No. 148 of 2013) replaced these two certificates of fitness with a single certificate of fitness for a Fire and Life Safety (FLS) Director in both types of occupancies. The FLS Director is charged with the responsibility of overseeing the execution of the comprehensive fire safety/emergency action plan (EAP) (level 1) plan and all staff training to ensure readiness.

Most of the time, emergency officials will be on the scene to assume responsibility for making the emergency action decisions; however, **there may be situations that cause response of emergency personnel to be delayed or prevented. In that case, the responsibility and authority to choose the proper EAP action rests with the FS/EAP or FLS Director.** The decision of the action(s) shall be based on an analysis of circumstances (i.e. consulting with the EAP/FLS brigade members and gathering information from the building occupants, media or local authorities) as to which such action would best ensure the safety of the building and its occupants.

The most general concern is whether there was an event that already compromised the integrity of the building systems and the safety of its occupants, or if there is the potential for one to occur. As previously mentioned, FLS non-fire portion(EAP) On-Site test credits the candidates for four types of EAP actions (shelter in place, in-

building relocation, partial evacuation and full evacuation); however, based on the real life emergency situations that have occurred in the past few years, the Fire Department recognizes that not all EAP actions are suitable for every situation. Some improper actions may cause more injuries or damages. As a result, this booklet is designed to provide general guidance **for the FS/EAP or FLS Director to select the immediate actions based on different emergencies BEFORE the emergency personnel arrive at the scene or provide instructions.** The study guide's purpose is to provide a framework for acceptable courses of action in non-fire emergency situations. **It is NOT the purpose to provide unbending, absolute rules** for situations in which there are a great many variables. The following real life emergencies provide a discussion of the proper actions that the FDNY recommends and improper actions that an FS/EAP or FLS Director should avoid.

**Real life emergency I: Natural gas leaked and exploded indoors
(New York, NY)**



On 3/12/2014, Con Edison received a call from a resident at a building in East Harlem reporting a (natural) gas leak around 9:13 a.m. Seventeen minutes later, the

Compliance with orders of lawful authorities.

The owner, fire safety/EAP or FLS Director and all other EAP/FLS staff and building occupants **shall comply with the orders of the Fire Department or other incident commander or emergency response personnel** should such incident commander or emergency response personnel be present at the building.

gas leak led to an explosion and knocked down two 5-story buildings. The accident killed at least eight people and injured at least 70 others.

If a natural gas leak occurs in a building requiring an EAP plan, what actions should the building's FS/EAP Director both take and avoid?

Natural gas leaks have caused deadly catastrophes. If an explosion occurs, the whole building may collapse, implementing a shelter in place or an in-building relocation will not save the occupants from injuries. The FDNY strongly recommends that once a suspected carbon monoxide or natural gas line leak throughout the building is reported, the FS/EAP or FLS Director should fully evacuate the whole building through a safe exit and follow the authority's (e.g. FDNY) instructions for the further actions.

Real life emergency II: Gas leaked and exploded outdoors
(Kaohsiung, Taiwan)



A smell of natural gas and white smoke began coming out of manholes on streets on 7/31/2014 at 8:46 p.m., and a series of explosions started around midnight. The blasts ripped up roads, trapped and overturned cars and fire trucks, and caused a blackout to the electrical grid. About 10 miles of road length were damaged. The explosions reportedly blew cars high up in the air; some vehicles and victims were found at the rooftops of buildings three or four stories high. Thirty one people were killed and 309 others were injured.

If a natural gas leak occurs outside a building requiring an EAP plan, what actions should the building's FS/EAP Director both take and avoid?

If a natural gas leak occurs in the immediate area of the building, sheltering the occupants in or near the affected area (e.g. lobby, window areas) may expose them to a higher risk of injuries. The occupants may be injured from the shattering glass and other debris. The FDNY highly recommends the FS/EAP Director to move the occupants out of the affected area to a safe in-building relocation area. In addition, all the occupants should be warned to avoid the location affected by the natural gas leak.

Real life emergency III: Bomb exploded outdoors (Boston, MA)



On 04/15/2013, two pressure cooker bombs exploded during the Boston Marathon at 2:49 pm EDT, killing 3 people and injuring an estimated 264 others.

If a bomb explosion happens outside a building requiring an EAP plan, what actions should the building's FS/EAP Director both take and avoid?

If a bomb explosion happened in the immediate area of the building, sheltering the occupants in place of the affected area (e.g. lobby or window areas) will expose them to a higher risk of injuries. For example, occupants may get injured from the debris or there might be a second explosion that causes more damage. The FDNY highly recommends the FS/EAP Director relocate the occupants to safe areas within the building.

**Real life emergency IV: Car crash, building structural damage
(Seattle, WA)**



On 8/28/2014, an SUV drove into a hair salon in a historic building, injuring seven people. The structural integrity of the historic building may be compromised after a concrete support pillar was demolished.

If a crash happens to a building requiring an EAP plan, what actions should the building's FS/EAP Director take and avoid?

The car crash may cause a collapse of the building. In this case, sheltering in place will put the building occupants in great danger. The FDNY highly recommends that the FS/EAP Director implement a full evacuation if the whole building is considered to be compromised.

PART I. BUILDING KNOWLEDGE

Candidates will be required to answer site specific questions regarding the following topics:

1. The information from the Building Information Card:
 - (1) Building Information
 - (2) Building Statistics
 - (3) Stairways
 - (4) Elevators
 - (5) Ventilation
 - (6) Utilities
 - (7) Fire Protection systems
 - (8) Hazardous Materials
 - (9) Communications
2. The information from the Emergency Action Plan of the candidate's building:
 - (1) EAP Staff
 - (2) In-Building Relocation
 - (3) Primary/Alternate Routes
3. Other information about the building operation.

The answers given in Part 1 are scored based on the Building Information Card (BIC) and the building Emergency Action Plan. If the candidate knows there is any change in the BIC or the EAP, the candidate **must inform the inspector before the On Site Exam begins.**

1 The Information from the Building Information Card

FIRE SAFETY AND EMERGENCY ACTION PLAN (APPENDIX B-2)

BUILDING INFORMATION CARD

1. BUILDING INFORMATION		7. FIRE PROTECTION SYSTEM	
BIN#		Standpipe Location(s):	
Address:		Standpipe isolation Valve Location(s):	
AKA:		FD Connections Location(s):	
Construction Class:		Building Fully Sprinklered:	
Office Floors:		Fully Sprinklered Floors:	
Residential Floors:		Partiality Sprinklered Floors:	
Hotel Floors:		Non Sprinklered Floors:	
Retail Floors:		Pressure Reducing Valve Floor Locations: N/A	
Public Assembly Areas:		Fire Pump Location(s):	
Location of Day Care:		Non-water Fire Extinguishing Systems:	
Building Population During Regular Business Hours:		Locations:	
Building Population During Non Regular Business Hours:			

2. BUILDING STATISTICS		8. HAZARDOUS MATERIALS	
Stories Above Grade:		(Select number of Hazardous Materials. If over 6 provide additional sheet)	
Below Grade:		NAME OF PRODUCT/QUANTITY	
Height (ft):		LOCATION	
Ground Level Floor Area (sq.ft):			
Type of Construction:			
Truss Construction: Roof:			
Floors:			
If yes, Floors:			
Horizontal Connections:			
Locations:			
Roof Setback Levels:			

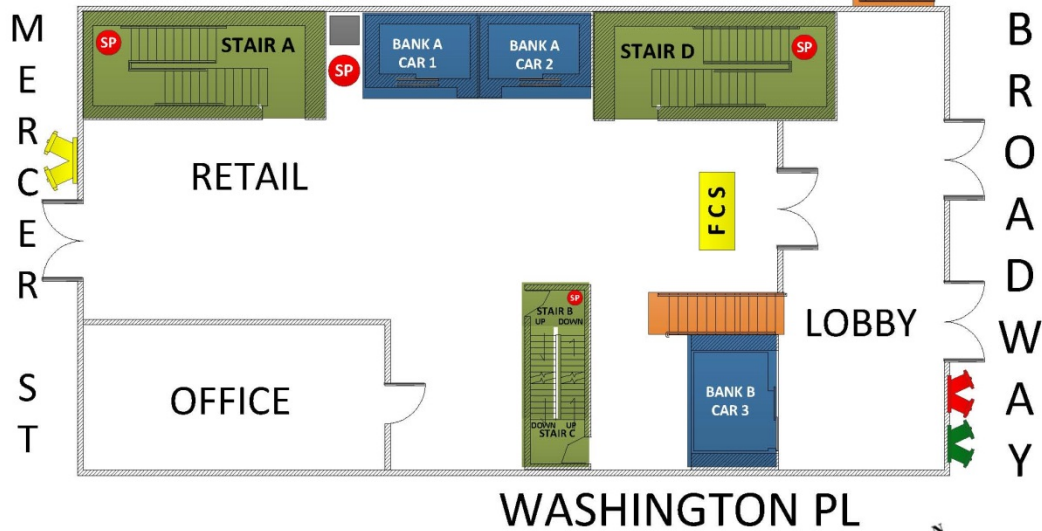
3. EXIT STAIRWAYS		9. COMMUNICATIONS	
(Select number of stairwells)		Communication for FDNY:	
Designation	Floors Served	Number of Radios for FDNY Use:	
		24 hr. Location:	
Re-entry Floors:			
Access/Convenience Stair Located Between Floors:			
Roof Access Provided by Stairwells:			
Fire Tower:			
If yes, Location:			

4. ELEVATORS		10. TEMPORARY CONSIDERATIONS	
(Select number of Elevator Banks)			
Bank Designation	Car Numbers		
	Floors Served		
Freight Elevator Bank(s):			
Sky Lobby(s):			
If yes, Location(s):			

5. VENTILATION		11. Building Fire Safety Information	
HVAC Zones:		Fire Safety / EAP Director:	
Building Management System (BMS):		Work Number:	
Location:		Emergency Number:	
Smoke Management System (BMS):		Building Engineer:	
Purge Capability:		Work Number:	
Location of Mechanical rooms:		Emergency Number:	
		Managing Agent:	
		Work Number:	
		Emergency Number:	

6. UTILITIES	
(Select number of Oil Tanks. If additional, include in Box 8)	
All Fuel Oil Tank Locations (Capacity):	
Location:	
Location:	
Natural Gas Service:	
Shutoff Location:	
Emergency Generator Location:	
Roof Storage:	
If Other:	

Insert Address Here



2 The Information from the Building Emergency Action Plan

(1) Regarding EAP staff members

The candidate should know the three EAP staff members (or their designees) required to be on the Brigade (titles & name).

- Property Manager & name
- Director of Security & name
- Chief Engineer & name

The information could be found in the building Emergency Action Plan, Appendix A, table 3

Example:

<u>Combined Fire Safety/Emergency Action Plan (Appendix A-2)</u>					
<u>Table 3</u>					
<u>FIRE SAFETY AND EAP BRIGADE MEMBERS</u>					
FSP Assignment	Name	Title	Regular Days and Hours of Work (e.g. M-F 9am-5pm)	Work Location Telephone No.	Other Contact Information e.g. cell phone number, e-mail address, walkie-talkies)
EAP Assignment	Name	Title	Regular Days and Hours of Work (e.g. M-F 9am-5pm)	Work Location Telephone No.	Other Contact Information e.g. cell phone number, e-mail address, walkie-talkies)
Building Address			Date		

The candidate should know the titles of staff members that will assess the following building components:

- Entrances/Exits & Stairway safety.
- Elevator safety.
- Utilities & Fuel Oil systems.
- HVAC.

The information could be found in the building Emergency Action Plan, Appendix A, table 7

Example:

Combined Fire Safety/Emergency Action Plan (Appendix A-2)

Table 7

1. Access to and egress from entrances/exits and stairways:

Building Entrances/Exits

Location Designation	EAP Staff Member's Title

Stairways

Location Designation	EAP Staff Member's Title

2. Elevator Operations

Elevator Bank and Car Number (i.e. Bank A, Cars 1 through 6)	EAP Staff Member's Title

3. Fuel oil storage systems and associated pumps and piping, and electrical, natural gas, steam and other utility operations:

Utility	EAP Staff Member's Title
Fuel Oil:	
Electrical:	
Natural Gas:	
Steam:	
Other Utility:	

4. Ventilation System Operations: (including heating, ventilation and air conditioning equipment and smoke management systems)

Number of Zones:	EAP Staff Member's Title
HVAC Equipment	
Smoke Management Systems	

5. Communication: List the primary and alternate means available for communicating within the building to EAP staff, building occupants and critical operations staff (*i.e. class E-PA system, two-way radio, cell phones, etc.*):

	EAP Staff Member's Title	Building Occupants	Critical Operations Staff
Primary			
Secondary			

Designated an alternate location for communication and control of incident in the event the lobby Fire Command Station has been compromised.

--

(2) Regarding In-Building Relocation

The candidate should know as follows:

- The types of spaces used for In-Building Relocation (IBR).
- If there is an IBR area on each floor.
- If a floor does not have an IBR area, what staircase will be utilized to reach their IBR area?

The information could be found in the building Emergency Action Plan, Appendix A, table 8

Example:

Combined Fire Safety/Emergency Action Plan (Appendix A-2)			
Table 8			
IN-BUILDING RELOCATION AREAS OF EAP			
Location (<i>e.g. 2nd Floor Conference Room</i>)	Protection (<i>check appropriate boxes</i>)	Max occupant capacity (<i>estimated</i>)	Essentials (<i>check appropriate boxes</i>)
	Windowless <input type="checkbox"/> Yes <input type="checkbox"/> No Doors <input type="checkbox"/> Yes <input type="checkbox"/> No Other:		Water <input type="checkbox"/> Yes <input type="checkbox"/> No Equipment <input type="checkbox"/> Yes <input type="checkbox"/> No Lavatories <input type="checkbox"/> Yes <input type="checkbox"/> No Supplies <input type="checkbox"/> Yes <input type="checkbox"/> No
	Windowless <input type="checkbox"/> Yes <input type="checkbox"/> No Doors <input type="checkbox"/> Yes <input type="checkbox"/> No Other:		Water <input type="checkbox"/> Yes <input type="checkbox"/> No Equipment <input type="checkbox"/> Yes <input type="checkbox"/> No Lavatories <input type="checkbox"/> Yes <input type="checkbox"/> No Supplies <input type="checkbox"/> Yes <input type="checkbox"/> No
	Windowless <input type="checkbox"/> Yes <input type="checkbox"/> No Doors <input type="checkbox"/> Yes <input type="checkbox"/> No Other:		Water <input type="checkbox"/> Yes <input type="checkbox"/> No Equipment <input type="checkbox"/> Yes <input type="checkbox"/> No Lavatories <input type="checkbox"/> Yes <input type="checkbox"/> No Supplies <input type="checkbox"/> Yes <input type="checkbox"/> No

(3) Primary/Alternate Routes and Assembly Areas

The candidate should know the primary/alternate evacuation routes.

The information could be found in the building Emergency Action Plan, Appendix A, table 9

Example:

<u>Combined Fire Safety/Emergency Action Plan (Appendix A-2)</u> <u>Table 9</u> <u>SPECIFIC EVACUATION ROUTES FOR EAP</u>				
	Floor Number	Exit Routes (e.g. Hallways)	Stairwell Letter / Terminus	Elevator Bank / Terminus
Primary				
Alternate				

The candidate should know:

- The primary/alternate assembly areas.
- The methods used to account for the occupants, after movement. Also how and by whom it will be communicated back to the FS/EAPD.

The information could be found in the building Emergency Action Plan, Appendix A, table 10

Example:

Combined Fire Safety/Emergency Action Plan (Appendix A-2) Table 10 OUTSIDE OF BUILDING ASSEMBLY AREAS FOR EAP	
Assembly Area #	
Location	
Distance from building to assembly area [ft]	
Maximum number of persons that assembly area accommodates	
Employer(s)	
Employer(s) procedures to account for building occupants, and how such information will be communicated back to the fire command center.	

3 Other information about the building operation

The candidate needs to know the following information about his/her building:

- The regular business hours of the building. (as indicated in the plan)
- If there are scissor stairs in the building.
- Elevators that possess two-way communication.
- The title of the staff member who will operate the elevators in Manual / Independent mode.
- If there are any day tanks within the building, capacity & location.
- If the building has Steam &/or Natural Gas Service.
 - The location of entry into the building & the location of the shut-offs.
- If there is any uninterruptible power supply (UPS) battery system and/or Energy Storage System (EES) in the building.
 - The location(s) of the battery system(s)
- What fail-safe & door release equipment exists in the building and the floors they serve.
- Alternate site for command (If the Fire Command Center is compromised).

Part II. FIRE COMMAND CENTER & ELEVATOR DEMONSTRATION

The candidate will be required to demonstrate the following skills that should be performed upon implementation of the Fire Safety/Emergency Action Plan:

- Staff identification don apparel (Puts on clothing or outerwear identifying his/her official role)
- Performs all appropriate announcements
- Performs all appropriate communications
- Performs elevator recall procedures
- Provides other required information

1 Staff identification donning of apparel

Upon the demonstration session of the FS/EAP On-Site Exam, the candidate shall identify him/herself as a FS/EAP director to the inspector and others by donning a vest, armband, hat or other form of identification indicating his/her role. **The candidate WILL NOT BE REMINDED or TOLD by the inspector to don his/her staff identification apparel.**

2 Performs all appropriate announcements

Candidates will be required to demonstrate proficiency in the following areas:

- Ability to identify and explain all components of the Fire Command Station
- Make All Call announcement including the stairways.
- Make localized announcement.
- Manual Activation of Alert Tone or Alarm Tone.
- Simulate fail-safe door release.
- Communicate via Warden Phone.

3 Performs all appropriate communications

Candidates will be required to demonstrate both the primary and alternate way to communicate to:

- EAP staff.
- Building occupants.
- Building critical operation staff.

The information could be referred to the building Emergency Action Plan, Appendix A, table 7, in subsection 5.

Example:

5. Communication: List the primary and alternate means available for communicating within the building to EAP staff, building occupants and critical operations staff (*i.e. class E-PA system, two-way radio, cell phones, etc*):

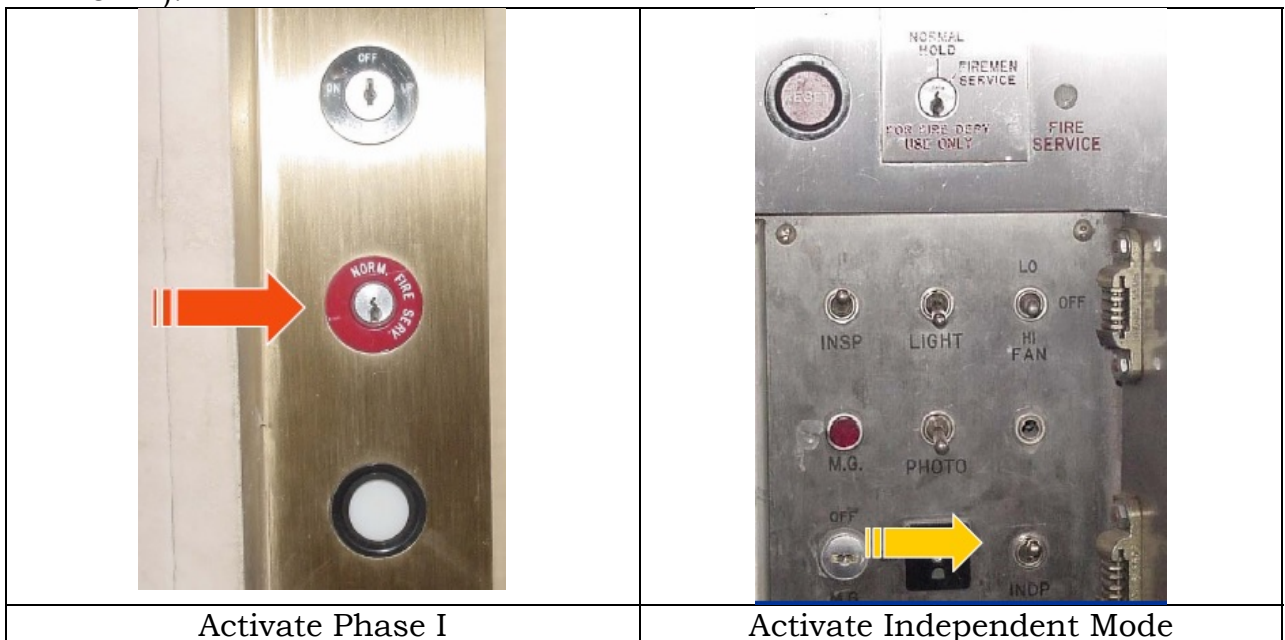
	EAP Staff Member's Title	Building Occupants	Critical Operations Staff
Primary			
Secondary			

Designated an alternate location for communication and control of incident in the event the lobby Fire Command Station has been compromised.

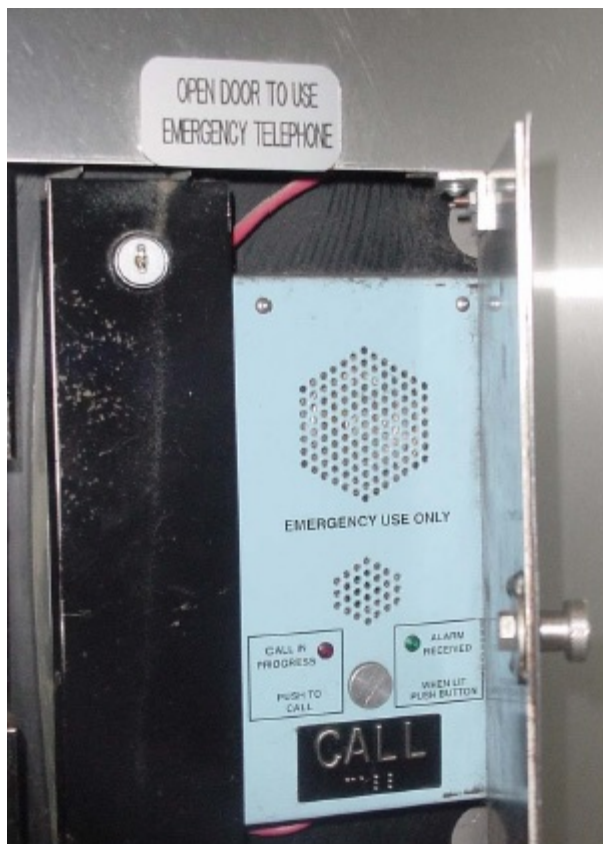
4 Performs elevator recall procedures

The applicant will be required to demonstrate proficiency in the following elevator procedures:

- Recall an elevator bank using Fireman Service Key to utilize the Phase I emergency elevator recall.
- A car designated in your EAP shall be placed in the Independent Mode (NOT PHASE II).



- Manually operate a designated elevator car in the Independent Mode including the following:
 - closing the elevator door,
 - moving the elevator to the designated floor,
- Two-way communications between FCS and elevator car:
 - acknowledging the call from the occupants in the elevator,
 - initiating communication with occupants inside the elevator.



5 Provide other required information

- (1) Providing list of occupants in need of assistance
- (2) Showing the ability of controlling fans at the Fire Command Center, if applicable.

6 Mandatory failures

The following building related actions are mandatory and must be performed correctly during the examination. Inability to perform any of these actions will result in a failure:

- All call announcement including the stairs*.
- Localized announcements*.
- Communicating via Warden phone.
- Fail-safe door release.
- Recall of elevators in Fireman Service Phase I*.
- Independent/Manual Operation of elevators*.

* Buildings with Mini Class E alarms need to demonstrate how floors will be notified and how non Fireman service elevators will be recalled and parked.

Part III. Non-Fire Emergency Scenarios

During this section, every candidate will be presented with a specific non-fire emergency scenario. The candidate should analyze if the building occupants are in immediate danger and state the actions that the candidate would take should such a scenario occur. The candidate will be given approximately 7 minutes to prepare his/her responses. After the preparation time, the candidate **must verbally state his/her answers in order to receive credit**. The inspector will repeat the scenario at the candidate's request.

When stating answers, the candidate should state all the actions that are required to be taken. The candidate should be as specific as possible and do not assume that actions were taken by others. Candidates should explain their actions from the beginning of the incident/emergency to the very end. The inspector may ask the candidate to restate and/or explain the answers. The candidate must inform the inspector when he/she has finished stating the answer.

EAP ACTIONS

In the event of a non-fire emergency in or affecting the building, the following actions must be taken:

- The FS/EAP Director should immediately report to the Fire Command Center. The Fire Command Center should be used for command, communication and control of the emergency.
- Immediately call 911 to report (1) any emergency situation and (2) any determination to implement the EAP and which EAP action is being implemented. These two details must be covered to receive full credit during the On Site exam. (Title 3 Rules of the City of New York 404-02-(c)-7)
- Notify/consult with the EAP Brigade regarding the implementation of the EAP.
- The FS/EAP Director may decide to perform different actions based on the different events and emergency scenarios (as mentioned in the following pages). **The most appropriate EAP actions may also vary depending on the specific emergency situation occurring and the building design and components.** In general, the FS/EAP Director should implement an EAP action or combination of actions that will keep the occupants away from the threat.
- Notify the building occupants of
 - a. What has occurred
 - b. Where it has occurred
 - c. What provisions of the EAP will be implemented (Inform the occupants of the appropriate actions to follow)
 - d. Why they are being instructed to follow the EAP actions (explain why the EAP actions are necessary)
- Assess the Building Components or Systems and take appropriate actions
 - Egress from entrances/exits and stairways
The access/egress might be denied or limited based on different emergencies.
 - Elevator operation

Recall all elevators. Determine if it is safe to use elevators. If safe, only elevators provided with two-way voice communication are allowed to be used and must be operated in a manual/independent mode.

➤ Evaluate ventilation system operation

Take appropriate actions.

➤ Windows

In some emergencies, windows may need to be placed in a closed position. The occupants may need to be moved away from shattering glass; however, in some emergencies, the windows may need to be opened (if possible) to increase the air flow.

➤ Interior door, including fire doors

Maintain doors in the closed and unlocked position. All fail-safe (electromagnetic door release) devices (if applicable) will be released manually to ensure all re-entry doors are unlocked.

➤ Evaluate electrical, natural gas, steam and other utility operations

All should be assessed. The shut-off valve should be indicated on the EAP of the building.

➤ Evaluate fuel oil storage systems and associated pumps and piping

All should be assessed.

• Communications

➤ Monitor the media via the television, radio and internet for updates from local authorities (i.e. the Mayor's Office).

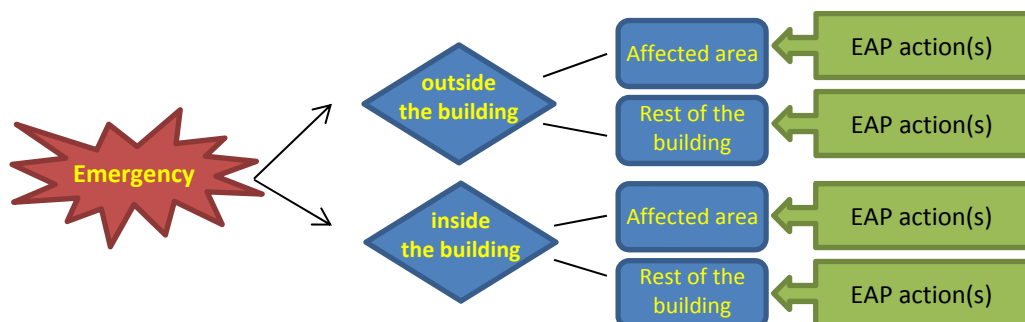
➤ Maintain appropriate communication with the building occupants. Prevent occupants from panic or self-evacuation.

• The "all clear" can only be given when it is announced by the authorities that the threat has passed.

Once the "all clear" is given, an appropriate announcement should be made to the building occupants by the authorities that the threat has passed.

Four EAP actions for different areas and different emergency scenarios

This section is meant as a commentary to support & further clarify the tables enclosed (table 1-1, 1-2, 2-1, 2-2, 3-1 and 3-2). This section is broken down into different types of emergencies. Each emergency is then split into two areas: inside the building & outside the building. The actions discussed will follow along as seen below:



- The meaning of the **affected area** in this booklet is determined to be:
The area(s) that may be in close proximity to the threat/incident and experience the immediate impact of the threat/incident.
- The meaning of the **rest of the building** in this booklet is determined to be:
The area(s) other than the affected area

The FDNY has created three categories of response actions: they are “**RECOMMENDED**” (refer to table 1-1 & table 1-2), “**ACCEPTABLE**” (refer to table 2-1 & table 2-2) and “**UNACCEPTABLE**” (table 3-1 & 3-2).

The following content is arranged as follows:

- **The type of the emergency**
 - **Outside** – Action to be taken for:
 - Affected Area -Recommended → Acceptable → Unacceptable
 - Rest of the Building -Recommended → Acceptable → Unacceptable
 - **Inside** – **Action to be taken for:**
 - Affected Area -Recommended → Acceptable → Unacceptable
 - Rest of the Building -Recommended → Acceptable → Unacceptable

This booklet offers, as a general guide, the following non-fire EAP actions steps, as used in table 1-1, 1-2, 2-1, 2-2, 3-1, & 3-2. They will be used as a scoring criterion for the EAP on-site test:

- The **recommended** EAP actions (listed in the table 1-2 & 1-2) - the actions that the FDNY strongly recommends the applicants should apply for the specific

scenarios. The applicants **will receive full credit** if they choose the action(s) in the On-Site exam.

- The **acceptable** EAP actions (listed in the table 2-1 & 2-2) - the actions that the FDNY does not recommend. The applicants **will receive partial credit** in the On-Site exam.
- The **unacceptable** EAP actions (listed in the table 3-1 & 3-2) - the actions that the FDNY does not encourage the applicants to apply for the specific scenarios. The applicants **will NOT receive credit** in the On-Site exam.

The study material is **NOT** a mandate regarding EAP actions; it is only providing a rule of thumb for general emergency situations. **The most appropriate EAP actions may vary depending on the specific emergency situation which occurs within the context of the building design and components.**

1 Emergency Actions for Biological Incident or Release

If there is any suspicious letter or package that may contain a biological agent, such as “anthrax”, the envelope or package should be isolated. All occupants should be removed and situated into a safe area. The first responders will perform a threat assessment of the situation and make decisions about further actions.

1.1 Biological agent released outside the building impacting the immediate area

I. EAP actions (recommended, acceptable and unacceptable)

a. Recommended actions (refer to table 1-1)

(1) Recommended actions for the affected area: in-building relocation.

➤ Reason:

If a credible biological threat has occurred outside the building (e.g. outside the building main entrance), the openings of the building or the place near the main entrance (e.g. the lobby) have a high probability of being exposed to the threat and should be treated as affected areas.

The occupants may be exposed to the threat. The FDNY recommends relocating the occupants to a safe in-building relocation area.

(2) Recommended actions for the rest of the building: shelter in place.

➤ Reason:

Since the rest of the building is not affected by the incident, the FS/EAP or FLS Director should instruct the occupants to remain where they are.

b. Acceptable actions: (refer to table 2-1)

(1) Acceptable actions for the affected area: NA.

(2) Acceptable actions for the rest of the building: in-building relocation.

➤ Reason:

There is no urgent need to move the occupants who are not affected by the incident; however, the FDNY accepts (but does not recommend) if the FS/EAP

or FLS Director makes the choice to move the occupants to safe in-building relocation areas.

c. Unacceptable actions: (refer to table 3-1)

(1) Unacceptable actions for the affected area: shelter in place, partial or full evacuation (evacuation P/F).

➤ *Reason:*

The occupants who are in the affected area should be moved. The decision made to shelter in place may expose the occupants to the threat.

Evacuating the occupants and exposing them to the outside biological/toxic agent will be considered an unacceptable action by the FDNY for this scenario. The FS/EAP or FLS Director should direct the occupants to stay away from the threat; it may be safer for the occupants to remain inside the building.

(2) Unacceptable actions for the rest of the building: partial or full evacuation (evacuation P/F).

➤ *Reason:*

Evacuating the occupants and exposing them to the outside biological/toxic agent will be considered an unacceptable action by the FDNY for this scenario. The FS/EAP or FLS Director should direct the occupants to stay away from the threat; it may be safer for the occupants to remain inside the building.

II. Other special notes:

The affected area should be isolated. All building entrances (including loading dock, garage door, etc.) should be closed and sealed off to prevent any contamination from entering the building. It may also be advisable to post a guard at every entrance to limit both access and egress from the building.

1.2 Biological agent released inside the building (in a confined area only)

I. EAP actions (recommended, acceptable and unacceptable)

a. Recommended actions (refer to table 1-1)

(1) Recommended actions for the affected area: isolate the individual(s) who was/were directly exposed to the agent.

➤ *Reason:*

The individual(s) who has/have been exposed to or have had contact with the possible biological agents must be isolated. **The individual(s) should be isolated in an area free from any further exposure and away from other people who have not been exposed to the agent and be hold for possible decontamination. By isolating both the affected area and individual(s), the FS/EAP or FLS director helps to** limit the spread of the biological agents and allow the individual(s) to receive medical evaluation and treatment as soon as possible.

(2) Recommended actions for the rest of the building: shelter in place or in-building relocation.

➤ *Reason:*

The decision made to implement a shelter in place or an in-building relocation is recommended by the FDNY. The occupants in the rest of the building are not experiencing the threat directly. There is no need to evacuate the occupants; however, the occupants should be alerted to stay away from the threat.

b. Acceptable actions: (refer to table 2-1)

(1) Acceptable actions for the affected area: NA.

(2) Acceptable actions for the rest of the building: partial or full evacuation (evacuation P/F).

➤ *Reason:*

There is no urgent need to move the occupants outside; however, the FDNY accepts (but does not recommend) if the FS/EAP or FLS Director chooses to evacuate the occupants to a safe, well-ventilated outside assembly area(s).

c. Unacceptable actions: (refer to table 3-1)

(1) Unacceptable actions for the affected area: not isolate the individual(s) who has/have had direct contact with the agent.

➤ *Reason:*

The individual(s) who has/have had direct contact with the agent should be removed away from the threat but not be released to prevent possible cross-contamination.

(2) Unacceptable actions for the rest of the building:

➤ *Reason:*

If the FS/EAP or FLS Director chooses to move the occupants, it will not be acceptable to the FDNY if he/she decides that the exit route for the occupants is passage through the affected area. The occupants should be alerted to stay away from the affected area, and not to pass through or enter it.

II. Other special notes:

The affected area should be isolated. Advise everyone to stay clear of the affected area.

1.3 Biological agent released inside the building, and possibly contaminates multiple floors (e.g. someone carried the agent to multiple floors)

I. EAP actions (recommended, acceptable and unacceptable)

a. Recommended actions (refer to table 1-1)

(1) Recommended actions for the affected area: isolate the individual(s) who was /were directly exposed to the agent.

➤ *Reason:*

The individual(s) who has/have been exposed to or have had contact with the possible biological agents must be isolated. **The individual(s) should be isolated in an area free from any further exposure and away from other people who have not been exposed to the agent and be held for possible decontamination. By isolating both the affected area and individual(s),**

the FS/EAP or FLS Director helps to limit the spread of the biological agents and allow the individual(s) to receive medical evaluation and treatment as soon as possible.

(2) Recommended actions for the rest of the building: shelter in place.

➤ *Reason:*

Before the emergency personnel arrive, the decision made to implement a shelter in place is recommended by the FDNY. Because the agent has been carried around on multiple floors, it might contaminate undetermined locations. The FS/EAP or FLS Director should recommend that all individuals who have not been directly exposed to the agent to stay in place to wait for further instructions given from the emergency personnel. It could prevent the occupants from exposure to the agent.

b. Acceptable actions: (refer to table 2-1)

(1) Acceptable actions for the affected area: NA.

(2) Acceptable actions for the rest of the building: in-building relocation, partial or full evacuation (evacuation P/F).

➤ *Reason:*

There is no urgent need to move the occupants; however, the FDNY accepts (but does not recommend) if the FS/EAP or FLS Director chooses to move the occupants to designated safe in-building relocation areas or to safe, well-ventilated outside assembly areas.

c. Unacceptable actions: (refer to table 3-1)

(1) Unacceptable actions for the affected area: not isolate the individual(s) who has /have had direct contact with the agent.

➤ *Reason:*

The individual(s) who has/have had direct contact with the agent should be removed away from the threat, but not be released to prevent possible cross-contamination.

(2) Unacceptable actions for the rest of the building:

➤ *Reason:*

If the FS/EAP or FLS Director chooses to move the occupants, it will not be acceptable to the FDNY if he/she decides that the exit route for the occupants is passage through the affected area. The occupants should be alerted to stay away from the affected area, and not to pass through or enter it.

II. Other special notes:

The affected area should be isolated. Advise everyone to stay clear of the affected area.

2 Emergency Actions for Chemical Incident or Release

2.1 Chemical agent released outside the building impacting the immediate area

I. EAP actions (recommended, acceptable and unacceptable)

a. Recommended actions (refer to table 1-1)

(1) Recommended actions for the affected area: in-building relocation.

➤ *Reason:*

If a credible chemical threat has occurred outside the building (e.g. outside the building main entrance), the openings of the building or the place near the main entrance (e.g. the lobby) which have higher risk for being exposed to the threat should be treated as affected areas.

The occupants may be exposed to the threat. The FDNY recommends relocating the occupants to a safe in-building relocation area.

(2) Recommended actions for the rest of the building: shelter in place.

➤ *Reason:*

Since the rest of the building is not affected by the incident, the FS/EAP or FLS Director should instruct the occupants to remain where they are.

b. Acceptable actions: (refer to table 2-1)

(1) Acceptable actions for the affected area: NA.

(2) Acceptable actions for the rest of the building: in-building relocation.

➤ *Reason:*

There is no urgent need to move the occupants who are not affected by the incident; however, the FDNY accepts (but does not recommend) if the FS/EAP or FLS Director makes the choice to move the occupants to safe in-building relocation areas.

c. Unacceptable actions: (refer to table 3-1)

(1) Unacceptable actions for the affected area: shelter in place, partial or full evacuation (evacuation P/F).

➤ *Reason:*

The occupants who are in the affected area should be moved. The decision made to shelter in place may expose the occupants to the threat.

Evacuating the occupants and exposing them to the outside threat will be considered an unacceptable action by the FDNY for this scenario. The FS/EAP or FLS Director should direct the occupants to stay away from the threat; it may be safer for the occupants to remain inside the building.

(2) Unacceptable actions for the rest of the building: partial or full evacuation (evacuation P/F).

➤ *Reason:*

Evacuating the occupants and exposing them to the outside threat will be considered an unacceptable action by the FDNY for this scenario. The FS/EAP or FLS Director should direct the occupants to stay away from the threat; it may be safer for the occupants to remain inside the building.

II. Other special notes:

The affected area should be isolated. All building entrances (including loading dock, garage door, etc.) should be closed and sealed off to prevent any

contamination from entering the building. It may also be advisable to post a guard at every entrance to limit both access and egress from the building.

2.2 Chemical agent released inside the building

I. EAP actions (recommended, acceptable and unacceptable)

a. Recommended actions (refer to table 1-1)

(1) Recommended actions for the affected area: in-building relocation, partial or full evacuation (evacuation P/F).

➤ *Reason:*

The individual(s) who has/have been exposed to or have had contact with the possible chemical agents should be removed from the affected area (in-building relocation, partial or full evacuation). **The individual(s) should be relocated to an area free from any further exposure and away from other people who have not been exposed to the agent and be held for possible decontamination.** By isolating both the affected area and individual(s), the FS/EAP or FLS Director helps to limit the spread of the chemical agents and allow the individual(s) to receive medical evaluation and treatment as soon as possible.

Decontamination includes changing of clothes and placing the contaminated clothes in a sealed plastic bag, if applicable. Washing with soap (preferably liquid) and water. Flushing skin with lots of water; flushing eyes with water if they are irritated.

In general, the FS/EAP or FLS Director should take action to find clean air quickly: evacuate or in-building relocate the occupants.

(2) Recommended actions for the rest of the building: shelter in place.

➤ *Reason:*

The decision made to implement a shelter in place is recommended by the FDNY. Because there is no urgent need to move the occupants, the FS/EAP or FLS Director should recommend the occupants stay in place.

b. Acceptable actions: (refer to table 2-1)

(1) Acceptable actions for the affected area: NA.

(2) Acceptable actions for the rest of the building: in-building relocation, partial or full evacuation (evacuation P/F).

➤ *Reason:*

There is no urgent need to move the occupants; however, the FDNY accepts (but does not recommend) if the FS/EAP or FLS Director chooses to move the occupants to designated safe in-building relocation areas or to safe, well-ventilated outside assembly areas.

c. Unacceptable actions: (refer to table 3-1)

(1) Unacceptable actions for the affected area: shelter in place.

➤ *Reason:*

Sheltering the occupants in place in the affected area will serve to increase their contact with the threat.

(2) Unacceptable actions for the rest of the building:

➤ *Reason:*

If the FS/EAP or FLS Director chooses to move the occupants, it will not be acceptable to the FDNY if he/she decides that the exit route for the occupants is passage through the affected area. The occupants should be alerted to stay away from the affected area, and not to pass through or enter it.

II. Other special notes:

The affected area should be isolated. Advise everyone to stay clear of the affected area.

3 Emergency Actions for Carbon Monoxide/Natural Gas Leak

3.1 Carbon Monoxide/Natural Gas Leak found outside the building impacting the immediate area

I. EAP actions (recommended, acceptable and unacceptable)

a. Recommended actions (refer to table 1-1)

(1) Recommended actions for the affected area: in-building relocation.

➤ *Reason:*

The occupants may be exposed to the threat. The FDNY recommends relocating the occupants to a safe in-building relocation area.

(2) Recommended actions for the rest of the building: shelter in place.

➤ *Reason:*

Since the rest of the building is not affected by the incident, the FS/EAP or FLS Director should instruct the occupants to remain where they are.

b. Acceptable actions: (refer to table 2-1)

(1) Acceptable actions for the affected area: NA.

(2) Acceptable actions for the rest of the building: in-building relocation.

➤ *Reason:*

There is no urgent need to move the occupants who are not affected by the incident; however, the FDNY accepts (but does not recommend) if the FS/EAP or FLS Director make the choice to move the occupants to safe in-building relocation areas.

c. Unacceptable actions: (refer to table 3-1)

(1) Unacceptable actions for the affected area: shelter in place, partial or full evacuation (evacuation P/F).

➤ *Reason:*

The occupants who are in the affected area should be moved. The decision made to shelter in place may expose the occupants to the threat.

Evacuating the occupants and exposing them to the outside threat will be considered an unacceptable action by the FDNY for this scenario. The FS/EAP

or FLS Director should direct the occupants to stay away from the threat; it may be safer for the occupants to remain inside the building.

(2) Unacceptable actions for the rest of the building: partial or full evacuation (evacuation P/F).

➤ *Reason:*

Evacuating the occupants and exposing them to the outside threat will be considered an unacceptable action by the FDNY for this scenario. The FS/EAP or FLS Director should direct the occupants to stay away from the threat; it may be safer for the occupants to remain inside the building.

II. Other special notes:

Isolate the affected area. Advise everyone to stay clear of the affected area.

3.2 Carbon Monoxide/Natural Gas Leak found inside the building (in a specific floor/area only)

If the FS/EAP or FLS Director or his/her brigade members cannot decide if the gas leak is a major or minor leak, the leak should be treated as a major leak. In this case, the FS/EAP Director should follow the procedure recommended in 3.3 Carbon Monoxide/Natural Gas Leak found inside the building (throughout the building)

I. EAP actions (recommended, acceptable and unacceptable)

a. Recommended actions (refer to table 1-1)

(1) Recommended actions for the affected area: in-building relocation, partial or full evacuation (evacuation P/F).

➤ *Reason:*

Carbon monoxide gas and natural gas are both flammable and constitute a health hazard. The longer the occupants are exposed to the gas, the more ill they will become. The FS/EAP or FLS Director should in-building relocate or evacuate the occupants to **empty the affected area**. All occupants of the following floors: (1) the affected floor(s) that is/are reported for a suspicious gas leak, (2) the floor above the affected floor, and (3) the floor below the affected floor should be in-building relocated or evacuated , so that they may find fresh, clean air as quickly as possible.

(2) Recommended actions for the rest of the building: shelter in place

➤ *Reason:*

If the gas leak is minor and only in a certain small area, the rest of the building is not affected by the incident, the FS/EAP or FLS Director should instruct the occupants to remain where they are.

b. Acceptable actions: (refer to table 2-1)

(1) Acceptable actions for the affected area: NA.

(2) Acceptable actions for the rest of the building: in-building relocation, partial, or full evacuation (evacuation P/F).

➤ *Reason:*

There is no urgent need to move the occupants; however, the FDNY accepts (but does not recommend) if the FS/EAP or FLS Director chooses to move the occupants to designated safe in-building relocation areas or to safe, well-ventilated outside assembly areas.

c. Unacceptable actions: (refer to table 3-1)

(1) Unacceptable actions for the affected area: shelter in place.

➤ *Reason:*

The occupants who are in the affected area should not be sheltered in place. Sheltering the occupants in place may expose them to the threat.

(2) Unacceptable actions for the rest of the building:

➤ *Reason:*

If the FS/EAP or FLS Director chooses to move the occupants, it will not be acceptable to the FDNY if he/she decides that the exit route for the occupants is passage through the affected area. The occupants should be alerted to stay away from the affected area, and not to pass through or enter it.

II. Other special notes:

The affected area should be isolated. Advise everyone to stay clear of the affected area.

3.3 Carbon Monoxide/Natural Gas Leak found inside the building (throughout the building)

I. EAP actions (recommended, acceptable and unacceptable)

a. Recommended actions (refer to table 1-1)

(1) Recommended actions for the affected area: full evacuation.

➤ *Reason:*

“Full evacuation” will be the only recommended and acceptable action. Once the gas leak is ignited by a spark, it might cause major damage to the occupants and the building structure. In order to prevent a possible catastrophe, it is highly recommended that the entire building be evacuated before the “all clear” is given by the FDNY.

(2) Recommended actions for the rest of the building: full evacuation.

➤ *Reason:*

“Full evacuation” will be the only recommended and acceptable action. Once the gas leak is ignited by a spark, it might cause major damage to the occupants and the building structure. In order to prevent a possible catastrophe, it is highly recommended that the entire building be evacuated before the “all clear” is given by the FDNY.

b. Acceptable actions:

(1) Acceptable actions for the affected area: NA.

(2) Acceptable actions for the rest of the building: NA.

c. Unacceptable actions: (refer to table 3-1)

(1) Unacceptable actions for the affected area: shelter in place, in-building relocation and partial evacuation.

- *Reason:*
No occupant should be allowed to stay inside the building.
- (2) Unacceptable actions for the rest of the building: shelter in place, in-building relocation and partial evacuation.
- *Reason:*
No occupant should be allowed to stay inside the building.

II. Other special notes:

It may be advisable to post a guard at every entrance to limit the access to the building.

4 Emergency Actions for Explosion

4.1 An explosion happened directly outside the building impacting the immediate area

- I. EAP actions (recommended, acceptable and unacceptable)
 - a. Recommended actions (refer to table 1-1)
 - (1) Recommended actions for the affected area: in-building relocation.

- *Reason:*
If an explosion happened outside the building, the building may still be exposed to a threat. The FDNY recommends that the FS/EAP or FLS Director move the occupants to safe in-building relocation areas.

If **the outdoor explosion has severely damaged the building structure**, refer to 4.2 “**An explosion** happened **inside** the building”.

- (2) Recommended actions for the rest of the building: in-building relocation.

- *Reason:*
If an explosion happened outside the building, the building may still be exposed to a threat. The FDNY recommends that the FS/EAP or FLS Director move the occupants to safe in-building relocation areas.

If **the outdoor explosion has severely damaged the building structure**, refer to 4.2 “**An explosion** happened **inside** the building”.

- b. Acceptable actions: (refer to table 2-1)
- (1) Acceptable actions for the affected area: NA.

- (2) Acceptable actions for the rest of the building: shelter in place.

- *Reason:*
It is safer to relocate all occupants to safe in-building relocation areas for outdoor explosion events; however, since the rest of the building may not be affected by the event, the FDNY also accepts (but does not recommend) that the FS/EAP or FLS Director suggest to occupants in the rest of the building to remain in place.

c. Unacceptable actions: (refer to table 3-1)

(1) Unacceptable actions for the affected area: shelter in place, partial or full evacuation (evacuation P/F).

➤ *Reason:*

The occupants who are in the affected area should not be sheltered in place. Sheltering the occupants in place may expose them to the threat. The occupants who are in the affected area should be moved.

It is considered to be unacceptable by the FDNY for the FS/EAP or FLS Director to evacuate the occupants immediately after the explosion occurs outside the building. It is safer to keep the occupants inside the building until credible information can be gathered and an informed decision can be made.

The partial or full evacuation decision is recommended by the FDNY only when the building structure is damaged. The occupants should be alerted to stay away from the affected area, and not to pass through or enter it.

(2) Unacceptable actions for the rest of the building: partial or full evacuation (evacuation P/F).

➤ *Reason:*

It is considered to be unacceptable by the FDNY for the FS/EAP or FLS Director to evacuate the occupants immediately after the explosion occurs outside the building. It is safer to keep the occupants inside the building until credible information can be gathered and an informed decision can be made.

The partial or full evacuation decision is recommended by the FDNY only when the building structure is damaged. The occupants should be alerted to stay away from the affected area, and not to pass through or enter it.

II. Other special notes:

Isolate the affected area. Advise everyone to stay clear of the affected area.

4.2 An explosion happened inside the building

I. EAP actions (recommended, acceptable and unacceptable)

a. Recommended actions (refer to table 1-1)

(1) Recommended actions for the affected area: full evacuation.

➤ *Reason:*

“Full evacuation” will be the recommended and acceptable action by the FDNY for this scenario. An explosion very often causes damage to the building structure, and can cause many serious post explosion injuries among survivors. The FS/EAP or FLS Director should determine the best route for all building occupants to leave the building quickly.

Relocation in a building is recommended only when all the paths to the exits are blocked.

(2) Recommended actions for the rest of the building: full evacuation.

➤ *Reason:*

“Full evacuation” will be the recommended and acceptable action by the FDNY for this scenario. An explosion very often causes damage to the building structure, and can cause many serious post explosion injuries among survivors. The FS/EAP or FLS Director should determine the best route for all building occupants to leave the building quickly.

Relocation in a building is recommended only when all the paths to the exits are blocked.

b. Acceptable actions:

(1) Acceptable actions for the affected area: NA.

(2) Acceptable actions for the rest of the building: NA.

c. Unacceptable actions: (refer to table 3-1)

(1) Unacceptable actions for the affected area: shelter in place, in-building relocation or partial evacuation.

➤ *Reason:*

If there is any safe way to leave the building, the FS/EAP or FLS Director should not suggest that any occupant stay inside the building. It is unsafe to leave any occupant inside the building before the authorities declare that the building structure is safe and that there are no other explosives inside the building (most bomb attacks have more than 2 explosives).

If the explosion has compromised all safe exit routes, the FS/EAP Director should suggest safe in-building relocation areas for the occupants.

(2) Unacceptable actions for the rest of the building: shelter in place, in-building relocation or partial evacuation.

➤ *Reason:*

If there is any safe way to leave the building, the FS/EAP or FLS Director should not suggest that any occupant stay inside the building. It is unsafe to leave any occupant inside the building before the authorities declare that the building structure is safe and that there are no other explosives inside the building (most bomb attacks have more than 2 explosives).

If the explosion has compromised all safe exit routes, the FS/EAP or FLS Director should suggest safe in-building relocation areas for the occupants.

5 Emergency Actions for a Suspicious (Unattended) Package

If the suspicious package **has significant feature(s)** indicating that it may **contain explosives**, the FS/EAP or FLS Director should refer to 4. Emergency Actions for **Explosion**.

Packages that have lumps, bulges, protruding wires, or aluminum foil; buzz, tick or make a sloshing sound; or, have a bomb threat note related to it could be indicators of a potential bomb.

If there is no clear information what the suspicious package contains, the FDNY provides the following guidance to be followed:

5.1 A suspicious package is reported to be located directly outside the building impacting the immediate area

I. EAP actions (recommended, acceptable and unacceptable)

a. Recommended actions (refer to table 1-1)

(1) Recommended actions for the affected area: in-building relocation.

➤ *Reason:*

If there is a suspicious package located outside the building impacting the immediate occupancy area, even it **does not have any significant feature(s)** indicating that it contains explosives, the building occupants may still be exposed to the potential risk. The FDNY recommends that the FS/EAP or FLS Director make the choice to move the occupants to safe in-building relocation areas.

(2) Recommended actions for the rest of the building: shelter in place.

➤ *Reason:*

If there is a suspicious package located outside the building impacting the immediate occupancy area, and it **does not have any significant feature(s)** indicating that it contains explosives. The decision made to implement a shelter in place for the rest of the building is recommended by the FDNY. Because there is no urgent need to move the occupants, the FS/EAP or FLS Director should recommend the occupants stay in place.

b. Acceptable actions: (refer to table 2-1)

(1) Acceptable actions for the affected area: NA.

(2) Acceptable actions for the rest of the building: in-building relocation.

➤ *Reason:*

There is no urgent need to move the occupants; however, the FDNY accepts (but does not recommend) if the FS/EAP or FLS Director chooses to move the occupants to designated safe in-building relocation areas.

c. Unacceptable actions: (refer to table 3-1)

(1) Unacceptable actions for the affected area: shelter in place, partial or full evacuation (evacuation P/F).

➤ *Reason:*

The occupants who are in the affected area should not be sheltered in place. Sheltering the occupants in place may expose them to the threat. The occupants who are in the affected area should be moved.

Evacuating the occupants and exposing them to the outside threat will be considered an unacceptable action by the FDNY for this scenario. The FS/EAP

or FLS Director should direct the occupants to stay away from the threat; it may be safer for the occupants to remain inside the building.

The occupants should be alerted to stay away from the affected area, and not to pass through or enter it.

(2) Unacceptable actions for the rest of the building: partial or full evacuation (evacuation P/F).

➤ *Reason:*

Evacuating the occupants and exposing them to the outside threat will be considered an unacceptable action by the FDNY for this scenario. The FS/EAP or FLS Director should direct the occupants to stay away from the threat. It may be safer for the occupants to remain inside the building. The occupants should be alerted to stay away from the affected area, and not to pass through or enter it.

II. Other special notes:

DO NOT HANDLE THE PACKAGE. Isolate the affected area. Advise everyone to stay clear of the affected area.

5.2 A suspicious package is reported inside the building

I. EAP actions (recommended, acceptable and unacceptable)

a. Recommended actions (refer to table 1-1)

(1) Recommended actions for the affected area: in-building relocation, partial or full evacuation (evacuation P/F).

➤ *Reason:*

If a suspicious package(s) is/are found inside the building, even it **does not have any significant feature(s)** indicating that it contains explosives, the occupants may still be exposed to the potential risk. The FS/EAP or FLS Director should in-building relocate or evacuate the occupants to **empty the affected area**.

If an evacuation is announced to the occupants, the FS/EAP or FLS Director must determine the best route(s) for the occupants. The goal is to stay as far away from the threat as possible. There should not be anyone near or inside the area before the “all clear” is announced by the FDNY/NYPD.

(2) Recommended actions for the rest of the building: shelter in place.

➤ *Reason:*

If a suspicious package(s) is/are found inside the building, and it **does not have any significant feature(s)** indicating that it contains explosives, the decision made to implement a shelter in place is recommended by the FDNY. Because there is no urgent need to move the occupants, the FS/EAP or FLS Director should recommend the occupants stay in place.

b. Acceptable actions: (refer to table 2-1)

(1) Acceptable actions for the affected area: NA.

(2) Acceptable actions for the rest of the building: in-building relocation, partial or full evacuation (evacuation P/F).

➤ *Reason:*

There is no urgent need to move the occupants; however, the FDNY accepts (but does not recommend) if the FS/EAP or FLS Director chooses to move the occupants to designated safe in-building relocation areas or to safe, well-ventilated outside assembly areas.

c. Unacceptable actions: (refer to table 3-1)

(1) Unacceptable actions for the affected area: shelter in place.

➤ *Reason:*

The occupants who are in the affected area should be moved. The decision made to shelter in place may expose the occupants to the threat.

(2) Unacceptable actions for the rest of the building:

➤ *Reason:*

If the FS/EAP or FLS Director chooses to move the occupants, it will not be acceptable to the FDNY if he/she decides that the exit route for the occupants is passage through the affected area. The occupants should be alerted to stay away from the affected area, and not to pass through or enter it.

III. Other special notes:

Isolate the affected area. Advise everyone to stay clear of the affected area.

6 Emergency Actions for Civil Disturbances (outside the building)

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

I. EAP actions (recommended, acceptable and unacceptable)

a. Recommended actions (refer to table 1-1)

(1) Recommended actions for the affected area: in-building relocation.

➤ *Reason:*

If there is a civil disturbance happening outside the building, the occupants may be exposed to the threat. The FDNY recommends relocating the occupants to a safe in-building relocation area.

(2) Recommended actions for the rest of the building: shelter in place.

➤ *Reason:*

Since the rest of the building is not affected by the incident, the FS/EAP or FLS Director should instruct the occupants to remain in place.

b. Acceptable actions: (refer to table 2-1)

(1) Acceptable actions for the affected area: NA.

(2) Acceptable actions for the rest of the building: in-building relocation.

➤ *Reason:*

There is no urgent need to move the occupants who are not affected by the incident; however, the FDNY accepts (but does not recommend) if the FS/EAP or FLS Director chooses to move the occupants to safe in-building relocation areas.

c. Unacceptable actions: (refer to table 3-1)

(1) Unacceptable actions for the affected area: shelter in place, partial or full evacuation (evacuation P/F).

➤ *Reason:*

The occupants who are in the affected area should be moved. The decision made to shelter in place may expose the occupants to the threat.

Evacuating the occupants and exposing them to the outside threat will be considered an unacceptable action by the FDNY for this scenario. The FS/EAP or FLS Director should direct the occupants to stay away from the threat; it may be safer for the occupants to remain inside the building.

(2) Unacceptable actions for the rest of the building: partial or full evacuation (evacuation P/F).

➤ *Reason:*

Evacuating the occupants and exposing them to the outside threat will be considered an unacceptable action by the FDNY for this scenario. The FS/EAP or FLS Director should direct the occupants to stay away from the threat; it may be safer for the occupants to remain inside the building.

II. Other special notes:

All building entrances (including loading dock, garage door, etc.) should be closed to prevent rioters from entering the building. It may also be advisable to post a guard at every entrance to limit access to the building.

7 Emergency Actions for Building Utilities Failure

There can be many types of Building Utilities Failure events depending upon the building components and the severity of the failure. FDNY recommends any EAP action (shelter in place, in-building relocation, partial or full evacuation) that is reasonable and justifiable; **however, FDNY does not accept sheltering occupants in place if the emergency has compromised the affected area and the occupants will be in danger for remaining in the affected area. In this case, the occupants who are in the affected area should be relocated within the building or be evacuated.**

8 Emergency Actions for a Building with Physical Damage/Structural Failure

If the FS/EAP or FLS Director **cannot decide** if the structural failure is major or minor, he/she **should assume it as a major failure** that may lead to building collapse and take the EAP actions that will protect the occupants from the possible threat.

8.1 The building has minor physical damage (such as broken windows), and the damage is in some specific areas that will NOT lead to building collapse.

I. EAP actions (recommended, acceptable and unacceptable)

a. Recommended actions (refer to table 1-1)

(1) Recommended actions for the affected area: in-building relocation, partial or full evacuation (evacuation P/F).

➤ *Reason:*

If there is a minor physical damage to the building, the FS/EAP or FLS Director should in-building relocate or evacuate the occupants to empty the affected area; however, if an evacuation is announced to the occupants, the FS/EAP or FLS Director must determine the best route(s) for the occupants to avoid the threat. There should not be anyone near or inside the area before the “all clear” is announced by the authority (e.g. FDNY).

(2) Recommended actions for the rest of the building: shelter in place or in-building relocation.

➤ *Reason:*

The decision made to implement a shelter in place is recommended by the FDNY. Because there is no urgent need to move the occupants, the FS/EAP or FLS Director could recommend that the occupants stay in place; however, it could also be recommended by the FDNY that the FS/EAP or FLS Director may make the choice to relocate all building occupants within the building to ensure their safety.

b. Acceptable actions: (refer to table 2-1)

(1) Acceptable actions for the affected area: NA.

(2) Acceptable actions for the rest of the building: partial or full evacuation (evacuation P/F).

➤ *Reason:*

There is no urgent need to move the occupants outside the building; however, the FDNY accepts (but does not recommend) if the FS/EAP or FLS Director chooses to move the occupants to safe, outside assembly areas.

c. Unacceptable actions: (refer to table 3-1)

(1) Unacceptable actions for the affected area: shelter in place.

➤ *Reason:*

The occupants who are in the affected area should be moved. The decision made to shelter in place may expose the occupants to the threat.

(2) Unacceptable actions for the rest of the building:

➤ *Reason:*

If the FS/EAP or FLS Director chooses to move the occupants, it will not be acceptable to the FDNY if he/she decides that the exit route for the occupants is passage through the affected area. The occupants should be alerted to stay away from the affected area, and not to pass through or enter it.

II. Other special notes:

Isolate the affected area. Advise everyone to stay clear of the affected area.

8.2 The building has possible severe structural failure (such as a major wall breakdown) or the damages are within multiple floors/large areas that may lead to building collapse

I. EAP actions (recommended, acceptable and unacceptable)

a. Recommended actions (refer to table 1-1)

(1) Recommended actions for the affected area: full evacuation.

➤ *Reason:*

“Full evacuation” will be the recommended and acceptable action by the FDNY for this scenario. Severe building structural damage may cause the building to collapse. The FS/EAP or FLS Director should determine the best route for all building occupants to leave the building quickly.

In-building relocation is recommended only when all the paths to the exits are blocked.

(2) Recommended actions for the rest of the building: full evacuation.

➤ *Reason:*

“Full evacuation” will be the recommended and acceptable action by the FDNY for this scenario. Severe building structural damage may cause the building to collapse. The FS/EAP or FLS Director should determine the best route for all building occupants to leave the building quickly.

In-building relocation is recommended only when all the paths to the exits are blocked.

b. Acceptable actions:

(1) Acceptable actions for the affected area: NA.

(2) Acceptable actions for the rest of building: NA.

c. Unacceptable actions: (refer to table 3-1)

(1) Unacceptable actions for the affected area: shelter in place, in-building relocation, or partial evacuation.

➤ *Reason:*

If there is any safe way to leave the building, the FS/EAP or FLS Director should not suggest any occupant stay inside the building. It is unsafe to leave any occupant inside the building before the authorities declare the building structure is safe.

If all safe exit routes are compromised, the FS/EAP or FLS Director should suggest safe in-building relocation areas for the occupants.

(2) Unacceptable actions for the rest of the building: shelter in place, in-building relocation, or partial evacuation.

➤ *Reason:*

If there is any safe way to leave the building, the FS/EAP or FLS Director should not suggest any occupant stay inside the building. It is unsafe to leave any occupant inside the building before the authorities declare the building structure is safe.

If all safe exit routes are compromised, the FS/EAP or FLS Director should suggest safe in-building relocation areas for the occupants.

II. Other special notes:

All building entrances should be closed.

9 Emergency Actions for Natural Disasters

The recommended/acceptable/unacceptable actions for the natural disasters should depend upon whether a given disaster causes structural damage to the building, or it causes any building utilities failure.

9.1 Natural disaster and the building structure is not compromised

I. EAP actions (recommended, acceptable and unacceptable)

a. Recommended actions (refer to table 1-2)

(1) Recommended actions for the affected area: in-building relocation.

➤ *Reason:*

It is a general natural disaster procedure (such as, earthquake, hurricane, tornadoes, storms) not to spontaneously evacuate. It is safer to stay inside the building rather than leaving the building to avoid falling or flying debris. The window areas (in earthquake conditions, it might also include areas with mirrors and overhead fixtures) are the most vulnerable areas in most natural disasters.

The FS/EAP or FLS Director should relocate the occupants of the affected area to safe in-building relocation areas.

(2) Recommended actions for the rest of the building: shelter in place.

➤ *Reason:*

Since the rest of the building is not affected by the incident, the FS/EAP or FLS Director should instruct the occupants to remain in place.

b. Acceptable actions: (refer to table 2-2)

(1) Acceptable actions for the affected area: NA.

(2) Acceptable actions for the rest of the building: in-building relocation.

➤ *Reason:*

There is no urgent need to move the occupants who are not affected by the incident; however, the FDNY accepts (but does not recommend) if the FS/EAP or FLS Director chooses to move the occupants to safe in-building relocation areas.

c. Unacceptable actions: (refer to table 3-2)

(1) Unacceptable actions for the affected area: shelter in place, partial or full evacuation (evacuation P/F).

➤ *Reason:*

The occupants who are in the affected area should be moved. The decision made to shelter in place may expose the occupants to the threat.

Evacuating the occupants and exposing them to the outside natural disaster will be considered an unacceptable action by the FDNY for this scenario. The FS/EAP or FLS Director should direct the occupants to stay away from the threat. It may be safer for the occupants to remain inside the building.

- (2) Unacceptable actions for the rest of the building: partial or full evacuation (evacuation P/F).

➤ *Reason:*

Evacuating the occupants and exposing them to the outside natural disaster will be considered an unacceptable action by the FDNY for this scenario. The FS/EAP or FLS Director should direct the occupants to stay away from the threat. It will probably be safer for the occupants to remain inside the building.

9.2 A natural disaster causing minor building physical damage (such as broken windows), which will NOT cause the building to collapse

If the FS/EAP or FLS Director **cannot decide** if the building physical damage is major or minor, he/she **should assume it as a major building structural failure** that may lead to building collapse and take the EAP actions that will protect the occupants from the possible threat.

I. EAP actions (recommended, acceptable and unacceptable)

a. Recommended actions (refer to table 1-2)

- (1) Recommended actions for the affected area: in-building relocation.

➤ *Reason:*

If there is minor physical damage to the building, the FS/EAP or FLS Director should in-building relocate the occupants to empty the affected area. There should not be anyone near or inside the area before the “all clear” is announced by the authority.

- (2) Recommended actions for the rest of the building: shelter in place or in-building relocation.

➤ *Reason:*

The decision made to implement a shelter in place is recommended by the FDNY. Because there is no urgent need to move the occupants, the FS/EAP or FLS Director could recommend to the occupants to stay in place; however, it could also recommended by the FDNY that the FS/EAP or FLS Director make the choice to relocate all building occupants within the building to ensure their safety.

b. Acceptable actions:

- (1) Acceptable actions for the affected area: NA.

- (2) Acceptable actions for the rest of the building: NA.

c. Unacceptable actions: (refer to table 3-2)

- (1) Unacceptable actions for the affected area: shelter in place, partial or full evacuation (evacuation P/F).

➤ *Reason:*

The occupants who are in the affected area should be moved. The decision made to shelter in place may expose the occupants to the threat.

It is safer to stay inside the building so as to avoid falling or flying debris rather than leave the building.

- (2) Unacceptable actions for the rest of the building: partial or full evacuation (evacuation P/F).

➤ *Reason:*

It is safer to stay inside the building so as to avoid falling or flying debris rather than leave the building.

II. Other special notes:

Isolate the affected area. Advise everyone to stay clear of the affected area.

9.3 A natural disaster which caused major building structural failure that may cause building collapse

I. EAP actions (recommended, acceptable and unacceptable)

a. Recommended actions (refer to table 1-2)

- (1) Recommended actions for the affected area: full evacuation.

➤ *Reason:*

“Full evacuation” will be the recommended and acceptable action by the FDNY for this scenario. Severe building structural damage may cause the building to collapse. The FS/EAP or FLS Director should determine the best route for all building occupants to leave the building quickly.

In-building relocation is recommended only when all the paths to the exits are blocked.

- (2) Recommended actions for the rest of the building: full evacuation.

➤ *Reason:*

“Full evacuation” will be the recommended and acceptable action by the FDNY for this scenario. Severe building structural damage may cause the building to collapse. The FS/EAP or FLS Director should determine the best route for all building occupants to leave the building quickly.

In-building relocation is recommended only when all the paths to the exits are blocked.

b. Acceptable actions:

- (1) Acceptable actions for the affected area: NA.

- (2) Acceptable actions for the rest of building: NA.

c. Unacceptable actions: (refer to table 3-2)

- (1) Unacceptable actions for the affected area: shelter in place, in-building relocation, or partial evacuation.

➤ *Reason:*

If there is any safe way to leave the building, the FS/EAP or FLS Director should not suggest any occupant stay inside the building. It is unsafe to leave any occupant inside the building before the authorities declare the building structure is safe.

If all safe exit routes are compromised, the FS/EAP or FLS Director should suggest safe in-building relocation areas for the occupants.

- (2) Unacceptable actions for the rest of the building: shelter in place, in-building relocation, or partial evacuation.

➤ *Reason:*

If there is any safe way to leave the building, the FS/EAP or FLS Director should not suggest any occupant stay inside the building. It is unsafe to leave any occupant inside the building before the authorities declare the building structure is safe.

If all safe exit routes are compromised, the FS/EAP or FLS Director should suggest safe in-building relocation areas for the occupants.

II. Other special notes:

All building entrances should be closed.

9.4 Building power failure which is caused by a natural disaster

I. EAP actions (recommended, acceptable and unacceptable)

a. Recommended actions (refer to table 1-2)

- (1) Recommended actions for the affected area: shelter in place or in-building relocation.

➤ *Reason:*

It is safer to stay inside the building to avoid falling or flying debris and wait for the authorities rather than leaving the building; **however, FDNY does not accept sheltering occupants in place if the emergency has compromised the affected area and the occupants will be in danger for remaining in the affected area. In this case, the occupants who are in the affected area should be relocated within the building or be evacuated.**

- (2) Recommended actions for the rest of the building: shelter in place or in-building relocation.

➤ *Reason:*

It is safer to stay inside the building to avoid falling or flying debris and wait for the authorities rather than leaving the building.

b. Acceptable actions:

- (1) Acceptable actions for the affected area: NA.

- (2) Acceptable actions for the rest of the building: NA.

c. Unacceptable actions: (refer to table 3-2)

- (1) Unacceptable actions for the affected area: partial or full evacuation (evacuation P/F).

➤ *Reason:*

If there is a natural disaster occurring outside, instructing the occupants to leave the building may result in more injuries than suggesting that they remain inside the building.

- (2) Unacceptable actions for the rest of the building: partial or full evacuation (evacuation P/F).

➤ *Reason:*

If there is a natural disaster occurring outside, instructing the occupants to leave the building may result in more injuries than suggesting that they remain inside the building.

9.5 The building affected by flooding caused by a natural disaster

- I. EAP actions (recommended, acceptable and unacceptable)
 - a. Recommended actions (refer to table 1-2)
 - (1) Recommended actions for the affected area: in-building relocation.
 - *Reason:*
The FS/EAP or FLS Director should relocate the occupants of the affected area to safe in-building relocation areas.
 - (2) Recommended actions for the rest of the building: shelter in place or in-building relocation.
 - *Reason:*
The decision made to implement a shelter in place is recommended by the FDNY. Because there is no urgent need to move the occupants, the FS/EAP or FLS Director could recommend the occupants stay in place; however, it is also could be recommended by the FDNY that the FS/EAP or FLS Director make the choice to relocate all building occupants within the building to ensure their safety.
 - b. Acceptable actions:
 - (1) Acceptable actions for the affected area: NA.
 - (2) Acceptable actions for the rest of the building: NA.
 - c. Unacceptable actions: (refer to table 3-2)
 - (1) Unacceptable actions for the affected area: shelter in place, partial or full evacuation (evacuation P/F).
 - *Reason:*
The occupants who are in the affected area should be moved. The decision made to shelter in place may expose the occupants to the threat. Evacuating the occupants and exposing them to the outside natural disaster will be considered an unacceptable action by the FDNY for this scenario. The FS/EAP or FLS Director should direct the occupants to avoid the threat; it may be safer for the occupants to remain inside the building.
 - (2) Unacceptable actions for the rest of the building: partial or full evacuation (evacuation P/F).
 - *Reason:*
Evacuating the occupants and exposing them to the outside natural disaster will be considered an unacceptable action by the FDNY for this scenario. The FS/EAP or FLS Director should direct the occupants to avoid the threat. It may be safer for the occupants to remain inside the building.
- II. Other special notes:

Isolate the affected area. Advise everyone to stay clear of the affected area.

10 Emergency Actions for Active Shooter Events

10.1 Introduction

The New York City Police Department (NYPD) definition of an active shooter is: Active Shooter¹- An individual actively engaged in killing or attempting to kill people in a confined and populated area; in most cases, active shooters use firearms and there is no pattern or method to their selection of victims. NYPD has limited this definition to include only those cases that spill beyond an intended victim to others. According to the NYPD, an active shooter emergency should be excluded from the following situations: gang-related shootings, shootings that solely occurred in domestic settings, robberies, drive-by shootings, attacks that did not involve a firearm, and attacks categorized primarily as hostage-taking incidents².

The type of police response to an active shooter attack depends on the unique circumstances of the incident. In the event of such an attack, the FS/EAP or FLS Director should follow the instructions of the first-responders from the NYPD.

However, active shooter situations by their very nature are unpredictable and the situations evolve quickly. Although the NYPD will immediately respond to this incident upon notification, it may still take 3 to 5 minutes or longer for the police officers to arrive at the scene.

According to a Study of Active Shooter Incidents (2000 – 2013) report prepared by the U.S. Department of Justice, in 64 incidents where the duration of the incident could be ascertained, 23 (35.9%) incidents ended in 2 minutes or less and 21 (32.8%) incidents ended in 2 to 5 minutes. This means even when the NYPD was present or able to respond within minutes, civilians (including FS/EAP staff members and tenants) often had to make life and death decisions of their own accord.

Because active shooter attacks are dynamic events, the FDNY cannot put forth a set of required actions during such incidents. However, the FDNY has compiled a list of best practice recommendations based on booklets developed by the New York City Police Department, U.S. Department of Homeland Security, and U.S. Department of Justice for FS/EAP staff to best prepare for active shooter attacks. The following recommendations are **general guidelines. These guidelines will be used as scoring criteria** when grading the EAP exam. They are considered as best practice and may be useful in a real life emergency. It is NOT the purpose of this training material to provide unbending, absolute rules for situations in which there are a great many variables. The most appropriate EAP actions may vary depending on the specific active shooter situation which occurs within the context of the event, the building design and components.

¹ Cited from *Active Shooter: How to Respond*. U.S. Department of Homeland Security.

² Cited from *Active Shooter: Recommendations and Analysis for Risk Mitigation*. New York City Police Department.

10.2 Active shooter emergency

10.2.1. If an Active shooter is outside the building

a. Recommended actions

(1) Recommended actions for the affected area: in-building relocation.

(2) Recommended actions for the rest of the building: in-building relocation.

➤ *Reason:*

Active shooter emergencies are very unpredictable and the situations evolve quickly. The FDNY recommends relocating ALL the occupants to safe in-building relocation areas.

b. Acceptable actions:

(1) Acceptable actions for the affected area: NA.

(2) Acceptable actions for the rest of the building: shelter in place.

➤ *Reason:*

It is safer to relocate the tenants of the rest of the building to safe in-building relocation areas; however, the FDNY accepts (but does not recommend) that the FS/EAP or FLS Director suggests occupants in the rest of the building to remain in place.

c. Unacceptable actions:

(1) Unacceptable actions for the affected area: shelter in place, partial or full evacuation (evacuation P/F).

➤ *Reason:*

The occupants who are in the affected area should be moved to a safer location. The decision made to shelter in place may expose the occupants to the threat. Evacuating the occupants and exposing them to the outside threat will be considered an unacceptable action by the FDNY for this scenario. The FS/EAP or FLS Director should direct the occupants to stay away from the threat; it may be safer for the occupants to remain inside the building.

(2) Unacceptable actions for the rest of the building: partial or full evacuation (evacuation P/F).

➤ *Reason:*

Evacuating the occupants and exposing them to the outside threat will be considered an unacceptable action by the FDNY for this scenario. The FS/EAP or FLS Director should direct the occupants to stay away from the threat; it may be safer for the occupants to remain inside the building.

III. Other special notes:

All building entrances (including loading docks, garage doors, etc.) should be secured to prevent the shooter(s) from entering the building.

10.2.2. Active shooter inside the building

a. Recommended actions

(1) Recommended actions for the WHOLE building:

If an active shooter event occurs inside your building, as an FS/EAP Director, you may be a victim of the scene. You should react quickly when gunshots are heard and/or when a shooting is witnessed by following one of the three tactics: **Avoid, Barricade, Confront** (refer to the training section of this booklet). As a civilian, you are not expected to neutralize an active shooter threat. However, you should try to implement the actions that could minimize the injuries to the building occupants.

For example, if an active shooter starts shooting in close proximity of the Fire Command Center, you should protect yourself based on the tactics suggested by the NYPD. You may run away from the lobby, or you may hide in a safe shelter place at that moment. Call 911 as soon as possible, safety permitting. Once you feel it is safe to return to the Fire Command Center or designated alternative location, if safe to do so, return to carry out your suggested responsibilities.

The following actions are recommended by the FDNY upon active shooter events, IF YOU FEEL IT IS SAFE TO DO SO:

Immediately call 911. The call(s) should report: (1) the emergency situation and (2) EAP action implemented. The following information, if known, should also be provided to the 911 operator:

- a. Building address, location of the active shooter or his/her last known location.
- b. Number of shooters, if more than one.
- c. Physical description of shooter(s).
- d. Name/identity of the shooter(s) (e.g. employee).
- e. Number and type of weapons held by the shooter(s).
- f. Number of potential victims at the location.
- g. If explosions were heard.

*Note: If you cannot speak, leave the line open and allow the dispatcher to listen.

As a FS/EAP Director, if safe to do so, immediately report to the Fire Command Center. The Fire Command Center should be used for command, communication and control of the emergency. If the Fire Command Center is compromised, try to reach the designated alternative location that could allow you to carry out the following responsibilities:

- Notify the occupants
The building occupants need to know that there is an active shooter in the building. Depending on the building communication systems, the alert should be delivered via as many different methods as possible (e.g. public announcement system, mass notification system, text, email, etc.). The notification should be a conveyance of information, not an issuance of a command. The alert must indicate that there is an active shooter event taking place inside the building and, if possible, tell the occupants where the shooter was last seen. Many companies and associations strongly advocate the position that announcements over the PA system are beneficial and will immediately

notify all occupants to implement recognized strategies. Immediate notification is critical.

A sample script for an active shooter emergency notification:

“An active shooter has entered the building, (s)he was last seen on the 3rd floor of the building. Please activate your ABC personal safety plan based on your location and stand by for further notifications.”

Federal agencies (e.g. U.S. Department of Health and Human Services, U.S. Department of Homeland Security, U.S. Department of Justice, Federal Bureau of Investigation, Federal Emergency Management Agency) highly recommend the use of plain language/clear text (not code words) to communicate information effectively. Sending the alert through as many delivery channels as possible is the best way to ensure awareness. The goal is to empower as many individuals as possible with the ability to make an informed decision as to their best option to maximize chances of survival.

In general, the FS/EAP or FLS Director should expect all building occupants will choose one of the survival techniques based on their own condition, location, and environment.

- Notify/consult with the EAP Brigade regarding the implementation of the EAP.
- Assess the Building Components or Systems and take appropriate actions. Evaluate the building, become familiar with the systems in the building as there are many variables and each building has unique design characteristics.

➤ Stairwells and routes of egress

Evaluate the stairwell(s) or other routes of egress for use. Some routes of egress or stairwells may be denied or limited based on the active shooter(s) location if known. The FS/EAP or FLS Director should be prepared to provide details to arriving first responding personnel about the status, availability and the condition of all stairwells. It will be useful for the police officers to know which stairways are clear for use.

➤ Elevator operation

In active shooter incidence, the freight elevator may be the best option for the use of police officers. Freight elevators being operated manually, if safe to do so, should be advised to return to the ground level by a two-way communication device/radio with doors closed.

Unlike the required responses in other non-fire emergencies, the FS/EAP or FLS Director will not be required to automatically recall all the elevators. Since there are many variables and each building has unique design characteristics, we cannot recommend a universal approach towards passenger's elevator recall.

Upon arrival of the first police officer(s), the FS/EAP or FLS Director should explain the elevator function to the arriving police officer(s) and follow their directions.

➤ Interior doors, including fire doors

Manual activation of the fail-safe door release system will facilitate evacuation by unlocking stairway and elevator vestibule doors but keeping them in the closed position. Active shooter attacks are dynamic events; so, unlike the required responses in other non-fire emergencies, the FS/EAP or FLS Director will not be required to automatically activate the fail-safe door release system. Prior to manual activation of the fail-safe door release system, consider the last known location of the active shooter.

The operation of the fail safe system may be different from building to building. Buildings built in different years may comply with different applicable Building Codes. The FS/EAP or FLS Director must include the status of the stairway and elevator vestibule doors in the information exchange upon NYPD arrival.

➤ Evaluate ventilation system operation

All should be assessed if it is safe to do so.

➤ Evaluate electrical, natural gas, steam and other utility operations

All should be assessed if it is safe to do so.

➤ Evaluate fuel oil storage systems and associated pumps and piping

➤ All should be assessed if it is safe to do so.

• Communications

- Continue to monitor the emergency.
- Maintain appropriate communication with the EAP Brigade members and building occupants.
- Maintain appropriate communication with 911 operators or emergency responders.
- If a fire alarm is activated, if safe to do so, the FS/EAP or FLS Director should follow standard protocol and procedures of a fire emergency but proceed with extreme caution and keep the NYPD survival techniques (Avoid-Barricade-Confront) in mind.

b. Acceptable actions: NA.

c. Unacceptable actions: NA.

10.3 Interacting with Police Officers

During an active shooter emergency, the FDNY normally will not be in the building to direct the required actions. The police officers will respond to the 911 call

immediately and go directly to the building. Police officers will proceed directly to the last known location of the active shooter.

The FS/EAP or FLS Director and the EAP brigade members should expect:

- Police officers may wear regular patrol uniforms or external bulletproof vests, Kevlar helmets, and other tactical equipment.
- Police officers may be armed with rifles and shotguns in addition to their handguns.
- Police officers may shout commands, and may order individuals to the ground for their safety.

As an FS/EAP director, you are required to notify arriving NYPD, FDNY personnel and other first responders of the nature of the emergency and the actions taken up to the current time. You should also provide building information including:

- 3 sets of floor plans (2 sets for NYPD and 1 set for FDNY).
- 3 sets of Building Information Card (BIC) (2 sets for NYPD and 1 set for FDNY).
- Emergency Action Plan (EAP).
- 3 sets of Keys/Access cards (2 sets for NYPD and 1 set for FDNY).
- Premise security radios/walkie-talkies.

As an FS/EAP director, you may need to quickly provide the police officers with the following information, if known:

- Location of the active shooter or his/her last known location.
- Number of shooters, if more than one.
- Physical description of shooter(s).
- Name/identity of the shooter(s) (e.g. employee).
- Number and type of weapons held by the shooter(s).
- Number of potential victims at the location.
- The special design of the building (are there open space interior partition materials, etc.)
- Unique tenants (high profile occupants, political officials, armed security, or disabled person, etc.)
- If explosions were heard.

The police officers may request the FS/EAP or FLS Director and/or EAP brigade members to operate and control the building systems to assist in isolating the shooter. It is critical for the FS/EAP or FLS Director and/or EAP brigade members to follow orders of the police officers.

Remember that the first police officers to arrive on the scene may not stop to help injured persons. Expect teams comprised of additional officers and emergency medical personnel to follow the initial responding officers. These teams will treat and remove any injured persons from the areas that have been cleared by the first responding police officers. They may also call upon able-bodied occupants to assist in removing the wounded from the premises.

Table 1-1. RECOMMENDED EAP actions for different scenarios

This table is only a reference guide. IT CANNOT BE USED ALONE. The details are on page 28 -56.

Scenario	The location where the scenario occurs					
	Outside the building		Inside the building (in a specific area only)		inside the building (possibly affecting multiple floors)	
	Affected area	The rest of the building	Affected area	The rest of the building	Affected area	The rest of the building
Biological Agent Release	✓ <u>n-building relocation</u>	✓ <u>Shelter in place</u>	✓ <u>Isolate the individuals who were directly exposed to the agent</u>	✓ <u>Shelter in place</u> ✓ <u>In-building relocation</u>	✓ <u>Isolate the individuals who were directly exposed to the agent</u>	✓ <u>Shelter in place</u>
Chemical Agent Release	✓ <u>In-building relocation</u>	✓ <u>Shelter in place</u>	✓ <u>In-building relocation</u> ✓ <u>Evacuation (P/F)*</u>	✓ <u>Shelter in place</u>	✓ <u>In-building relocation</u> ✓ <u>Evacuation(P/F)*</u>	✓ <u>Shelter in place</u>
CO/Natural Gas release	✓ <u>In-building relocation</u>	✓ <u>Shelter in place</u>	✓ <u>In-building relocation</u> ✓ <u>Evacuation (P/F)*</u>	✓ <u>Shelter in place</u>	✓ <u>Full Evacuation</u>	✓ <u>Full Evacuation</u>
Explosion	✓ <u>In-building relocation</u>	✓ <u>In-building relocation</u>	✓ <u>Full evacuation</u>	✓ <u>Full evacuation</u>	✓ <u>Full evacuation</u>	✓ <u>Full evacuation</u>
Suspicious package	✓ <u>In-building relocation</u>	✓ <u>Shelter in place</u>	✓ <u>In-building relocation</u> ✓ <u>Evacuation(P/F)*</u>	✓ <u>Shelter in place</u>	✓ <u>In-building relocation</u> ✓ <u>Evacuation(P/F)*</u>	✓ <u>Shelter in place</u>
Civil disturbances	✓ <u>In-building relocation</u>	✓ <u>Shelter in place</u>				
Failure of building utilities	NA		✓ <u>Shelter in place</u> ✓ <u>In-building relocation</u> ✓ <u>Evacuation(P/F)*</u>	✓ <u>Shelter in place</u> ✓ <u>In-building relocation</u> ✓ <u>Evacuation(P/F)*</u>	✓ <u>Shelter in place</u> ✓ <u>In-building relocation</u> ✓ <u>Evacuation(P/F)*</u>	✓ <u>Shelter in place</u> ✓ <u>In-building relocation</u> ✓ <u>Evacuation(P/F)*</u>
Building damage	NA		Building has minor physical damages		Building suffers major structural failure	
			Affected area	The rest of the building	Affected area	The rest of the building
			✓ <u>In-building relocation</u> ✓ <u>Evacuation(P/F)*</u>	✓ <u>Shelter in place</u> ✓ <u>In-building relocation</u>	✓ <u>Full Evacuation</u>	✓ <u>Full Evacuation</u>
Active Shooter	✓ <u>In-building relocation</u>	✓ <u>In-building relocation</u>	✓ <u>ABC**</u>	✓ <u>ABC**</u>	✓ <u>ABC**</u>	✓ <u>ABC**</u>

*Note: Evacuation (P/F) : Partial or Full Evacuation; **Note: ABC: Avoid, Barricade, Confront

Table 1-2. **RECOMMENDED** EAP actions for **natural disasters**

This table is only a reference guide. IT CANNOT BE USED ALONE. The details are on page 28 -56.

Scenario	Affected Area	The rest of the building
Natural disaster and the building structure is not compromised	✓ <u>In-building relocation</u>	✓ <u>Shelter in place</u>
A natural disaster causing minor building physical damage	✓ <u>In-building relocation</u>	✓ <u>In-building relocation</u> ✓ <u>Shelter in place</u>
A natural disaster causing major building structural failure	✓ <u>Full Evacuation</u>	✓ <u>Full Evacuation</u>
Building power failure which is caused by a natural disaster	✓ <u>Shelter in place</u> ✓ <u>In-building relocation</u>	✓ <u>Shelter in place</u> ✓ <u>In-building relocation</u>
The building affected by flooding caused by a natural disaster	✓ <u>In-building relocation</u>	✓ <u>Shelter in place</u> ✓ <u>In-building relocation</u>

Table 2-1. **ACCEPTABLE** EAP actions for different scenarios***This table is only a reference guide. IT CANNOT BE USED ALONE. The details are on page 28 -56.***

Scenario	The location where the scenario occurs					
	Outside the building		Inside the building (in a specific area only)		inside the building (possibly affecting multiple floors)	
	Affected area	The rest of the building	Affected area	The rest of the building	Affected area	The rest of the building
Biological Agent Release		▪ In-building relocation		▪ Evacuation (P/F)*		▪ In-building relocation ▪ Evacuation (P/F)*
Chemical Agent Release		▪ In-building relocation		▪ In-building relocation ▪ Evacuation (P/F)*		▪ In-building relocation ▪ Evacuation (P/F)*
CO/Natural Gas release		▪ In-building relocation		▪ In-building relocation ▪ Evacuation (P/F)*		
Explosion		▪ Shelter in place				
Suspicious package		▪ In-building relocation		▪ In-building relocation ▪ Evacuation(P/F)*		▪ In-building relocation ▪ Evacuation(P/F)*
Civil disturbances		▪ In-building relocation				
Failure of building utilities	NA					
Building damage	NA		Building has minor physical damages		Building suffers major structural failure	
			Affected area	The rest of the building	Affected area	The rest of the building
				▪ Evacuation(P/F)*		
Active Shooter		▪ Shelter in place				

*Note: Evacuation (P/F) : Partial or Full Evacuation

Table 2-2. **ACCEPTABLE** EAP actions for **natural disasters*****This table is only a reference guide. IT CANNOT BE USED ALONE. The details are on page 28 -56.***

Scenario	Affected Area	The rest of the building
Natural disaster and the building structure is not compromised		▪ In-building relocation
A natural disaster causing minor building physical damage		
A natural disaster causing major building structural failure		
Building power failure which is caused by a natural disaster		
The building affected by flooding caused by a natural disaster		

Table 3-1. **UNACCEPTABLE** EAP actions for different scenarios***This table is only a reference guide. IT CANNOT BE USED ALONE. The details are on page 28 -56.***

Scenario	The location where the scenario occurs					
	Outside the building		Inside the building (in a specific area only)		inside the building (possibly affecting multiple floors)	
	Affected area	The rest of the building	Affected area	The rest of the building	Affected area	The rest of the building
Biological Agent Release	✖ Shelter in place ✖ Evacuation (P/F)*	✖ Evacuation (P/F)*	✖ Not isolate the individuals who were directly exposed to the agent		✖ Not isolate the individuals who were directly exposed to the agent	
Chemical Agent Release	✖ Shelter in place ✖ Evacuation (P/F)*	✖ Evacuation (P/F)*	✖ Shelter in place		✖ Shelter in place	
CO/Natural Gas release	✖ Shelter in place ✖ Evacuation (P/F)*	✖ Evacuation (P/F)*	✖ Shelter in place		✖ Shelter in place ✖ In-building relocation ✖ Partial evacuation	✖ Shelter in place ✖ In-building relocation ✖ Partial evacuation
Explosion	✖ Shelter in place ✖ Evacuation (P/F)*	✖ Evacuation (P/F)*	✖ Shelter-in-place ✖ In-building relocation ✖ Partial evacuation	✖ Shelter-in-place ✖ In-building relocation ✖ Partial evacuation	✖ Shelter in place ✖ In-building relocation ✖ Partial evacuation	✖ Shelter in place ✖ In-building relocation ✖ Partial evacuation
Suspicious package	✖ Shelter in place ✖ Evacuation (P/F)*	✖ Evacuation (P/F)*	✖ Shelter-in-place		✖ Shelter in place	
Civil disturbances	✖ Shelter in place ✖ Evacuation (P/F)*	✖ Evacuation (P/F)*				
Building utilities failure	NA					
Building damage	NA		Building has minor physical damages		Building suffers major structural failure	
			Affected area	The rest of the building	Affected area	The rest of the building
			✖ Shelter in place		✖ Shelter in place ✖ In-building relocation ✖ Partial evacuation	✖ Shelter in place ✖ In-building relocation ✖ Partial evacuation
Active shooter	✖ Shelter in place ✖ Evacuation (P/F)*	✖ Evacuation (P/F)*				

*Note: Evacuation (P/F) : Partial or Full Evacuation

Table 3-2. **UNACCEPTABLE** EAP actions for **natural disasters**

This table is only a reference guide. IT CANNOT BE USED ALONE. The details are on page 28 -56.

Scenario	Affected Area	The rest of the building
Natural disaster and the building structure is not compromised	<ul style="list-style-type: none"> ✖ Shelter in place ✖ Evacuation(P/F)* 	<ul style="list-style-type: none"> ✖ Evacuation (P/F)*
A natural disaster causing minor building physical damage	<ul style="list-style-type: none"> ✖ Shelter in place ✖ Evacuation(P/F)* 	<ul style="list-style-type: none"> ✖ Evacuation (P/F)*
A natural disaster causing major building structural failure	<ul style="list-style-type: none"> ✖ Shelter in place ✖ In-building relocation ✖ Partial evacuation 	<ul style="list-style-type: none"> ✖ Shelter in place ✖ In-building relocation ✖ Partial evacuation
Building power failure which is caused by a natural disaster	<ul style="list-style-type: none"> ✖ Evacuation(P/F)* 	<ul style="list-style-type: none"> ✖ Evacuation(P/F)*
The building affected by flooding caused by a natural disaster	<ul style="list-style-type: none"> ✖ Shelter in place ✖ Evacuation(P/F)* 	<ul style="list-style-type: none"> ✖ Evacuation(P/F)*

*Note: Evacuation (P/F) : Partial or Full Evacuation

Part IV Knowledge of Training requirements

1. General Training Session

1.1 Instruction of the Training session

The FS/EAP Directors are required to supervise and train the deputy FS/EAP directors, FS/EAP building evacuation supervisors, FS/EAP floor wardens, deputy EAP floor wardens, EAP searchers, EAP brigade members, critical operation staff and other EAP staff, including conducting initial and periodic refresher training to maintain the state of readiness of such staff. The candidate is required to demonstrate his/her ability to train a staff member as part of the On-Site Exam. During the On-Site Exam, the candidate will be required to present an initial training session for one of the following staff members: (1) deputy FS/EAP directors; (2) FS/EAP building evacuation supervisors; (3) FS/EAP floor wardens; (4) deputy EAP floor wardens; (5) EAP brigade members. The staff member will be designated by the inspector upon this test segment.

During this test segment, the candidate must assume that the inspector is a new employee. This new employee does not have any knowledge of the building. The candidate can **only show his/her training knowledge verbally** during the On-Site Exam, the candidate must describe any required information specifically and clearly.

Below are two examples; the first is an example of a poorly executed training segment. The second is a properly executed training segment.

For this example we will assume that the staff member being trained must be taught information about the elevator(s) location and floors served.

- Bad example: NO CREDIT

The candidate said, *"I will show you where the elevator lobby is located and which floors each elevator serves."*

- Good example: CREDIT

The candidate said, *"You need to know the location of the elevator lobby. It is located on the right hand side of the front entrance reception desk. The first two elevators serve from the ground floor to the roof and the last elevator serves from basement to the 7th floor."*

The candidate will be given approximately 10-15 minutes to prepare an outline to be used for training. The training should cover 5 basic topics:

1. Designation:

How many of this specific staff members are required for the building?

2. Qualifications:

In order to serve as an EAP staff member, what is the frequency and length of training that the staff member should receive from the FS/EAP Director?

3. Duties:

List the duties required for the position to be performed in the event of an emergency.

4. A general overview of the building's EAP:

Explain the building specific details the employee in this position is required to know once the EAP is implemented

5. EAP concepts:

Discuss the 4 actions (shelter in place, in-building relocation, partial evacuation and full evacuation) of dealing with an emergency as listed in the EAP.

The outline that the candidate prepares in this test segment can be referenced during the On-Site exam; however, if the candidate writes something down but forgets to verbally mention it, the candidate will NOT be given credit for it. The outline will be confiscated (It is to be handed in) at the end of the exam.

1.2 The information that should be included in the training

The EAP staffs shall be trained in the performance of their duties in accordance with the EAP plan. The following information only provides a general guideline for training session in the EAP On Site Test. It is the applicant's responsibility to become familiar with all the training topics covered in his/her building's EAP plan, even though such information may not be included in this study guide.

1.2.1. Same information must be learned by all EAP staff members

(1) A general overview of the building's EAP:

All EAP staff members should know the specific evacuation requirements:

(a) Locations of exits, stairwells, elevators, primary and alternate exit routes

(The information could be found in the building Emergency Action Plan, Appendix A, table 7, table 9, and/or the BIC card)

**Examples of exits: (this is only an example!)*

- There are two exits in the building, one located at 1st Ave and another one located at Smith street.

**Examples of stairway: (this is only an example!)*

- Stairway "A", southwest corner, floors served: basement to 10th floor.
- Stairway "B", east side, floors served: basement to 12th floor.

**Examples of elevators: (this is only an example!)*

- Elevator bank "L", west side, floors served: basement to 12th floor.
- Elevator bank "M", southeast side, floors served: ground floor to 12th floor.

**Example of the primary and alternate exit routes: (this is only an example!)*

- If partial or full evacuation is implemented, all building occupants should be evacuated through the designated exit routes.

For ground floor to 12th floor, the primary exit route is stairway "B" and the exit terminates on 1st Ave. The secondary exit route is stairway "A" and the exit terminates on 1st Ave.

For the basement, the primary exit route is stairway "C" and the exit terminates on Smith street; the secondary exit route is stairway "D" and the exit terminates Smith street.

(b) Locations of assembly areas

(The information could be found in the building Emergency Action Plan, Appendix A, table 10)

**Example: (this is only an example! You should use the information provided in your building's EAP)*

Once the partial or full evacuation is implemented, you should know the primary assembly area which is located on the 2nd Ave between Smith street and John road. You should also know the secondary assembly area which is located on the Queens Ave between John road and Mark place.

(c) Locations of In-building relocation areas

(The information could be found in the building Emergency Action Plan, Appendix A, table 8)

**Example: (this is only an example! You should use the information provided in your building's EAP)*

Once the in-building relocation is implemented, you should know all in-building relocation areas in our building. The in-building relocation areas on all floors including basement are located at the elevator lobby of each floor.

(d) Procedures for accounting for building occupants after completing in-building relocation, partial or full evacuation and the method of communication.

(This information could be found in the Part 4 of the building Emergency Action Plan)

**Example: (this is only an example! You should use the information provided in your building's EAP)*

You should know the procedures for accounting for employees present in the building and taking a head count at the in-building relocation area or the assembly area.

After implementation of an in-building relocation, the responsible staff assigned by the EAP (such as FS/EAP Wardens) should take a head count at the relocation area. For any occupant not accounted for, a list of the names and last known locations shall immediately be established. The responsible staff should call to the fire command station via the fire warden phone to report if all the floor occupants are in the relocation area and to report the number of occupants in the area.

After completing a partial or full evacuation, the responsible staff assigned by the EAP (such as FS/EAP Wardens) should take a head count at the assembly area. For any occupant not accounted for, a list of the names and last known locations shall immediately be established. The staff should call the EAP Director via cell phone to report. In an evacuation, do not return to the building. All building occupants should remain with their group unless otherwise instructed.

(2) Four EAP actions:

Discuss the 4 actions (shelter in place, in-building relocation, partial evacuation and full evacuation) of dealing with an emergency as listed in the EAP.

1.2.2. Different training content for different EAP staff members

I. Deputy FS/EAP directors;

(1) Designation:

There must be one or more employees designated as a Deputy FS/EAP or FLS Director by the owner as qualified.

(2) Qualifications:

The deputy fire safety/EAP director shall hold a fire safety/EAP director certificate of fitness. The deputy fire safety/EAP director shall receive training in the emergency action plan from the fire safety/EAP director

(3) Duties and responsibilities.

The deputy fire safety/EAP director shall:

- (a) in the absence of the fire safety/EAP director, perform the duties of the fire safety/EAP director, as circumstances warrant, except that the fire safety/EAP director shall personally supervise all FSP staff training;
- (b) in the presence of the fire safety/EAP director, assist the fire safety/EAP director in carrying out the requirements of the fire safety and evacuation plan and this section, as circumstances warrant;
- (c) be fully familiar with the provisions of the Emergency Action Plan;
- (d) ensure notices identifying the FSP Staff shall be conspicuously posted on each floor, and kept at the fire command center, where they shall be made available for inspection by Department representatives.
- (e) ensure the proper record keeping is maintained
- (f) be responsible for a daily check of the availability of EAP wardens and deputy EAP wardens, and make such notifications or temporary assignments as are necessary to ensure adequate EAP staffing;
- (g) in the event of an emergency in or affecting the building,
 - immediately report to 911 to report (1) any emergency situation and (2) any determination to implement the EAP and which EAP action is being implemented.
 - report to the fire command center or designated alternative location
 - implement the emergency action plan, if appropriate
 - notify arriving emergency response personnel and incident commander of the emergency and the building response thereto;
 - be responsible for communicating all information and directions to building occupants to implement the fire safety and evacuation plan;

II. EAP building evacuation supervisor

(1) Designation:

There must be at least one person as a EAP building evacuation supervisor, and qualified to serve in such position, shall be present and on duty in the building at all times when a fire safety/EAP director is not required to be on duty, but there are occupants in the building. The EAP building evacuation supervisor at such times shall exercise the authority and responsibility of the fire safety/EAP director to implement the emergency action plan.

(2) Qualifications:

The EAP building evacuation supervisor shall receive training in the emergency action plan from the fire safety/EAP director.

(3) Duties and responsibilities.

The FS/EAP building evacuation supervisor shall:

- (a) in the absence of the fire safety/EAP director and deputy fire safety/EAP director, perform the duties of the fire safety/EAP director, as circumstances warrant, except that the fire safety/EAP director shall personally supervise all FSP staff training;

- (b) in the presence of the fire safety/EAP director, assist the fire safety/EAP director in carrying out the requirements of the fire safety and evacuation plan and this section, as circumstances warrant;
- (c) be fully familiar with the provisions of the Emergency Action Plan;
- (d) ensure notices identifying the FSP Staff shall be conspicuously posted on each floor, and kept at the fire command center, where they shall be made available for inspection by Department representatives.
- (e) ensure the proper record keeping is maintained
- (f) be responsible for a daily check of the availability of EAP wardens and deputy EAP wardens, and make such notifications or temporary assignments as are necessary to ensure adequate EAP staffing;
- (g) in the event of an emergency in or affecting the building,
 - i. immediately report to 911 to report (1) any emergency situation and (2) any determination to implement the EAP and which EAP action is being implemented.
 - ii. report to the fire command center or designated alternative location
 - iii. implement the emergency action plan, if appropriate
 - iv. notify arriving emergency response personnel and incident commander of the emergency and the building response thereto;
 - v. be responsible for communicating all information and directions to building occupants to implement the fire safety and evacuation plan;

III. EAP wardens

(1) Designation:

There must be at least one EAP warden for each floor of the building. EAP wardens shall be on duty on each floor during regular business hours for such floor.

(2) Qualifications:

The EAP warden shall receive training in the emergency action plan from the fire safety/EAP director.

(3) Duties and responsibilities.

- (a) be fully familiar with the provisions of the Emergency Action Plan;
- (b) in the event of an emergency on the floor or immediately affecting building occupants on the floor, notify the fire safety/EAP director and building occupants on the floor of the emergency, and initiate appropriate action;
- (c) in the event of an emergency not on the floor or not immediately affecting building occupants on the floor, establish communication with the fire safety/EAP director and, if possible, await direction from the fire safety/EAP director;
- (d) keep the fire safety/EAP director informed of his or her location and the progress of the implementation of emergency action plan measures;
- (e) confirm the in-building relocation or evacuation of the floor or portion thereof by directing deputy EAP wardens and/or other EAP staff designated as EAP searchers to search all areas of the floor to be relocated in building or evacuated; to do so by visual inspection, not merely by the lack of a voice response; and to notify any remaining building occupants that they must immediately comply with the applicable emergency action plan procedures;

- (f) determine whether the stairwells are safe to enter before directing building occupants to use them, and, if unsafe, notify the fire safety/EAP director, and to instruct building occupants not to use
- (g) perform such other duties as set forth in the fire safety and evacuation plan, or as directed to do so by the fire safety/EAP director.

IV. Deputy EAP wardens

(1) Designation:

There must be at least one deputy EAP warden for each employer of building occupants on a floor. If the floor area occupied by an employer of building occupants on a single floor exceeds 7,500 square feet, a deputy EAP warden shall be designated for each 7,500 square feet or portion thereof. At least the minimum required number of deputy EAP wardens shall be on duty on each floor during the regular business hours of such employer.

(2) Qualifications:

The deputy EAP warden shall receive training in the emergency action plan from the fire safety/EAP director

(3) Duties and responsibilities.

The deputy FS/EAP floor wardens shall:

- (a) be fully familiar with the provisions of the Emergency Action Plan;
- (b) in the absence of the EAP warden, perform the duties of the EAP warden, as circumstances warrant;
 - in the event of an emergency on the floor or immediately affecting building occupants on the floor, notify the fire safety/EAP director and building occupants on the floor of the emergency, and initiate appropriate action;
 - in the event of an emergency not on the floor or not immediately affecting building occupants on the floor, establish communication with the fire safety/EAP director and, if possible, await direction from the fire safety/EAP director;
- (c) in the presence of the EAP warden, assist the EAP warden in carrying out the requirements of the emergency action plan and this section, by searching all areas of the floor to be relocated in building or evacuated, and notifying any remaining building occupants that they must immediately comply with the applicable emergency action plan procedures, and by performing such other duties as assigned by the emergency action plan or directed by the EAP warden.

V. EAP brigade members

(1) Designation:

The EAP brigade shall consist of the building manager, chief engineer and director of security (or, in their absence, qualified designees), and other building personnel, office employees or other building occupants designated to assist in the implementation of the emergency action plan, including persons assigned to assist building occupants that require assistance to participate in the plan. EAP brigade members shall be on duty during regular business hours. The fire safety/EAP director and deputy fire safety/EAP directors

shall not be designated as EAP brigade members;

(2) Qualifications:

All EAP brigade members shall receive training in the emergency action plan from the fire safety/EAP director

(3) Duties and responsibilities.

- (a) perform their designated assignments, as set forth in the emergency action plan or as directed by the fire safety/EAP director; and
- (b) in the event of an emergency, immediately report to the designated locations, as set forth in the emergency action plan or directed by the fire safety/EAP director, to be ready to undertake their designated assignments.

2. Preparation and Training for an Active Shooter Situation

Active shooter situations by their very nature are unpredictable and the situations evolve quickly. The FDNY developed these recommendations based on other reliable law enforcement sources. Unlike other guides on active shooter attacks, this guide provides recommendations tailored to FS/EAP Directors. Based on the booklet developed by the NYPD, the FS/EAP or FLS Director should prepare his/her building and/or building occupants for the following:

A. Best practice:

- Conduct a realistic security assessment to determine the facility's vulnerability to an active shooter attack.
- Designate a barricade location within tenant spaces that provides an area with ballistic cover, not just visual concealment. The ideal locations should have thick walls, solid doors with locks, minimal windows, first-aid emergency kits, communication devices, and duress alarms (a silent signal to a central annunciator panel to notify the emergency situation).
- Incorporate active shooter training in EAP drills.
- Vary security guards' patrols and patterns of operation so that criminals never know when security will be present, making the location less likely to be victimized.
- A copy of the Fire Safety and Evacuation Plan, Building Information Card and floor plans shall be kept at the fire command center.
- Provide at least 3 "First Responder Kits" containing building floor plans, Building Information Card, access cards and keys for first responding use. The "First Responder Kit" should be placed in the Fire Command Center. The FS/EAP or FLS Director might not be able to remain at the Fire Command Center to carry out his/her responsibilities while an active shooter emergency occurs, a "First Responders Kit" that is sturdy and easy to carry is needed in a hasty evacuation.
- The majority of buildings in NYC are not occupied by a single tenant, and therefore each tenant may have their own active shooter plan. As a FS/EAP Director, you should share the building EAP with all the tenants and encourage them to be familiar with the building policy. The FDNY also recommends you to understand each tenant's plan, if it is applicable, and incorporate them into the building emergency action plan.
- Develop the plan with different parties including security, facility engineers, human resource department, emergency management, risk management, etc. The FDNY

recommends to develop the plan and effectively train all occupants to prevent, prepare, and respond to an active shooter incident.

B. Training:

This section should be addressed when you are assigned to present active shooter training during the EAP On-Site exam. During this test segment, the candidate must assume that the inspector is a building occupant. This building occupant does not have any knowledge of how to respond to the active shooter emergency. The candidates can only demonstrate their training knowledge verbally during the On-Site Exam, the candidates must describe all required information specifically and clearly.

- Building occupants should be trained that the Manual Fire Alarm System should **NOT** be activated for an active shooter emergency. The manual pull stations should only be activated during fire or smoke conditions. If a fire alarm is activated, if safe to do so, the FS/EAP or FLS Director should follow standard protocol and procedures of a fire emergency but proceed with extreme caution and keep the NYPD survival techniques (Avoid-Barricade-Confront) in mind.
- The most important concept to share with the building occupants is the survival techniques to use. The survival techniques can be fluid based on the threat and may not have to be followed **in any specific order**. Individual decisions should be made based on the active shooter's location(s).

1. **Avoid** (run/evacuate)

If there is an accessible escape path, attempt to evacuate the premise.

Be sure to discuss with the occupants the following issues:

- Have an escape plan and route in mind.
- Visualize the entire escape route before beginning to move, and avoid using elevators or escalators.
- Evacuate regardless of whether others agree to follow.
- Leave your belongings behind, **DO NOT CARRY ANY PACKAGES OR ITEMS THAT COULD BE CONFUSED AS A WEAPON OR DEVICE.**
- Help others escape, if possible.
- Prevent individuals from entering an area where the active shooter may be.
- Call 911 when it is safe to do so. Provide the pertinent information.

2. **Barricade** (hide)

If it is not possible to evacuate, find a place to barricade yourself into where the active shooter is least likely to find you.

(1)Where to barricade:

- Ideal barricade place should be out of the active shooter's view, but not just visual concealment. Soft wall cubicles and desks may conceal but provide no substantial ballistic protection.
- Ideal barricade place should be an area with both visual concealment and ballistic cover that can provide protection if shots are fired in your direction. Cover is something of substantial thickness and weight that will stop a bullet.

Office furniture and equipment such as vending machines, copy machines, and file cabinets can stop many types of bullets.

- o Ideal barricade place should not trap or restrict your options for movement.

(2)What to do when barricading:

- o Lock the door, if applicable.
- o Blockade the entrance with heavy furniture, if applicable.
- o Silence, not vibrate, your cell phone, pager and/or any other electronic devices.
- o Turn off any source of noise (i.e., radios, televisions).
- o Hide behind large items (i.e., file cabinets, copy machines, soda machines).
- o Remain quiet.

3. Confront (fight/take action)

If it is not possible to avoid and/or barricade, as a last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter:

- o Collaborate and act as a group, if possible.
- o Act aggressively.
- o Throw items and improvise weapons.
- o Yell.
- o Commit to your actions.

- Train Building occupants to call 911 as soon as it is safe to do so.

Information, if known, to provide to 911 operator:

- o Building address, location of the active shooter or his/her last known location.
- o Number of shooters, if more than one.
- o Physical description of shooter(s).
- o Name/identity of the shooter(s) (e.g. employee).
- o Number and type of weapons held by the shooter(s).
- o Number of potential victims at the location.
- o If explosions were heard.

*Note: If you cannot speak, leave the line open and allow the dispatcher to listen.

- Train building occupants how to properly interact with police officers:
 - o Follow all official instructions.
 - o Keep your hands out, open, and above your head, fingers spread apart, and most importantly, EMPTY.
 - o Do not attempt to run towards or grab onto police officers.
 - o Resist the urge to turn quickly or make any sudden movements.
 - o DO NOT CARRY ANY PACKAGES OR ITEMS THAT COULD BE CONFUSED AS A WEAPON OR DEVICE.
 - o Avoid pointing, screaming and/or yelling.
 - o Do not interfere with responding officers: Do not stop to ask officers for help or direction when evacuating. Just proceed in the direction from which officers are entering the premises.
 - o Remember that the first police officers to arrive to the scene may not stop to help injured persons. Expect teams comprised of additional officers and emergency medical personnel to follow the initial responding officers. These

teams will treat and remove any injured persons from the areas that have been cleared by the first responding police officers. They may also call upon able-bodied occupants to assist in removing the wounded from the premises.

- Remain calm.
- Be prepared to assist and follow instructions of police officers.

Required Training Summary

Focus on teaching building occupants a few basic concepts and a few basic actions, and make sure they perform them well. In summary, after training, the building occupants should know the following:

1. Survival techniques

Discuss the 3 survival techniques (Avoid-Barricade-Confront) when an active shooter is in their vicinity. Describe in detail how to carry out the techniques.

2. Information for 911 operators

Discuss what information should be provided to the 911 operators.

3. How to respond when police officers arrive on the scene

Inform the occupants what to expect when police officers arrive on scene.

NYPD Shield provides a pamphlet on active shooter emergencies. The FDNY highly recommends the FS/EAP or FLS Director to distribute the pamphlet to all the building occupants (refer to the (refer to the Active Shooter Section of the EAP bibliography).

The following on-line training videos can also be used as part of the training material for the building occupants:

FBI.gov : <https://www.fbi.gov/about-us/cirg/active-shooter-and-mass-casualty-incidents/run-hide-fight-video>

US Department of Homeland Security: <https://emilms.fema.gov/is907/index.htm>

There are many training courses offered by law enforcement agencies (NYPD, DHS, FBI, etc.) that provide guidance so that managers and employees can prepare to respond to an active shooter situation. For example, NYPD SHIELD addresses private sector businesses on both an industry-specific and a geographic basis. This enables the NYPD to best serve the unique needs of each constituency. In addition, active shooter training courses are provided by the Federal Law Enforcement Training Centers (FLETC) on the following link:

<http://www.dhs.gov/active-shooter-preparedness>

The manual, “Active Shooter: How to Respond”, published by the US Department of Homeland Security recommends how your human resources department and facility managers should engage in planning for active shooter scenarios.

Appendix I. Official Bibliography (Computer Based Exam and On-Site Exam)

The FDNY has provided all recognized EAP schools with the official bibliography to better prepare applicants for the course and examination. We encourage all applicants to visit the links **before** attending any school.

You may read this document but cannot **link or access it directly** from this document.

1. You can copy it to document file and then link directly to the sites.
2. You can type the exact citation in a search engine and then visit the sites.

FINAL EAPD Curriculum Bibliography 11/30/14

1. Rule 6-02

- o Office Building Emergency Action Plans, 3 RCNY 6-02

2. Different Building Evacuation Concepts, including: Sheltering in Place, In-Building Relocation, Partial Building Evacuation, and Full Building Evacuation.

- o "FAQs about building evacuation." *NFPA Research and Reports*. 23 September 2005. **Accessed 11/14/2014.**
- o "The Evacuation Plan: Key Questions You Need to Ask." *Boma International*. 23 September 2005. **Accessed 11/14/2014.**
- o How to Plan Workplace Emergencies and Evacuations. OSHA 3088. *US Department of Labor*. 2001. **Accessed 11/14/2014.**
- o "Primer for Design of Commercial Buildings to Mitigate Terrorist Attacks", *FEMA 427*. **Accessed and modified the link on 11/14/2014.**

3. Building Communications and Announcements

- o "Strategies for creating evacuation messages." *NFPA Research and Reports*. 23 September 2005. **Accessed and modified the link on 11/14/2014.**
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