

# FLOOR WARDEN MANUAL

450 North Brand Boulevard | Glendale, CA



# **FLOOR WARDEN MANUAL**

## **450 North Brand Boulevard | Glendale, CA**

### **Introduction**

The Fire Safety Director is appointed by the Building Owner, and typically is the Building Manager or their designee. The Fire Safety Director is responsible for the content of this manual and updating it as changes occur. It shall be kept current at all times.

One copy shall be posted at the Fire Control Room and additional copies may be kept by the Fire Safety Director and the Building Staff Personnel. A list of The People Who May Need Assistance (physically impaired people) shall be kept in the Building Manager's Office and the Fire Control Room. This list must be kept current at all times. (This list is located in the Emergency Telephone Numbers Section of this manual, and blank forms for these individuals to fill out are located in the Occupant Instruction Manual. Guidelines of the Physically Impaired are located in the Fire Safety Director Section of this manual, and Assistance Monitors are to be trained following these guidelines by the Fire Safety Director, by a professional instructor holding a valid Certificate of Fitness, issued by the Fire Department, or by a member of the of the Glendale Fire Department.

State and local codes require the building Emergency Procedures Manual be kept current at all times. Annual approval is required. The Fire Safety Director shall send updated information and a request for re-approval to:

Dave Stimson,  
Sr. Fire Environmental Specialist  
City of Glendale  
Glendale Fire Department  
780 Flower Street  
Glendale, CA 91201 (818) 548-4810  
[DStimson@GlendaleCA.GOV](mailto:DStimson@GlendaleCA.GOV)

#### **Or Authority having jurisdiction**

The main purpose of the fire manual is to save lives. Always remember that the fire manual is written for the real fire situation, not the fire drill.

Without a guide, training would be inconsistent and leave many in doubt as to what they are responsible for actually doing in an emergency. The manual brings a standard of accountability, as it is a legal document. This can only be maximized by proper training and participation in fire drills, which are required annually by fire code. (Reference: California Code of Regulations, Title 19, Section 3.09.) Training may only be performed by the appointed Fire Safety Director of the Building named in this manual, by a professional instructor holding a valid Certificate of Fitness, or by a member of the Glendale Fire Department. Training shall be conducted for Building Staff, Engineering, Maintenance, Security, Parking Personnel (as applicable) and Floor Wardens. Training must be kept current. As changes occur in personnel, training must be implemented.

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Occupant instruction shall occur within 14 days of building occupancy for new and temporary employee. Occupants shall be given instruction in the form of the Occupant Instruction Manual. Documentation of all training is required. The Staff Manual, under the Fire Safety Director tab provides forms to evidence compliance. These forms are also provided in the Floor Warden Manual and Occupant Instruction manual at the back of this volume.

Upon training completion, supporting documentation must be readily available for the Glendale City Fire Department. Furthermore, a minimum of 48 hours' notice to the Glendale City Fire Department before conducting any fire drills is suggested. To have the Fire Department monitor your drill, provided their schedule allows, provide a minimum of two (2) weeks advance notice.

There are three sections to the Master Manual. The first section is the Staff Section. Next is the Floor Warden Manual. After that is the Occupant Instruction Manual. Each of these manuals is broken down into chapters. The pertinent parts of each chapter of the Staff Section are distributed to the Building Staff, Engineering, Maintenance, Security, and Parking Personnel (as applicable). The Floor Warden Manual is distributed to Floor Wardens, Assistants and Monitors. The Occupant Instruction Manual is distributed to every building Occupant, as is required by Code. (The Fire Safety Director may give Tenants written instruction to duplicate the Occupant Instruction Manual for each of their employees.)

The material in this manual pertaining to the California Code of Regulations, Title 19, the Glendale Municipal Code, and the Glendale Fire Code is required by law. Additional procedures outlined for Bomb Threat, Medical Emergency, Power Failure, Civil Disorders, etc. are recommendations only.

The provisions of Sections 3.09 and 3.10, California Code of Regulations, Title 19, require that persons responsible for new and existing high-rise buildings comply with the Emergency Pre-Fire Planning and Evacuation Requirements as set forth therein. Owners, Managers, Operators, Administrators, and Tenants of each high-rise building in the City of Glendale shall comply with these requirements or be subject to prosecution and penalties, including fines, as set forth in the California Code of Regulations and the Glendale City Municipal Code.

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### **EMERGENCY PHONE NUMBERS**

**If you encounter any problems with the 911 system, call the alternate emergency number provided.**

<b>Glendale Fire Department</b>	911	or	Alternate Dispatch	<b>(818) 956-4800</b>
<b>Glendale Paramedics</b>	911	or	Alternate Dispatch	<b>(818) 548-4172</b>
<b>Glendale Police Department</b>	911	or	Alternate Dispatch	<b>(818) 548-4840</b>

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Senior Property Manager – <b>Susan Pai</b>	<b>(213) 272-8040</b>
Fire Safety Director – <b>Jorge Martinez</b>	<b>(818) 438-2240</b>
Asst. FSD – <b>Jeff Wong</b>	<b>(310) 293-2615</b>
Chief Engineer- <b>Tim Spafford</b>	<b>(818) 662-0406</b>
Security Console ( <b>400 Lobby</b> )	<b>(818) 662-9123</b>
Security Console ( <b>450 Lobby</b> )	<b>(818) 662-9911</b>
Elevator Co. – <b>Mitsubishi Elevator Company</b>	<b>(800) 988-8474</b>
Fire Alarm Monitoring Co.- <b>National Fail-Safe</b>	<b>(714) 895-4543</b>
HVAC Co.- <b>Infinite Control Systems</b>	<b>(909) 627-0144</b>
Water – <b>Glendale Water &amp; Power</b>	<b>(818) 548 – 3300</b>
Gas – <b>Southern California Gas Company</b>	<b>(800) 427-2200</b>
Electric – <b>Glendale Water &amp; Power</b>	<b>(818) 548 - 3300</b>





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### FIRE PROCEDURES

#### IF FIRE OR SMOKE IS DISCOVERED:

1. SAFETY OF LIFE: If the fire is in an occupied room, remove anyone from the immediate danger. Confine the fire or smoke by closing doors as you leave the area.
2. NOTIFICATION: Activate the manual pull station.
  - a. Notify the Fire Department. Dial **9-1-1**. The following seven-digit emergency number for your area, as a secondary contact, should be used only if a problem occurs in the **9-1-1** system. **An alternate number will be their dispatch at (818) 956-4800**

Give them the following information:

Building Name	<u>450 North Brand Blvd</u>
Address	<u>450 N Brand Blvd</u>
Nearest Cross Street	<u>Milford Avenue</u>
Floor or Suite Number	_____
Nature of Emergency	_____
Your Callback Number	_____

**NOTE: DO NOT HANG UP UNTIL  
THE EMERGENCY OPERATOR DOES FIRST!**

- b. If time permits, notify Building Management at **818 – 553 - 6724** or Building Security **818 – 662 - 9911**
  1. FIRE FIGHTING: Use a fire extinguisher if safe to do so and if you are trained to do so. **NEVER** attempt to put out a fire alone.
  4. EVACUATION: Begin your assigned duties.

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### IF YOU HEAR, SEE, OR ARE NOTIFIED OF AN ALARM:

- a. Grab your employee list, flashlight and identification (vest) if possible. Before opening any door, feel the door to see if it is hot. If not hot, open cautiously. Stand behind the door; be prepared to close the door quickly.
- b. If there is no smoke present, verify presence of Monitors at areas of responsibilities. If not present, assign occupant.
- c. Direct all occupants to stairwell to begin evacuation procedures. Search Monitors are responsible for checking the floors; Floor Wardens should verify Search Monitors have cleared the floor. (Note: If your safety is threatened, immediately begin evacuating the floor.)
- d. Unless instructed otherwise, all occupants will exit the building and walk to the Safe Refuge Area.
- e. At the Safe Refuge Area, take a head count. Ask if anyone knows if anyone is missing. Review your employee list. If anyone is missing, report it to the Fire Safety Director, Security, or the Fire Department Personnel. Also report the location of the physically impaired (if applicable).
- f. Keep occupants grouped, quiet, and calm. Remain with occupants and await further instructions.
- g. Follow instruction from Emergency Personnel. **ASSUME ALL ALARMS ARE REAL.**
- h. If you encounter smoke, crawl on your hands and knees along the wall to your emergency exit. Evacuate and proceed to a safe refuge area.

### AFTER RELOCATION TO THE SAFE REFUGE AREA

1. Assemble all persons at the safe refuge area and make an accounting (head count).
2. Notify authorities of the number of persons accounted for.

### Smoke Detectors

**Smoke detectors are provided for your personal safety. Anyone who willfully and maliciously tampers with, damages, breaks or removes any required smoke detector shall be guilty of a misdemeanor. Any person who willfully and maliciously sends, gives, transmits, or sounds any false alarm of fire is guilty of a misdemeanor. (P.C. 148.3).**



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### BUILDING EMERGENCY ORGANIZATION

The Building's Emergency Organization consists of the Fire Safety Director, Building Staff and Floor Response Teams. The Fire Safety Director is in charge of this organization and all pre-emergency planning and training.

Building Staff includes: Engineering and Security. Engineering is responsible for the function of the building's Life Safety Systems. Security is responsible for implementing emergency procedures and for meeting and directing incoming Emergency Personnel. Security is on duty 24 hours.

Each tenant must designate a Suite or Floor Warden and Monitors:

#### ***SINGLE TENANT FLOORS:***

The team will consist of a Floor Warden, Stairwell Monitors (one for each stairwell), Search Monitors and Traffic Monitor/s; plus, alternates for each. In an emergency, the team is responsible for the floor.

**Floor Warden** is responsible for overseeing occupant instruction, supervising and ensuring safe and complete evacuation during a fire, other emergency or fire drill; also coordinates duties of Monitors and reports to the Fire Safety Director.

**Stair Monitor** is in charge of checking safety of their assigned emergency exit and for directing occupants to the Safe Refuge Area.

**Traffic Monitor** is to direct occupants and visitors away from elevators and to the emergency exits.

**Search Monitor** is to search floor area for occupants unaware of the emergency or in need of assistance.

#### ***MULTI-TENANT FLOORS:***

The team will consist of a Suite Warden and Group Leader, plus alternates for each. Each Tenant must assign its own Suite Warden. One Group Leader should be assigned for every 10 - 15 employees within the suite. In an emergency, the team is responsible for its tenant area.

**Suite Warden** is responsible for overseeing occupant instruction, supervising and ensuring the safe and complete evacuation during a fire, other emergency or fire drill; also coordinates duties of Group Leader.

**Group leaders** are to direct all occupants to a safe exit and lead occupants to the designated Safe Refuge Area.

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### ***ALL FLOORS:***

Assistants for the Physically Challenged should be assigned as needed. Physically Challenged is defined as anyone who will need assistance walking down the stairs. For example: persons confined to a wheelchair; persons dependent on crutches, canes, walkers, etc.; persons recovering from surgery; pregnant women; persons with significant hearing or sight impairment; extreme cases of obesity; a person with a heart condition, etc.

In some conditions, "Defend in Place" may be the only option if fire or smoke is outside the exit door. To "Defend in Place," protect yourself where you are until the Fire Department arrives.

Every individual placed on a physically challenged evacuation list must be assured that the information provided to building management will be kept confidential and is to be used only to provide safe and quick evacuation in an emergency.

Assistants must be assigned to these individuals prior to an emergency. Those assigned to assist the physically challenged should know the type of disability and how to best assist them. All Assistants should also have a knowledge of proper lifts and carries (if applicable).

In some conditions, "Defend in Place" may be the only option if fire or smoke is outside the exit door. To "Defend in Place," protect yourself where you are until the Fire Department arrives.

### Safe Stairwell Procedures

If evacuation is necessary move immediately to the nearest, safe stairwell!

During evacuation, it is important for all occupants to follow safe stairwell procedures:

- Remain quiet and calm.
- Remove high-heeled shoes to avoid tripping (carry them with you.)
- Use handrail that is most continuous (usually center.)
- Keep to one side. Walk in single file. Emergency Personnel will be coming up the stairs.
- Move quickly, but do not run.
- Allow others to enter into stairwell flow, but do not unnecessarily hold up traffic.
- Provide assistance for those who are slower moving or physically impaired.
- Evacuate and proceed to a safe refuge area.
- All injuries should be treated at stairwell landings when required and safe to do so.
- Do not smoke
- Do not spread false information, rumors, etc.
- Complete evacuation to the Safe Refuge Area. Do not congregate in stairwell.
- Do not carry food and/or beverages into the stairwell as they may spill and cause a slip and fall hazard.
- Do not use cell phones while inside the stairwells as they may be a distraction and cause a trip and fall hazard.

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### Defend in Place

#### **Do Not Panic**

1. Close as many doors as possible between you and the fire.
2. If possible, wedge cloth material along the bottom of the door to keep smoke out.
3. Immediately call the Fire Department. Dial "911" (**if a problem occurs, dial an alternate number which is their dispatch at (818) 956-4800**)
  - Tell them you cannot get out.
  - Provide the address and suite number.
  - Provide **Lexington Avenue** as the nearest cross street.
  - Give them the phone number that you are calling from (your call back number which the Fire Department may need to call you back on to get more information.)
4. Stay where you are.
5. Break the window only as a last resort, as it will become impossible to close it if necessary.

If you must leave a room due to immediate fire danger:

- Do not use the elevator.
- Feel the door before opening it.
- Go to your nearest, safe stairwell, enter onto the landing area.
- Keep the stairwell door closed.
- Make sure everyone who goes down the stairs to tell the Fire Department what floor you are on.

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### SAFE REFUGE AREA

Outside Areas of Safe Refuge are areas inside or outside of the building, which would provide a limit of protection. Inside Areas of Safe Refuge: are enclosed fire rated stairwells and any floor three or more above or below the fire floor is deemed an Area of Safe Refuge.

Outside Areas of Safe Refuge for a FIRE emergency are north on Brand between Milford and Doran. It is important for occupants to proceed a minimum of 300 feet from the building and out of the way of incoming emergency personnel and equipment. Occupant should use caution crossing all driveways.

All of the streets surrounding the building will be used by incoming emergency vehicles, therefore, it is important to move away from the entire block.

Once at the Outside Area of Safe Refuge, it is imperative for all occupants to remain together so that Suite/Floor Wardens can take a head count to verify that all occupants have left the building safely. IF anyone is determined to be missing, the Suite/Floor Wardens must report this information to Building Staff or Fire Department Personnel AT ONCE.



In the event of a bomb threat or earthquake and if evacuation is necessary, a safe refuge area will be designated at that time.

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### **EVACUATION FOR THE PHYSICALLY IMPAIRED**

The Fire Department requires that an updated list indicating the name, location and nature of disability of each physically challenged person be kept available at all times in the Building Manager's office and the Fire Control Room. For the purpose of this procedure, any person with a physical limitation that would require them to get assistance during an evacuation is considered physically challenged.

#### **Physically Impaired Includes:**

- Persons confined to wheelchairs.
- Persons dependent on crutches, canes, walkers etc.
- Persons recovering from surgery.
- Pregnant women.
- Persons with significant hearing or sight impairment.
- Extreme cases of obesity.

Physically challenged could be further defined as anyone who without the assistance of another person would have difficulty evacuating or relocating to a safe location either inside or outside the building, or slow down evacuation of other occupants within the building.

Every individual placed on a physically challenged evacuation list must be assured that information provided to building management/staff will be kept confidential and is to be used only to provide safe and quick evacuation in emergency conditions.

#### **Assistance Monitors**

During an emergency evacuation, pre-assigned Assistance Monitors escort ambulatory people in evacuation down the stairs. People who cannot walk down the stairs will remain on the top of the stair landing on their floor with the monitors until the Fire Department arrives to rescue them. The monitors remain with the people as long as it is safe to do so. The Floor Warden is responsible for reporting the location of the monitors and people in need of assistance at the safe refuge area.

Assistance Monitors and the physically challenged have two options:

- Send someone to advise the fire department of your location and await further assistance.
- Once all floors involved have moved past your location take the person to the designated safe refuge area.

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### CARRIES

One-person Arm Carry: If the rescuer is physically able and the victim is small, he or she may use the one-person arm carry to lift and carry the victim by:

- Reaching around the victim's back and under the knees.
- Lifting the victim while keeping the rescuer's back straight and lifting with the legs.

**One-Person Arm Carry, which shows the rescuer holding the victim around the victim's back and under the knees.**



**Note:** Consider the size of the victim and the distance he or she needs to be carried before using this carry.

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### PACK STRAP CARRY

Another way for a single rescuer to lift a victim safely is by using the one-person pack-strap carry. Using this method, the rescuer should follow the steps outlined below:

- Step 1: Stand with his or her back to the victim.
- Step 2: Place the victim's arms over the rescuer's shoulders and grab the hands in front of the rescuer's chest.
- Step 3: Hoist the victim by bending forward slightly, until his or her feet just clear the floor.

**One-Person Pack-Strap Carry in which the rescuer places the victim's arms over his or her shoulder and grabs the victim's hands over his or her chest, then hoists the victim by bending over slightly.**



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### TWO PERSON CARRY

Victim removal is easier when multiple rescuers are available. With two rescuers, a victim may be removed using a two-person lift.

- Rescuer 1: Squat at the victim's head and grasp the victim from behind around the midsection. Reach under the arms and grasp the victim's forearms.
- Rescuer 2: Squat between the victim's knees, facing either toward or away from the victim. Grasp the outside of the victim's legs at the knees.
- Both rescuers: Rise to a standing position, keeping backs straight and lifting with the legs. Walk the victim to safety.

**Two-Person Carry in which rescuer 1 squats at the victim's head and grasps the victim from behind at the midsection. Rescuer 2 squats between the victim's knees, grasping the outside of the knees. Both rescuers rise to a standing position. As an alternate, rescuer 2 may hold both the victim's legs to the side near the hip.**





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### CHAIR CARRY

Two rescuers can also remove a victim by seating him or her on a chair: **This technique may also be used for persons in a non-motorized wheelchair.**

- Rescuer 1: Facing the back of the chair, grasp the back uprights.
- Rescuer 2: Facing away from the victim, reach back and grasp the two front legs of the chair.
- Both rescuers: Tilt the chair back, lift, and walk out.

**Chair Carry in which the victim is placed in a chair and tilted backward as rescuers lift the victim. This carry requires two rescuers.**



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### DRAGS

Rescuers can also drag a victim out of a confined area by grasping either under the arms or by the feet and pulling across the floor. However, unless there is no other way to remove the victim and the victim's removal is time critical, you should not use this drag when debris may cause additional injury.



**Correct Drag Technique, showing the rescuer grasping the victim by either the feet or shoulders and dragging him or her clear of the hazard.**

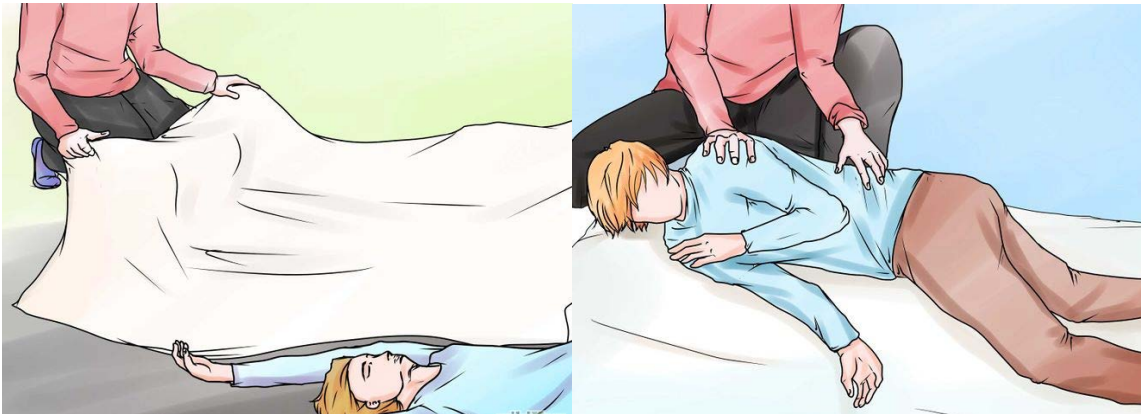
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### **BLANKET DRAG**

When necessary, one rescuer can use the blanket drag by following these steps:

- **Step 1:** Find a blanket or large material
- **Step 2:** Roll victim onto the blanket
- **Step 3:** If material is large enough wrap victim in blanket and drag the victim across the floor.



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### EARTHQUAKE PROCEDURES

Floor Wardens should train all employees in earthquake preparedness and identify safe places at work. Appoint and train alternates to take leadership in emergencies.

#### **HAZARDS**

Office hazards include:

1. Tall Shelves
2. Bookshelves
3. Tall, Heavy Lamps
4. Hanging Plants
5. Heavy Objects on Walls
6. Windows, Air Conditioners / PA Systems
7. Light Fixtures
8. Desks by Windows, etc.
9. Heavy Pictures
10. Gas Stoves
11. Unsecured TV, computers. Attach these items to their stands
  - a. with industrial strength Velcro
  - b. by bolting them to the stand
  - c. using a detachable leash attached to the wall
  - d. tie down with bicycle or bungee elastic cord.
12. File cabinets – these will tip over unless they are bolted to the floor. Bolting them together also increase their stability. Be sure the drawers can lock when they are closed, because if a drawer slides open during an earthquake it can injure someone.
13. Ceiling Partitions
14. Signs
15. Fans
16. Water Tanks/coolers – on roof can affect the load bearing capacity of the roof causing it to fail.
17. Satellite dish units

#### **High Rise Buildings**

The roof and walls are tied together so that the walls do not pull apart and allow the roof to fall. Some multi-story buildings have been designed to be flexible while holding together. The building is designed to sway as a unit in a side to side motion. Without this planned flexibility, the various elements of a large building would move at different rates, creating additional stresses within the building that could weaken it to the point of collapse.

During large earthquakes, expect windows to break, plaster and suspended ceilings to fall. If high rise buildings are designed to sway as they should during earthquakes, unsecured objects will slide around inside, particularly on the upper floors. That is why it is important to secure the furnishings of a high-rise building. Anchoring pieces of furniture will prevent them from sliding back and

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forth, even acting as battering rams to break through windows or walls. Carpets may help reduce this action.

### **DURING AN EARTHQUAKE**

In an office building, the safest place is usually under a desk, protecting you from filing cabinets, bookshelves and other tall office furniture that could easily fall during an earthquake. In industrial buildings, with the additional hazards of heavy equipment and supplies, try to locate safe places in advance.

#### **In a High-Rise Building**

Tall buildings sway back and forth during earthquakes, so you will need to hold on while the ground shakes. Again, find the safest place and hold on tight. Take cover under a desk or table unless it is right by a low window. Turn away from windows. Hold on and move along with the desk as it slides. Or brace yourself in the central hallway or against an interior wall. If you are in a stairwell, sit down and hold on. Stay out of the elevators. If you are in an elevator, step out of it if the door is open.

**NOTE: building management does not provide emergency supplies**

#### Before

Determine in advance all stairwells and alternate exits from your location and the route you will follow to reach that exit in the event an evacuation is necessary.

Occupants may evacuate if they wish; however, unless there is fire or smoke, the Building Staff shall not give evacuation instructions to Occupants. It is usually best for people to remain where they are until the media reports are evaluated.

#### During

During an earthquake you will usually be safer inside the building than you are outside. If you feel a tremor-

- DROP - drop down to the floor.
- COVER - Take cover under a sturdy desk, table or other furniture. If that is not possible, seek cover against an interior wall and protect your head and neck with your arms. Avoid danger spots near windows, hanging objects, mirrors or tall furniture.
- HOLD - If you take cover under a sturdy piece of furniture, hold on to it and be prepared to move with it. Hold the position until the shaking stops and it is safe to move.
- DO NOT USE ELEVATORS. Walk, DO NOT RUN, and keep noise to a minimum.
- DO NOT push or crowd. Use handrails in stairwells and move to the inside (most continuous handrail) if you encounter emergency personnel. Move to the designated safe refuge area unless

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otherwise instructed. Check doors for heat before opening.

- Assist non-ambulatory, visually impaired and hearing-impaired people.
- Be prepared for aftershocks. If you are outside, do not return to the building until it has been surveyed for safe access routes by a qualified official.

### After

- Check for damage and potentially dangerous areas if aftershocks occur.
- Limit telephone use. Leave phones for emergency personnel as much as possible. Rely on information provided by emergency personnel or staff.
- Check for injured or trapped persons and treat as necessary.
  - DO NOT MOVE VICTIMS UNLESS ABSOLUTELY NECESSARY.
- Alert staff or security members of anything that may need their attention.
- A battery powered radio is recommended to keep up with information and important instructions.
- Discourage the spread of rumors. Misinformation can cause confusion and panic.

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### Evacuation

You should determine in advance the routes available to you for emergency evacuation. Be sure to identify all routes that you may use as alternatives to your primary evacuation route.

- Do Not evacuate until instructed to do so by emergency personnel or building staff or unless danger is imminent.
- Follow instructions given by emergency personnel
- Remain calm and evacuate in an orderly manner
- Do not use Elevators
- Do not use cell phones while evacuating the premises and while using the stairwells as this may cause a trip or fall hazard
- Always check doors for heat before opening
- Move to your designated evacuation area or to an alternate area as instructed by emergency personnel.
- Assist any physically impaired persons as necessary.

*Building engineers will check the stairwells for safety immediately following an earthquake. Wait until they advise you that the stairwells are safe before evacuating.*

*Do not re-enter the building until advised that it is safe to do so by emergency personnel or building management.*

### If you are in an elevator

- Sit on the floor, against the wall and wait for the shaking to stop.
- The elevator will stop temporarily then move to the nearest floor, stop and the doors will open. The elevator will then stop working.
- The elevator will not fall or run out of air.

**WHEN CAN OCCUPANTS GO HOME?** It is best that, in the event of an earthquake or community wide disaster during normal working hours, all occupants remain at work. It may be too dangerous or improbable to attempt to go home right away. Encourage occupants to listen to radio reports for areas and roads that have sustained damage. Discourage leaving until they know roads are undamaged and traffic is moving. Encourage occupants to assist Wardens as necessary.

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### OTHER EMERGENCIES

#### Medical Emergencies

When the Floor Warden is notified of a medical emergency:

1. Obtain the following information:
  - The victim's name
  - The victim's location
  - The nature of the emergency
  - A call back number
  
2. Notify the Paramedics 9-1-1 or if there is a problem with 9-1-1 dial alternate Paramedic's telephone number **(818) 548-4172** and give the following information:

<b>Building Name</b>	<u>450 N. Brand Blvd</u>
<b>Address</b>	<u>450 N. Brand Blvd</u>
<b>Nearest Cross Street</b>	<u>Milford Avenue</u>
<b>Floor or Suite Number</b>	_____
<b>Nature of Emergency</b>	_____
<b>Your Callback Number</b>	_____

**IMPORTANT: DO NOT HANG UP UNTIL THE FIRE DEPARTMENT OPERATOR DOES SO FIRST.**

- Notify Building Security at (818) 662 – 9911, who will also notify Building Management.
- Floor Warden to provide following information to Security:
  - Type of Emergency
  - Floor or Suite Number
  - Specific location of victim (cubical, office number, identifiable landmark)
  - Name of victim
  - Name of person who is standing by with victim
    - Phone number of person(s) standing by with victim
  - Confirm that your HR and/or Facility/Office Manager has been notified
  
- Building Security will reserve an elevator in the main lobby for use by the Paramedics/First Responders.
- Building Security will wait at the front of the building to meet Paramedics upon their arrival.
- Building Security will provide the arriving Emergency Personnel all pertinent information.
- Building Security will escort them to the victim's location.



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### **BOMB THREAT INSTRUCTIONS**

A bomb threat may be received by phone or mail at any time. Thousands of bomb threats are received and fortunately most of them are just that - threats. However, every threat should be taken seriously and investigated. Most bomb threats are made by telephone to places of employment. Additionally, incidents using email or social media have started to be used. If the threat is made via the telephone, you may be able to provide vital information about the caller's whereabouts.

#### **WRITTEN THREATS**

For a letter or parcel bomb look for: excessive postage; no return address; excessive weight; incorrect titles; restrictive markings, such as confidential or personal; oily stains or discolorations. (See next page for additional recognition points.)

Save all materials, envelopes and containers. Avoid unnecessary handling to preserve fingerprints, handwriting, printing, postmark, etc. Preservation of evidence is essential.

Upon receipt of a written threat or suspicious package:

1. Prevent anyone else from handling it
2. Notify the Fire Safety Director
3. Follow instructions of Emergency Personnel

#### **TELEPHONE THREATS**

Most bomb threats are made by telephone to places of employment. Additionally, incidents using email or social media have started to be used. If the threat is made via the telephone, you may be able to provide vital information about the caller's whereabouts.

#### ***Ask questions***

- Where is the device
- When is it set to go off?
- What does it look like?
- Who are you?
- Why are you doing this?

When you are prepared for such a call, you can respond in a calm manner, ask for specific information about the bomb and listen for some identifying characteristics of the caller.

# FLOOR WARDEN MANUAL

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Note background sounds, caller's voice and accents. Do not put caller on hold, and do not hang up until the caller does.

If **via email or social media** it is important to:

- Retain the message within the system used, outreach to in house IT department should be considered to protect the source message.
- ***The message should not be replied***
- Print out a copy of the message
- Not any IP address or other indicator as to the source of the message
- Not any language used within the message which might provide direction as to potential location, timing for action, type of device

All bomb threats should be taken seriously. **DO NOT** assume that they are made only to building personnel. Anyone can receive a bomb threat and everyone should be prepared.

***If you receive a bomb threat via telephone:***

1. Attract the attention of a co-worker. Have your co-worker notify the Police Department at 911 to request the call on your line be traced and for the Police Department response.
2. Keep the caller on the phone (**DO NOT HANG UP**)
3. Get as much information as possible from the caller about the bomb's location, type and time of detonation.
4. Ask about the bomb's appearance and who is placing it.
5. Listen for background noises or distinguishing voice characteristics that might aid police.
6. Contact the property management office at 818-553-6724 to advise of the presence of this incident.
7. Assure that the emergency services have been notified 911 and relay all information. The following 10-digit emergency phone number for your area as a secondary contact should be used only if a problem occurs in the 911 system: (818) 548-4814.
8. Survey your immediate work area and report all suspicious items to building security. **DO NOT** touch a suspected bomb or unusual device

***If you receive a bomb threat via email or social media:***

- Follow steps identified above
- Communicate with your internal resources (floor warden, office manager, human resources manager, etc)
- Contact property management office or security staff to advise of situation
- Conduct search of office areas to confirm no suspicious packages or items are located within the office area. Similar searches will be undertaken by property management and engineering staff.

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### *Suspicious Objects:*

A SUSPICIOUS OBJECT is defined as any package, parcel, container, or other object that is suspected of being an explosive device because it is out of place or unusual for that location and cannot be accounted for.

### If A Suspicious Object Is Found:

- DO NOT touch it.
- Move everyone away from the affected area.
- Notify the Police Department at 911 or (818) 548-4840.
- Notify Building Management at (818) 553-6724.
- Open doors, and if possible, windows in the area.
- DO NOT allow the use of two-way radios.
- Prepare to evacuate the floor.

If evacuated, DO NOT return to the floor until given the "All Clear" by the Police department, the Building Engineer, or Security Personnel

### **Search Procedures**

It is very important that someone familiar with the area, search the area. Look for anything unusual or out of place. You are looking for something that should not be there. Explosives can be packaged in a variety of containers. The container is likely to be a common article such as a shoe box, cigar box, a book, a grocery bag, an athletic bag, an airline bag, a suitcase, an attached case or briefcase. Anything that does not belong or whose presence cannot be explained is a "suspicious" object. For example: a book in the restroom, or a package in the stairwell, etc.

A search begins with the following sequence:

1. Outside areas - shrubs, trash, parking area.
2. Public areas - building entrance, lobby, stairwells, restrooms, elevators, etc.
3. Floors -start with the basement and move upwards.
4. Rooms -start at outside walls and move towards center of room.

### If a suspicious object is found:

1. Clear the immediate area.
2. Call the Fire Safety Director or Suite/Floor Warden. Report findings. Give description of object: size, color, markings, etc. Give location of object: the building, floor, room number, location within room and proximity to utilities.
3. UNDER NO CIRCUMSTANCES SHOULD ANYONE TOUCH, OPEN, OR IN ANY WAY HANDLE THE SUSPECTED BOMB OR DEVICE.
4. Begin evacuation procedures. Leave doors and windows open to provide explosion relief. (Explosions will follow the path of least resistance.)

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5. Follow Suite/Floor Warden's instructions and evacuate the building.
6. Remain in a safe refuge area.
7. Do not reenter building until instructed to do so.
8. Remain calm and do not spread rumors.

### Search Team

The Search Team includes: Fire Safety Director, Engineering, Security, Suite/Floor Wardens, and Monitors. They must be familiar with both public and out of the way places. Search Team members should have flashlights and identification.

- *Fire Safety Director*: search public areas - elevator lobbies, restrooms and stairwells.
  - *Engineering*: search building evacuation routes, maintenance areas and roof.
  - *Security Personnel*: search the outside of the building, first floor lobby and stairwell.
  - *Suite/Floor Wardens*: search their immediate area, corridor and elevator lobby. Check stairwells - one floor up and one floor down.
  - *Monitor*: search their immediate areas and public areas on their floor, ie. restrooms and elevator lobby.
1. Report all findings to the Fire Safety Director or Emergency Personnel
  2. Occupants should search only their immediate areas and report the results of their search to the Suite/Floor Warden.
  3. Occupants should unlock desks, lockers, file cabinets and turn off office machinery, but leave lights on.
  4. When evacuating, remove all personal items including purses, attached cases, packages and lunch boxes which might cause unnecessary wasted searching efforts.
  5. Leave windows and doors open.
  6. If a complete evacuation is ordered, all evacuation routes should be checked first.
  7. If lights are off, leave them off. Do not use two-way radios during a search in the immediate suspected area. The radio transmission can cause premature detonation.

**REMEMBER:** outside to inside, lowest level to highest and **DO NOT TOUCH ANYTHING SUSPICIOUS.**

# **FLOOR WARDEN MANUAL**

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## **WARNING!**

### LETTER AND PARCEL BOMB RECOGNITION POINTS

- Foreign Mail, Air Mail and Special Delivery
- Restrictive Markings such as Confidential, Personal, Etc.
- Excessive Postage
- Hand Written or Poorly Typed Addresses
- Incorrect Titles
- Titles but No Names
- Misspellings of Common Words
- Oily Stains or Discoloration
- No Return Address
- Excessive Weight
- Rigid Envelope
- Lopsided or Uneven Envelope
- Protruding Wires or Tinfoil
- Excessive Securing Material such as Masking Tape, String, etc.
- Visual Distractions

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## SUSPICIOUS MAIL

THESE TIPS CAN HELP PROTECT YOU,  
YOUR BUSINESS, AND YOUR MAILROOM

### IF YOU RECEIVE A SUSPICIOUS LETTER OR PACKAGE:

**1** Handle with care.  
Don't shake or bump.

**2** Isolate it  
immediately.

**3** Don't open,  
smell, touch, or taste.

**4** Treat it as suspect.  
Call local law  
enforcement authorities.



### IF YOU SUSPECT THE MAIL MAY CONTAIN:

**A BOMB:**  
Evacuate Immediately  
Call Police  
Contact Postal Inspectors  
Call Local Fire Department/HAZMAT Unit

**A RADIOLOGICAL THREAT:**  
Limit Exposure — Don't Handle  
Evacuate Area  
Shield Yourself From Object  
Call Police  
Contact Postal Inspectors  
Call Local Fire Department/HAZMAT Unit

**A BIOLOGICAL OR CHEMICAL THREAT:**  
Isolate — Don't Handle  
Evacuate Immediate Area  
Wash Your Hands With Soap and Warm Water  
Call Police  
Contact Postal Inspectors  
Call Local Fire Department/HAZMAT Unit

Poster 84, March 2003

# FLOOR WARDEN MANUAL

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## BOMB THREAT CHECKLIST

Name of person receiving call \_\_\_\_\_

Date of call \_\_\_\_\_ Time \_\_\_\_\_ ( ) am ( ) pm

### Questions to ask:

1. When is the bomb going to explode?
2. Where is the bomb right now?
3. What kind of bomb is it?
4. What does it look like?
5. Why did you place the bomb?

### Origin of call:

Local ( ) Long Distance ( ) Phone Booth ( ) Internal ( )

### Identity of Caller:

#### Voice:

- |                                     |                                   |                                      |                                    |                                      |
|-------------------------------------|-----------------------------------|--------------------------------------|------------------------------------|--------------------------------------|
| <input type="checkbox"/> Loud       | <input type="checkbox"/> Soft     | <input type="checkbox"/> Fast        | <input type="checkbox"/> Slow      | <input type="checkbox"/> other _____ |
| <input type="checkbox"/> High Pitch | <input type="checkbox"/> Deep     | <input type="checkbox"/> Distant     | <input type="checkbox"/> Distorted |                                      |
| <input type="checkbox"/> Raspy      | <input type="checkbox"/> Pleasant | <input type="checkbox"/> Stutter     | <input type="checkbox"/> Good      |                                      |
| <input type="checkbox"/> Nasal      | <input type="checkbox"/> Poor     | <input type="checkbox"/> Intoxicated | <input type="checkbox"/> Foul      |                                      |

#### Accent:

- Local       Foreign  
 Regional  
\_\_\_\_\_ (type)

#### Manner:

- Calm       Angry  
 Rational       Incoherent  
 Irrational       Emotional  
 Coherent       Deliberate  
 Nervous Laugh  
 Self-Righteous

#### Background Noise:

- |  |                                      |
|--|--------------------------------------|
| <input type="checkbox"/> Office Machines | <input type="checkbox"/> Trains      |
| <input type="checkbox"/> Factory Machine | <input type="checkbox"/> Music       |
| <input type="checkbox"/> Animals         | <input type="checkbox"/> Quiet       |
| <input type="checkbox"/> Airplanes       | <input type="checkbox"/> Voices      |
| <input type="checkbox"/> Street Traffic  | <input type="checkbox"/> Other _____ |

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DETAILS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Whom did you inform about the call? \_\_\_\_\_  
\_\_\_\_\_

If the caller seemed familiar with the building, or operation, indicate how? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

As best as you can, write what the caller said: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

*KEEP THE CALLER ON THE PHONE AS LONG AS POSSIBLE*



# FLOOR WARDEN MANUAL

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### **Power Outage**

Should a power outage or “rolling blackout” occur do not panic. Refer to the following instructions:

- Open all shades and blinds to optimize outside light
- Locate flashlight to have on hand in darkened areas.
- Inform building management at (818) 553 - 6724 and building security at (818) 662 - 9911 of your situation and area of outage.

**\*It is important to notify building management as the outage may not affect the entire building but just your area.**

- Turn off all appliances and computers to prevent overload when the power is restored.
- Await help of building engineers to assess your area and situation.
- If you are informed to evacuate the building due to extended outages, do so via the nearest stairwell and proceed out of the building to **the safe refuge areas**.
- Call your operations personnel to learn when you will be able to return to the building to resume work.

**NOTE:** The emergency generator will supply power to the following systems in the event of a power emergency:

- Emergency lighting for the stairwells, main corridors and exit signs.
- One elevator (it is not recommended that you use an elevator during a power outage)
- The entire Fire Life Safety System including the alarms, detectors and sprinklers

**Be Prepared: Keep flashlights and spare batteries accessible.**

# FLOOR WARDEN MANUAL

## 450 North Brand Boulevard | Glendale, CA

### BUILDING SYSTEMS

450 North Brand Boulevard is a 9-story office building in Glendale and is fully sprinklered.

#### Levels include:

First Floor: Main Entrance, Security Console, Fire Control Room, Tenant Space, Engineer's Office.

Second – Ninth Floors: Tenant Space

Roof: Roof and Helipad.

**Stairwells:** The stairwells are the lifeline of a high-rise building. In an emergency, occupants must use them to evacuate their floor and the Fire Department will use them to get to the fire floor. Never store anything in the stairwells or prop open stairwell doors because doing so will allow smoke and heat to enter the stairwell.

- Stairwell #1 connects Levels 1 - Helipad and exits at the ground level onto the sidewalk on the south side of the building.
- Stairwell #1 has roof and helipad access.
- Stairwell #2 connects Levels Lobby - Helipad and exits into the 1st floor Lobby.
- Stairwell #2 has roof and helipad access.
- Stairwell #3 connects Levels 1 - 3 and exits in the breezeway between the main entrance courtyard and the Parking Structure.
- Stairwell doors are locked from the stair side. Stairwell doors are automatically unlocked during any alarm condition.
- Stairwells #1 and #2 are pressurized. Stairwell pressurization is designed to keep smoke out of stairwells. Always keep the doors to stairwells closed and latched.

**Fire Control Room:** The Fire Control Room is located in on the outside of the building near the loading dock on Milford Avenue. Upon notification of an emergency, the Fire Safety Director will report to the Fire Control Room and arrange for someone to meet the Fire Department and direct them to the Fire Control Room.

**The Fire Alarm Panel** is located in the Fire Control Room. The Alarm Panels monitor the life safety systems of the Office Tower and Parking Structure. The Fire Alarm Panels indicate the type of device (smoke detector, manual pull station or sprinkler) activated and the floor of activation. The Fire Alarm Panels are monitored by an off-site company, 24 hours a day, 7 days a week.

Fire Alarm Panels are powered by back-up batteries for the time between the loss of building power and the starting of the generator.

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**Life Safety System:** When a pull station, smoke detector, or sprinkler is activated, the fire alarm will sound. The fire alarm at this building emits an intermittent horn-like sound tone with strobe or flashing light that reads "FIRE". The audible/visual alarm is designed to sound on THREE FLOORS, the floor where the device is activated, the floor above and the floor below. A fire alarm signal is also annunciated at the Fire Alarm Panel and at the outside monitoring company.

**Manual pull stations:** are located at the exits on the ground floor, at the stairwell exits on all floors and in the elevator lobbies and by building exits on the ground floor. To operate: PUSH THEN PULL.

**Smoke detectors:** are located in corridors, in all elevator lobbies on floors 1 - 9, adjacent to doors equipped with magnetic door hold devices, Electrical Rooms, Elevator Machine room and freight elevator lobbies.

**Sprinklers:** are located throughout the building. A sprinkler head is activated when its heat responsive element releases at a temperature of approximately 165 F. Each sprinkler head will release up to 25 gallons of water per minute. Sprinklers are very effective in controlling the fire. When a pull station, smoke detector, or sprinkler is activated, the fire alarm will sound. The fire alarm at this building emits a whoop tone with strobe or flashing light that reads "FIRE". The audible/visual alarm is designed to sound on THREE FLOORS, the floor where the device is activated, the floor above and the floor below. A fire alarm signal is also annunciated at the Fire Alarm Panels and at the outside monitoring company.

**Alarm Devices:** In addition to activating the audible/visual alarm, activation of a pull station, smoke detector or sprinkler will also: annunciate an alarm condition at the Fire Alarm Panel and release doors equipped with magnetic door hold open devices. Activation of an elevator lobby smoke detector will recall all elevators to the Lobby Level.

**Elevators:** The building has 3 elevators which service all floors. A panel displaying elevator locations is located in the Fire Control Room and at the Lobby Security Console. Elevators can be manually recalled at the Lobby Level, from the Fire Control Room and from the security Console.

Each elevator cab has emergency lights and a two-way communication system to the Elevator Exchange. To activate the emergency phone: push button to call.

Upon activation of an elevator lobby smoke detector on floors 2 - 9, all elevators will recall to the Lobby Level automatically. Elevator doors will open and elevators will shut off. Upon activation of an elevator lobby smoke detector on the 1st floor, all elevators will recall to the 3rd floor.

**During a Fire:** Upon activation of an elevator lobby smoke detector on floors 2 -9, elevators will recall to the Lobby Level automatically. Elevator doors will open and elevators will shut off. In the event that a first-floor elevator lobby smoke detector is activated, the elevators will be recalled to the 3rd floor.

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Elevators are not to be used in a fire emergency. Smoke may enter the elevator shaft and elevators may stop and open onto the fire floor. **ELEVATORS ARE ONLY FOR YOUR DAILY CONVENIENCE; THE STAIRWELLS ARE FOR EMERGENCY USE.**

The elevators will stop momentarily, then move up or down to the closest floor -opposite its counterweight. Doors will open at that floor and elevators will remain there until inspected and reactivated by an elevator mechanic.

**During an Earth quake:** Elevators will stop momentarily; the emergency generator will start up and provide power to one elevator at a time to the Lobby Level; then the elevators will operate in the normal manner.

Elevator lobby doors on floors 2 -9 are equipped with magnetic door hold open devices. Activation of any fire alarm device will release the doors throughout the building.

Doors with magnetic door hold open devices will also release in a power failure. These devices are intended to limit the spread of smoke and heat. These doors should never be blocked or propped open.

**HVAC:** Activation of any alarm device (sprinkler, smoke detector, or manual pull station) will automatically shut down the (HVAC) building's fans throughout the building.

**Emergency Power:** The building has a battery and an emergency generator, which will power :

- Emergency lights in public access ways.
- The Fire Alarm System: Fire Alarm Panel, PA system audible/visual alarm.
- EXIT signs.
- Fire Pump
- Elevators
- Smoke Control System
  - a. This automatic smoke control system limits the spread of smoke by containing the smoke on the fire floor. **THIS SYSTEM CAN BE MANUALLY ACTIVATED BY THE FIRE DEPARTMENT.**

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**Communications:** PA System: Located in the fire control Room; for communication to a single floor, multiple floors, or the total building.

Stairwell Phone jacks for the Fire Department's use: Stairwells #1, #2 & #3 have phones at each level.

Cell-Phones and Pagers: For use by Building Staff. Firefighters' Phones: Twelve handsets are located in the Fire Control Room. Jacks are located in the elevator lobbies, in elevator cabs and in stairwells and are used to communicate with the Fire Control Room.

**Fire Equipment:** Type ABC extinguishers are located in unlocked cabinets in the corridors, electrical rooms, machine rooms, Helipad, and are in locked cabinets in the Parking Structure.

Type ABC extinguishers are for use on fires involving wood, paper, cloth, rubber, plastic, grease, oil and electricity.

**Fire Doors:** Roll down fire doors are located in the breezeway between the main entrance courtyard and the Parking Structure and in the first-floor lobby and are released upon activation by an adjacent smoke detector. If these doors are closed, DON'T PANIC, use the designated exits.

**Helipad:** An emergency helicopter facility is located on the roof and is available for emergency evacuation of occupants and for bringing Fire department personnel to the building.

An emergency helicopter facility is located on the roof and is available for the emergency evacuation of occupants and for bringing the Fire Department personnel to the building. Access to the helipad is by Stairwells 1 & 2.

NOTE: Evacuation by helicopter is the exception to the rule. If possible, always walk down the stairwells. Stairwells are much safer than helicopters and can accommodate hundreds of people at one time.

# FLOOR WARDEN MANUAL

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### FLOOR WARDEN DUTIES

The definition of a Floor Warden, as required and outlined by Title 19, is as follows:

A responsible person on each floor of every high-rise building shall be designated as the Floor Warden. In cooperation with the Fire Safety Director, Floor Wardens shall oversee and ensure safe and complete evacuation or relocation of occupants during a fire or other emergency, or a fire drill. Alternate Floor Wardens shall be designated for each floor and shall assume Floor Warden duties when necessary. Floor Wardens must attend the annual training prior to the annual evacuation. Exemptions to this regulation may be granted only upon a written request approved by the Chief.

### FLOOR WARDEN DUTIES

As the number of occupants on any given floor increases, the more need a Floor Warden will have for additional assistance in supervision or related emergency tasks. The following personnel and/or tasks should therefore be pre-identified for the specified duties noted.

**FLOOR WARDEN:** This person is often designated by responding first to a situation. Directs the other members of the emergency evacuation team in their assigned duties and coordinates response procedures. All others will make status reports to the Floor Warden who will then report the information to Building Security or arriving emergency personnel.

**STAIRWELL MONITORS:** When alerted by the sounding of the first alert message over the public system that "an emergency condition is being investigated", take up positions at EACH stairwell as soon as possible and assist in occupant relocation/evacuation.

**ASSISTANT FLOOR WARDEN:** This person would be selected to assist evacuees to the designated Safe Refuge Floor or Safe Refuge Area, and keep the group together at this location for a head count.

**TELEPHONE MONITOR:** In certain less critical crises and only if safety conditions permit, Telephone Monitors may be assigned to the Floor Warden's telephone to answer return calls from emergency personnel.

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**SEARCHERS:** Will perform a systematic and thorough search of all floor areas including restrooms, break rooms, libraries and copy rooms

1. After areas are searched, close all doors to reduce the spread of heat and smoke.
2. Mark doors of all areas searched with post-its. Mark the searched doors on lower portion of door.
3. After the entire floor has been searched, report to the Floor Warden with status report and proceed to the nearest stairwell to evacuate.

**SUITE MONITORS:** Suite Monitors should be assigned for floors with multi-tenant occupants and represent each suite. These floors may take a longer period of time to effectively search and direct occupants to the nearest stairwell due to the layout of multiple suites. Suite Monitors will assume the same responsibilities as Searchers for their area and report to the Floor Warden.

**PHYSICALLY IMPAIRED ASSISTANCE MONITORS:** A minimum of two persons, properly trained, should be assigned to physically impaired individuals (see Physically Impaired Roster) down the stairwell to a safe refuge location.

1. Ask individual(s) how they can be best helped.
2. Be prepared to carry those who are confined to a wheelchair down the stairwell.
3. Use approved methods of evacuation whenever possible.
4. Leave wheelchair(s) on the evacuated floor outside the stairwell. Also, so as not to congest the evacuation lines these individuals and their monitors should enter the stairwell last.

**ELEVATOR MONITOR:** Elevators should be monitored to assure that no person enters an elevator evacuation. Persons entering the elevator lobby should be directed to the safest stairwell exit. **DO NOT USE THE ELEVATORS!**

**In conclusion, if an evacuation to a safe refuge area is called for:**

Assure that Floor Warden Team members are properly positioned and that emergency procedures are being put into effect through:

- ◆ Stairwell monitoring and supervision.
- ◆ Assistance for anyone who may have difficulty in a stair evacuation.
- ◆ A systematic final search routine.

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### **AFTER RELOCATION TO OTHER FLOORS OR OUT OF THE BUILDING:**

Assemble all personnel and perform a head count. The method determined appropriate and most effective for this head count should be identified in the pre-planning phase. Suggestions include using pre-printed employee lists, company telephone directories, in/out tablets at reception, or the buddy system.

Once relocated and personnel are accounted for, Floor Wardens should give a status report. i.e.: "*Floor number \_\_\_\_\_ has been evacuated*", to the Fire Safety Director.

Evacuees should never return to their floor or the building until Building Management or the Fire Department instructs them that it is safe to do so. This announcement will be broadcast over public address system or via bull horns.



# FLOOR WARDEN MANUAL

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### SUPPLEMENTAL

#### **Fire Drill Instructions**

To have an effective Fire/Life/Safety Program, it is necessary that comprehensive training be given to **everyone** in the building.

Title 19 requires a minimum of one fire drill annually on individual floors. Participation is MANDATORY.

The Fire Safety Director shall maintain documentation of all fire drills on Fire Department approved forms. Three to five floors may participate at the same time. All occupants should physically relocate to their designated outside Safe Refuge Areas using the stairwells.

The first fire drill should be announced in advance. This will help to uncover weaknesses. All drills should simulate as closely as possible actual emergency conditions. Fire drills should be a practice of the building's emergency procedures.

The purposes are to instill in the minds of all occupants the correct procedures necessary to ensure safety of life, and the joint testing of building emergency equipment and staff duties. Because of this, drills should never be taken lightly.

The responsibilities associated with the positions of Fire Safety Director, Floor Wardens and Suite Monitors are numerous. The persons assigned these positions must have management's full support and cooperation. They should have authority and this authority should be clearly defined and understood by their associates. They should be provided means of identification so that everyone will know whom they are. It is up to those persons assigned to conduct, document and critique the fire drills.

Prior to, and after, any drill, notify the Glendale Fire Department at (818) 548-4814 to inform them that the building will be conducting a fire drill.

Most important checkpoints are:

#### **FLOOR WARDENS & SUITE MONITORS:**

- a. Quick response of all Floor Wardens & Suite Monitors to their designated stations
- b. Removal of occupants from immediate danger with instructions to respond to nearest stairwell.
- c. Closing of doors (unlocked) to all rooms searched to confine the fire
- d. Monitors to manage the stairwell evacuation
- e. Monitors stationed at elevator lobby to provide instruction to any occupant attempting to use the elevator for evacuation
- f. Response of Assistants for the Physically Impaired

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Building Emergency Staff or Alternate Floor Wardens should be stationed at strategic locations throughout the drill floors to observe the actions of occupants when the alarm sounds.

Fire drills should be a practice of the building's emergency procedures and a learning experience for tenants and Building Staff.

### *Fire Drill Participation Form*

#### **FIRE DRILL REGISTER**

FLOOR NUMBER \_\_\_\_\_ DATE \_\_\_\_\_

THE PERSONS LISTED BELOW PARTICIPATED IN THE ANNUAL FIRE DRILL ON THE ABOVE DATE.

### *Fire Drill Participation Form*

#### **FIRE DRILL REGISTER**

FLOOR NUMBER \_\_\_\_\_ DATE \_\_\_\_\_

THE PERSONS LISTED BELOW PARTICIPATED IN THE ANNUAL FIRE DRILL ON THE ABOVE DATE.

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## *Fire Drill Participation Form*

FIRE DRILL REGISTER

FLOOR NUMBER

DATE

THE PERSONS LISTED BELOW PARTICIPATED IN THE ANNUAL FIRE DRILL ON THE ABOVE DATE.

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### *Fire Drill Participation Form*

#### **FIRE DRILL REGISTER**

FLOOR NUMBER \_\_\_\_\_ DATE \_\_\_\_\_

THE PERSONS LISTED BELOW PARTICIPATED IN THE ANNUAL FIRE DRILL ON THE ABOVE DATE.

	PRINT NAME	SIGNATURE	SUITE NUMBER
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			
13			
14			
15			
16			
17			
18			
19			
20			
21			
22			
23			
24			
25			

# FLOOR WARDEN MANUAL

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## TRAINING DOCUMENTATION FORMS

### TRAINING VERIFICATION FORM

Building or Occupancy name \_\_\_\_\_

Address \_\_\_\_\_

City State Zip \_\_\_\_\_

Phone Number \_\_\_\_\_

Contact Name \_\_\_\_\_

Date of Training \_\_\_\_\_

Time Started \_\_\_\_\_ Time Ended \_\_\_\_\_ Total Time \_\_\_\_\_

Number of People in Class \_\_\_\_\_

Type of Training

- FLOOR WARDEN
- STAFF
- OCCUPANT

\_\_\_\_\_  
Trainer's Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Signature of Trainer

\_\_\_\_\_  
Manager, Owner, Contact Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Signature

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FIRE DRILL CRITIQUE  
DRILL OBSERVER

Area/Floor: \_\_\_\_\_ Total time to evacuate floor: \_\_\_\_\_

*Mark comments at the bottom of the page.*

**Emergency Team:**

- |  |        |       |
|--|--------|-------|
| Did Floor Wardens wear vests?                      | Yes___ | No___ |
| Did Floor Warden direct evacuation?                | Yes___ | No___ |
| Were there monitors at the stairwells?             | Yes___ | No___ |
| Was there an elevator monitor?                     | Yes___ | No___ |
| Were interior doors closed and tagged (post-its)?  | Yes___ | No___ |
| Were any rooms locked or inaccessible?             | Yes___ | No___ |
| Were the Wardens the last ones down the stairwell? | Yes___ | No___ |

**Occupants:**

- |   |        |       |
|---|--------|-------|
| Did occupants react quickly at the notice of alarm? | Yes___ | No___ |
| Did they know where to go?                          | Yes___ | No___ |
| Did they carry food or drink into the stairwell?    | Yes___ | No___ |

**List non-participants and telephone monitors:**

---

**Physically Impaired:**

- |  |        |       |
|--|--------|-------|
| Were they the last to enter the stairwell?             | Yes___ | No___ |
| Were they located in the stairwell with the door shut? | Yes___ | No___ |

**List Physically Impaired and Monitors:**

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**Building Systems:**

- |  |        |       |
|--|--------|-------|
| Did the elevator lobby doors release?                    | Yes___ | No___ |
| Did other systems function properly?<br>(strobes, alarm) | Yes___ | No___ |

**Safe Refuge Area:**

- |   |        |       |
|---|--------|-------|
| Did evacuees know where to go?            | Yes___ | No___ |
| Did Floor Wardens take an employee count? | Yes___ | No___ |
| Were all employees accounted for?         | Yes___ | No___ |
| Were evacuees orderly?                    | Yes___ | No___ |
| Did you receive an employee count sheet?  | Yes___ | No___ |

**Comments**

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# FLOOR WARDEN MANUAL

## 450 North Brand Boulevard | Glendale, CA

### Floor Warden FIRE DRILL CRITIQUE

DRILL DATE: \_\_\_\_\_ TIME: \_\_\_\_\_

COMPANY NAME: \_\_\_\_\_

SUITE/FLOOR#: \_\_\_\_\_ WARDEN NAME: \_\_\_\_\_

**Commendations:**

**General Observations:**

**Special Notes:**

**Noted Non-Participants:**

**Noted Physically Impaired and Monitors:**

**\*Remained to Answer Phones:**

# FLOOR WARDEN MANUAL

## 450 North Brand Boulevard | Glendale, CA

### Physically Impaired Form

**Attention**  
**California Code of Regulations**  
**Title 19 Section 3.09 (d)5(b)**

“Assure that the requirements of subsection (d)(4)(F)” procedures to identify and assist the non-ambulatory and physically disabled as follows:

Hotels, Motels, and Lodging Houses shall comply with subsection (b) (3);

b(3) Hotels, Motels, and Lodging House shall maintain at the registration desk a list noting the guest room assigned to the physically disabled guest who have special emergency evacuation requirements. Inn-Keeper shall provide a place on the registration form so that guest may be identified who may require special emergency evacuation because of a physical disability.

(B) owner(s) or operator(s) of high-rise office buildings shall maintain a list of all permanent building tenants who have disabilities. **Building owner(s) or operator(s) shall be notified in writing by those who have disabilities.**

Information provided in the list shall include any special emergency evacuation needs and permanent work location of such physically disabled persons. The list shall be located in the building manager’s office.

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If you have any physical condition, temporary or permanent, that may hinder you in the event that your area must be evacuated, please provide the following information to your Floor Warden and to the Office of the Building. They will then assign people who will assist you in the event of an evacuation.

NAME \_\_\_\_\_

SUITE/ROOM OR DEPT. \_\_\_\_\_

TELEPHONE NUMBER \_\_\_\_\_ EXT. \_\_\_\_\_

SPECIAL NEEDS \_\_\_\_\_

INCLUSIVE DATES (If applicable) \_\_\_\_\_

Copy or cut along dashed line and give to your Floor Warden and/or the Office of the Building.



# FLOOR WARDEN MANUAL

## 450 North Brand Boulevard | Glendale, CA

### Legal Requirements

#### ***TITLE 19 REQUIREMENTS FOR HIGH-RISE BUILDINGS***

- A. Every new and existing high-rise building owner, manager, operator administrator, and tenant, in cooperation with the local Fire Department, shall establish, implement, and maintain an emergency plan on file for the building which shall include, but not necessarily be limited to, the following:
- 1. Management Office:** Assignment of a responsible person as a Fire Safety Director who shall work with the fire department in the establishment, implementation, and maintenance of the emergency plan. The person shall be employed or reside on the premises or be otherwise approved by the department.
  - 2. Occupant Instruction:** All high-rise building occupants shall be instructed annually on the procedures to be followed in the event of fire, earthquake, or other emergency. Documentation of occupant instruction shall be maintained by the Management Office and shall be available for inspection by the Fire Department.
  - 3. Floor Wardens:** A responsible person on each floor of every high-rise building shall be designated as Floor Warden. In cooperation with the Management Office, Floor Wardens shall oversee and ensure safe and complete evacuation or relocation of occupants during a fire or other emergency, or a fire drill. Alternate Floor Wardens shall be designated for each floor and shall assist with or assume Floor Warden duties when necessary. Exemptions to this regulation may be granted only upon a written request to the Fire Department.
  - 4. Emergency Evacuation Signs:** The preparation of emergency exit plans, procedures, and evacuation signs shall be approved by the Fire Department before posting. Evacuation signs shall be located at every elevator lobby above and below ground floor, and in other conspicuous floor locations as required by the Fire Department. All plans, procedures and signs shall be properly maintained.
  - 5. Fire Department Approval:** All emergency plans, procedures, and evacuation signs must be submitted to the Fire Safety Education Unit, of the Fire Department, for inspection and approval prior to implementation. All plans, signs, procedures or training programs formulated by, or purchased from, a "High-Rise Life/Safety Service" shall also be submitted for approval.
- B. **Fire Drills:** A minimum of one fire drill annually on individual floors is mandatory and all building occupants are required to participate. Total building evacuation is not required, but suggested. The Management Office shall maintain documentation of all fire drills on Fire Department approved forms. All building occupants are required to participate in the fire drills. Buildings that have stairwell doors locked for security reasons shall include in the evacuation plan, provisions that will allow safe horizontal egress from the stairwell during a drill or emergency evacuation.
- C. **Persons with Disabilities:** The Management Office shall maintain a current list of persons with disabilities located within the building that would require assistance during an emergency evacuation or relocation. Methods for their safe evacuation or relocation must be established.

# FLOOR WARDEN MANUAL

## 450 North Brand Boulevard | Glendale, CA

### *GLENDALE CITY FIRE CODE REQUIREMENTS*

#### *CCR TITLE 19 & 24 EMERGENCY PLANNING AND EVACUATION REQUIREMENTS FOR HIGH-RISE BUILDINGS.*

A. Every new and existing high-rise building owner, manager, operator, administrator, and tenant, in cooperation with the Fire Department, shall establish, implement, and maintain an emergency plan on file for the building which shall include, but not necessarily be limited to, the following:

1. **Fire Safety Director:** Assignment of a responsible person as Fire Safety Director who shall work with the Fire Department in the establishment, implementation, and maintenance of the emergency plan. The person shall be employed or reside on the premises or be otherwise approved by the Fire Department.

2. **Occupant Instruction:** All high-rise building occupants shall be instructed annually on the procedures to be followed in the event of fire, earthquake, or other emergency. Documentation of occupant instruction shall be maintained by the Fire Safety Director and shall be available for inspection by the Chief. Instruction of all new occupants shall occur within 14 days of their assuming occupancy in the building.

3. **Floor Warden:** A responsible person on each floor of every high-rise building shall be designated as Floor Warden. In cooperation with the Fire Safety Director, Floor Wardens shall oversee and ensure safe and complete evacuation or relocation of occupants during a fire or other emergency, or a fire drill. Alternate Floor Wardens shall be designated for each floor and shall assume Floor Warden duties when necessary. Exemptions to this regulation may be granted only upon a written request approved by the Chief.

4. **Emergency Evacuation Sign:** The preparation of emergency exit plans, procedures, and evacuation signs shall be approved by the Department before posting. Evacuation signs shall be located in every elevator lobby above and below the ground floor and in other conspicuous floor locations as required by the Department. Each dwelling unit, guest room, and office area shall be provided with the fire safety and evacuation information, as required the Building & Safety Division. All plans, procedures and signs shall be properly maintained.

B. **Fire Department Approval:** All emergency plans, procedures, and evacuation signs must be submitted to the Fire Department for inspection and approval prior to their implementation.

C. **Fire Drills:** A minimum of one fire drill annually on individual floors is mandatory. Total building evacuation is not required. Documentation of all fire drills on Fire Department approved forms shall be maintained by the Fire Safety Director. Fire drills may be scheduled in advance, with a notice posted to all tenants. All building occupants are required to participate in the fire drills.

D. **Handicapped Requirement:** The Fire Safety Director shall maintain a current list of handicapped persons located within the building who would require assistance during an

# FLOOR WARDEN MANUAL

## 450 North Brand Boulevard | Glendale, CA

emergency evacuation or relocation. Methods for their safe evacuation or relocation must be established.

**E. Hotel Exemption:** Hotels are exempt from the requirements set forth in Subsection “A. and “C.” of this section, except that building staff and employees shall participat

