

MODULE WARDENS
Telephone prefix = 356-XXXX

MODULE WARDENS:

BUILDING	WARDEN/Alternate	EXTENSION
1541 – Admin	Safety Manager/Logistics Chief	5868/5702
1541 – Training	Safety Manager/Logistics Chief	5868/5702
1541 – Aviation	Safety Manager/Logistics Chief	5868/5702
1541 – Technical Systems	Business and Technology Chief or acting	5591
1541 – Zone Offices	Tanana Zone FMO or acting	5574
1541 – AICC	AICC Center Manager or acting	5677
1544 – Warehouse	Chief, Supply Mgt. Section or acting	5735
1500 – Maintenance	Facilities Chief or acting	5733
1537 – Transportation	Transportation Chief or acting	5711
1538 – Radio	Communications Chief or acting	5800
1540 – Ramp	Ramp Manager or acting	5758
1535 – Small Engine	Saw Shop Manager or acting	5753
1513 – SMJ office	SMJ Branch Chief or acting	5541
1513 – SMJ loft	SMJ Branch Chief or acting	5620
1513 – Fire Ops	Fire Ops Chief or acting	5642
1513 – Dining Hall	Food Services Chief or acting	5715
Retardant Site	Tanker Base Manager or acting	5528
1510 – Fuel Shop	Lead Fuel Specialist or acting	5564
Helibase	Helibase Manager or acting	5659
Barracks	Barracks Manager or acting	5706
Other Non-Warden AFS Staff		

**EMERGENCY
SELF-PROTECTION MANUAL**



2015 Alaska Fire Service

Table of Contents

Overview/Prevention	Page 2
Emergency Contact Phone Numbers	Page 3
Evacuation	Page 4
Assembly Areas	Page 5
Evacuation Responsibilities	Page 6
In Case of Fire	Page 7
Earthquake	Page 8
In-Place Sheltering	Page 9
Bomb Threat/Suspicious Object or Package	Page 10
Anthrax (Bio-Threat) Phoned In/Mailed In	Page 11
Automated External Defibrillator (AED) Locations	Page 12
Power Outage & Chemical, Bio, HazMat Release	Page 13
Verbal Threats/Property Damage/Violence/Hostage	Page 14
Burglary/Robbery	Page 15
Medical Emergency	Page 16
Workplace Violence	Page 17
Bomb Threat Checklist	Pages 18,19
Module Wardens	Back Cover

EMERGENCY SELF-PROTECTION MANUAL

This Emergency Self-Protection Manual has been formulated to promote immediate, positive, and orderly action in the event of an emergency. It provides some basic information and direction for emergencies we may face here at Alaska Fire Service (AFS). Each occupant should read this manual to become familiar with its content, keep it handy for ready reference, review it periodically, and be ready to respond appropriately to any emergency situation from any of the buildings you might occupy during a work shift. Any suggestions concerning this Emergency Manual should be directed to your Module Warden or the AFS Safety Manager.

OVERVIEW

The first few minutes in any disaster are crucial to protect life, reduce the number of injuries, and minimize property damage. It is important to know how to instantly respond to different types of emergencies. Being prepared in advance will help ensure a quick, orderly, and safe evacuation of the building.

During an emergency:

- Stay calm.
- Know your evacuation routes.
- Know your plan of action.
- Cooperate with the Module Wardens as well as any others assisting in the evacuation.
- Use common sense as things won't always go exactly as planned.

***In the event of an emergency,
let's all be prepared!!***

BOMB THREAT CALL CHECKLIST

Fill out completely, immediately following bomb threat. Put a check by each that applies.

CALLER PHONE # from CALLER I.D. _____

CALLER'S VOICE:

<input type="checkbox"/> Calm	<input type="checkbox"/> Laughing	<input type="checkbox"/> Lisp	<input type="checkbox"/> Clearing Throat
<input type="checkbox"/> Angry	<input type="checkbox"/> Crying	<input type="checkbox"/> Raspy	<input type="checkbox"/> Accent
<input type="checkbox"/> Excited	<input type="checkbox"/> Nasal	<input type="checkbox"/> Deep	<input type="checkbox"/> Familiar
<input type="checkbox"/> Slow	<input type="checkbox"/> Distinct	<input type="checkbox"/> High	If familiar, who
<input type="checkbox"/> Loud	<input type="checkbox"/> Stutter	<input type="checkbox"/> Slurred	did it sound like?
<input type="checkbox"/> Quiet	<input type="checkbox"/> Disguised	<input type="checkbox"/> Cracking	_____

BACKGROUND SOUNDS:

<input type="checkbox"/> Clear	<input type="checkbox"/> Factory	<input type="checkbox"/> House Noises	<input type="checkbox"/> Local
<input type="checkbox"/> Music	<input type="checkbox"/> Motor	<input type="checkbox"/> Machinery	<input type="checkbox"/> Long Distance
<input type="checkbox"/> Voices	<input type="checkbox"/> Office	<input type="checkbox"/> Animal Noises	<input type="checkbox"/> Phone Booth
<input type="checkbox"/> Static	<input type="checkbox"/> PA System	<input type="checkbox"/> Street Noises	<input type="checkbox"/> Cell Phone

Other _____

SPEECH:

<input type="checkbox"/> Foul	<input type="checkbox"/> Taped	<input type="checkbox"/> Incoherent	<input type="checkbox"/> Message Read
<input type="checkbox"/> Irrational	<input type="checkbox"/> Abusive	<input type="checkbox"/> Well Spoken/Educated	

REMARKS:

Individual who received call _____

Date _____ Telephone Number _____

BOMB THREAT CALL CHECKLIST

When is the bomb going to explode? _____

Where is it right now? _____

What does it look like? _____

What kind of bomb is it? _____

What will cause it to explode? _____

Did you place the bomb? _____

Why? _____

What is your address? _____

What is your name? _____

Note if (and how) the caller seems familiar with the building when giving the location of the bomb.

Sex of caller _____ Age _____ Race _____

Time call received _____ Time caller hung up _____

EMERGENCY CONTACT TELEPHONE NUMBERS

Emergency (Medical-Police-Fire, Ft. WW).....911 or
(NON EMERGENCY)907-353-7535

Building Page – all buildings77##11

Fairbanks City Police459-6500

Ft. WW Fire Dept. (Non-Emergency).....353-6485

Ft. WW Military Police MP Dispatch.....353-7535

Poison Control1-800-332-7707

DPW-Ft.WW (Steam/Electric/Water)361-7287

State Troopers (Fairbanks)451-5100

AFS AGENCY CONTACTS

Designated Official Kent Slaughter, Manager..... 356-5505
Tami Defries, Assoc. Mgr.....356-5506

Facilities Manager.....Bo Harris..... 356-5702

Alternate Facilities Mgr.....Pete Pineault.....356-5733

Safety Manager..... Doug Mackey.....356-5868

BLM Law
Enforcement.....Jonathon Friday.....378-8521
474-2367
Iridium.....011881631483

BLM
Special Agent.....Rob Lazzaro.....378-4617

EVACUATION

An evacuation of any building(s) may be necessary for many reasons: fire, explosion, earthquake, bomb, suspicious package, substance, device, vehicle, etc. It could also be initiated for non-emergency situations such as practice drills. **When the emergency alarm sounds, do not concern yourself with why it is sounding – follow the guidelines below and evacuate the building in a QUICK, CALM, and ORDERLY manner.**

EVACUATION ROUTES:

Each employee is responsible to become familiar with the floor layout of buildings worked in or visiting. The primary evacuation routes would consist of using the main halls and stairways as your primary means of egress.

DESIGNATED ASSEMBLY AREA:

The primary designated assembly areas for employees to gather differ depending on your location. No one is to get in their vehicle and drive away.

WHEN EVACUATING AFS FACILITY BUILDINGS:

- Take personal belongings with you only if they are readily at hand. Don't waste valuable time searching for items.
- Lock computer: CtrlAltDelete then Enter
- Leave the interior office doors open.
- Do not touch the light switches. Leave them as they are.
- DO NOT use the elevators- use the stairs. When the building alarm is activated, the elevators automatically go to the 1st floor and will not respond to the elevator call buttons. You could also become trapped inside.
- Keep to the right side of the stairs to allow rescue workers access to left side.
- Once outside, quickly move away from the building. Go to the designated assembly area for your location.
- Employees must group together by "branch" and by "unit" for accountability. Often a person is thought to be missing or trapped because they fail to report to the designated assembly area, but the focus is clearing the building, not headcounts,
- Stay together until further instructions are received. Do not return to the building for any reason until directed to do so.

WORKPLACE VIOLENCE

There are general preventative measures that you can take to help prevent yourself and others from being victims of violence. Please review and remember the "4 B's" below.

Be Aware of your surroundings, who is in your area, and what is happening.

- If there is an unknown person in the office or loitering in the halls, inquire to the nature of their business in the building and ask if you can assist or direct them.

Be Alert to warning signs that a violent action may occur.

- Be knowledgeable of and always be alert to the presence of warning signs -- extreme changes in behavior, loitering, intimidating and harassing behavior, stalking, suspicious vehicles or individuals, agitation and frustration, anger, yelling, alcohol use, firearms present, someone following you or waiting for you outside, staged mishaps.

Be Ready to respond by having a plan and know how you will react to potential or actual violent situations.

- Know your own capabilities and limitations and act accordingly.
- Stay calm. Keep the situation in your control. Maintain eye contact. Don't risk harm to yourself or others.
- Signal a coworker or supervisor that you need help.
- Know what you will do and who you will contact for help.
- If you feel uncomfortable or uneasy with the situation, notify your supervisor, coworker, building security, or law enforcement. Do not hesitate to call 911 in emergency situations.

Be Smart when entering or leaving the building after hours and at night.

- Survey the exterior area for suspicious vehicles and people.
- Consider carrying a cell phone, flashlight, or other protective equipment and stay away from areas that are not well lit.
- If you feel uncomfortable walking by yourself, ask another employee to escort you to or from your vehicle.

MEDICAL EMERGENCY

Keep in mind first aid is a temporary measure and should always be followed up with professional care. First aid should be provided primarily to employees of the Alaska Fire Service and offered to visitors only if immediate care is critical. A record should be kept on any first aid rendered with all pertinent information including name, address, and phone number of victim. Include the cause of trauma and a complete account of any services rendered.

All groups are to have employees trained as First Responders. For medical problems beyond basic first aid or if a First Responder is not present, 911 should be called. Be prepared to give the Building # to the 911 operator:

Alaska Fire Service
 Building # _____ Fort Wainwright, AK 99703
 (907) 356-5600

First Aid Kit

A first aid kit is located in each building. If any items in the first aid kit are depleted, notify your Safety Council member so that the kit can be restocked.

AED (Automatic External Defibrillator)

AEDs are located in cabinets throughout the facility. An alarm will sound in some of the cabinets when the AED is removed. Call 911 when the AED is removed from the cabinet for an emergency.

BASIC FIRST AID:

First aid is a temporary measure. Get professional medical help as quickly and safely as possible.

Bleeding:

Apply steady pressure on wound for 5-15 minutes. A bleeding arm or leg should be elevated unless you suspect broken bones. Exercise caution to avoid exposure to blood borne pathogens.

Shock:

Keep victim lying down. Prevent loss of body heat.

Breathing Stopped:

Gently tilt head back to open airway. Pinch nose closed and breathe into victim every 5 seconds using protective airway.

Burns:

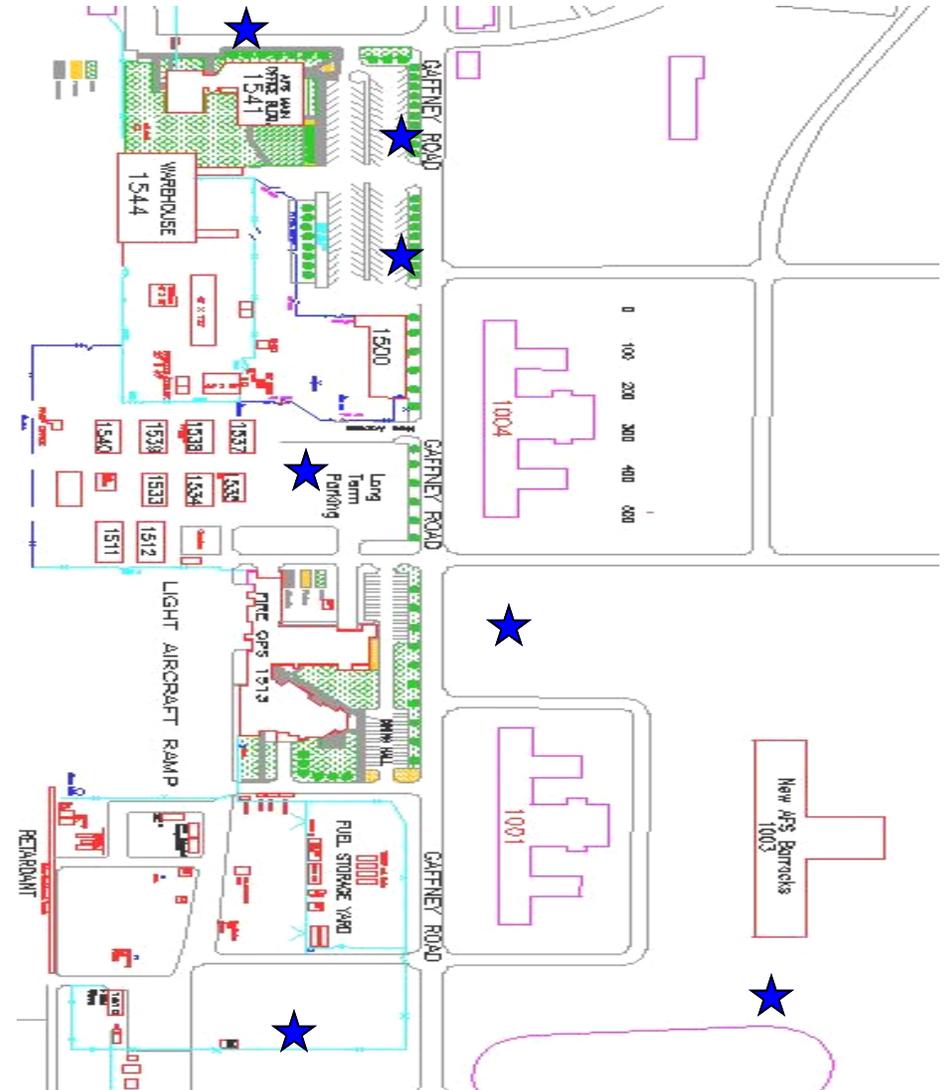
To ease pain of 1st or 2nd degree burns, submerge in cool water (no ice), wrap in burn dressing or apply Vaseline.

Fractures:

Splint or immobilize the affected area.

ASSEMBLY AREAS

BUILDNGS	ASSEMBLY AREAS ★
1541 Front & Rear	Front Parking Lot & West Parking Lot
1544 group, 1500	Parking Lot West End of 1500
1533-1540, Ramp	Long Term Parking Lot
1513	Parking Lot North Side of Gaffney Rd.
1510, Retardant/Pilot Barracks	Open area East of Fuel Yard
	Open area East of Barracks Bldg.



RESPONSIBILITIES

Prior to an emergency, each employee has a responsibility to educate themselves on the necessary process for evacuating the building and the locations of the nearest exits. The AFS Manager's Office will help with the preparation by:

- Making certain that employees have access to the Self-Protection & Evacuation Manual.
- Training and informing all employees on evacuation/emergency procedures and equipment.
- Coordinating periodic evacuation drills of the building.
- Keeping our Army neighbors informed of any safety issues or concerns potentially affecting them.

IN THE EVENT IT BECOMES NECESSARY TO EVACUATE AFS BUILDINGS:

Employees will:

- Follow the directions included in the Evacuation Section of this guide and immediately proceed to their building's designated assembly area.

Module Wardens will:

- Supervise and expedite the movement of personnel during evacuation, including visitors and those with special needs. Second floor non-ambulatory personnel will meet at the front stair well.
- Quickly search all areas of the floor to be sure everyone has evacuated. This includes all office spaces, rest rooms, break rooms, unlocked store/conference/mechanical rooms and elevators.
- Leave the light switches as they are and close all office doors after verifying that rooms are vacated.
- Coordinate and verify with the other Module Wardens for the floor that the area has been cleared and proceed to evacuate the building.
- Report to their Designated Official so their respective areas can be accounted for.
- The key for any evacuation is not to account for every person, but to ensure all potentially occupied rooms in the buildings are vacated. No one is to return to the buildings to look for someone.

BURGLARY/ROBBERY

BURGLARY

As soon as a burglary is discovered, do not disturb or touch anything in the vicinity of the crime area. Immediately notify your supervisor and BLM Rangers.

Report all thefts of personal or government property to Acquisition Management.

After law enforcement officials have investigated the scene, you and the property manager should inventory to determine the amount of money or property stolen.

ROBBERY

If a robbery is taking place, it is important to remain calm and act rationally. Fully cooperate with the robber, particularly if a weapon is displayed. Do not endanger your life or the life of others through unnecessary heroics. No monetary item is worth the loss of a life.

If you witness a robbery and can safely do so without endangering you or the victim, call 911 to notify Fort Wainwright Military Police. If not, call them as soon as possible afterwards.

Be as observant as possible without being too obvious. Recollection of details will assist in apprehension and prosecution.

VERBAL THREATS, PROPERTY DAMAGE, & PHYSICAL VIOLENCE

Verbal Threats consist of words or actions used to scare, intimidate, force, or manipulate others into believing violence will be used. If you are faced with a threat:

- Notify your supervisor and/or Designated Official.
- If violence is imminent, notify the Military Police at 911. If you cannot notify the police or alert a coworker to notify the police, document the threat, including the words and behavior of all parties.

Property Damage consists of the intentional abuse, mutilation, or destruction of materials and/or property. If you observe property damage that constitutes a threat, follow the procedure outlined above.

Physical Violence consists of the use of force (pushing, hitting, kicking, etc.), with or without a weapon, directed against an individual. Physical violence in any form is unacceptable. If you see it, follow the procedure for threats listed above.

HOSTAGE

Upon observing or receiving information about a person being held hostage, immediately notify the Fort Wainwright Military Police by dialing 911. **Call only if you are out of range of the captors and the call will not endanger others.**

If you are taken hostage:

- Be cautious of heroics. Don't act foolishly!
- Be cooperative without acting submissive or confrontational.
- Keep your cool and try to relax by thinking of other things.
- Avoid eye contact and the appearance of observing your captors while still trying to observe all you can for identification and prosecution later.
- Don't make threats or arouse the hostility of your captors.
- Be reluctant to give up your identification or clothes.
- Try to drink water and eat to maintain your strength.
- Look for protective cover in the event an attempt is made to rescue you.
- If a rescue attempt occurs and shots are fired:
 1. Drop to the ground and keep your hands on your head.
 2. Don't stand up or try to help.
- Fully cooperate with authorities until you can be properly identified.

Designated Official will:

- Wait for Module Wardens to inform him that their respective areas have been cleared.
- Once they receive that notification, determine if all employees have gathered at the designated assembly area.
- Wait to hear from the Management Team for information pertaining to their staffs.
- Relay information to Emergency Personnel and the Facilities Manager.
- Act as a liaison between the Agency and Emergency Personnel.
- Safety Manager will act as assistant to Designated Official.

FIRE

Some AFS buildings are equipped with a smoke detection system phone connected to Fort Wainwright Fire Dept. and 911. However, should a fire occur, **DO NOT** rely on the smoke detection system to call the emergency. **Sound the building fire alarm or use PA system, and immediately notify the fire department by dialing 911.**

In the event of a fire:

- Activate the fire alarm. Fire alarms are located on all floors near the entrance to the stairwells.
- Keep yourself between the fire and nearest exit; don't get trapped.
- Feel all doors before you open them. If a door is hot, don't open it.
- If there is smoke, crawl to the exit. Cleaner air is near the floor.
- Provide visitors with directions and help to the nearest exit.
- Do not use the elevator or allow visitors to use it. Take the stairs to the 1st floor and tell Designated Official and/or structure firefighters where the fire/smoke is located.
- Once out of the building, go to the designated assembly area.

If your clothing should catch on fire:

- **STOP** where you are. Do not run.
- **DROP** to the ground.
- **ROLL** to smother the flames. Use a blanket or coat to smother flames on another person.

EARTHQUAKE

During the Earthquake:

If you are in the building, you should immediately try to take shelter away from the windows, preferably to the interior of the building. Find protection in a doorway, under a desk, or under a table. **DO NOT EVACUATE THE BUILDING DURING THE EARTHQUAKE- TAKE COVER AND STAY CALM.** If you are outside, move to an open area away from buildings, trees, and telephone and utility lines, etc. If you are in a vehicle, stop in a safe area away from items that could topple over or collapse and remain in the vehicle.

After the Earthquake:

- After the shaking has stopped, wait to leave the building. Do NOT evacuate until directed to do so by the Designated Official, floor warden or emergency personnel.
- Be aware of potential dangers in the area. Some of these potential dangers could include:
 - hot water leaks
 - live exposed electrical lines throughout the building
 - broken steam lines, or broken fuel lines at tank farm
 - flooding
 - falling interior objects: plaster, glass, displays, lights, filing cabinets or other furniture
 - falling exterior objects: glass, walls, lamp posts, trees, poles, etc.
- Remain calm, check for injuries and assist or render aid to others.
- Report injuries/damage to floor wardens and stairway monitors.
- Use a flashlight for light. Do not use candles or matches.
- Do not use telephones or elevators.
- Listen to a battery operated radio for information.
- Take precautions for after-shocks.
- Cooperate with rescue and building personnel.
- Do not re-enter the building until directed to do so.

POWER OUTAGE

Power outages happen occasionally. If one should occur, the emergency lighting in the halls and in all exits will automatically turn on.

If the outage is an extended one, the assigned Module Wardens should ensure that their areas are cleared of all occupants. Clearing the floor should begin only when directed by the Designated Official.

Do not attempt to use the elevators in fluctuating outages. If you become trapped between floors in the elevator, remain calm and push the emergency button; it will automatically dial and contact the elevator service monitoring company.

CHEMICAL, BIOLOGICAL HAZARDS, OR HAZMAT RELEASE

Upon discovery of a suspected chemical, biological hazard, or other hazardous material (HAZMAT) release in the vicinity of AFS buildings:

- Move to a safe location, upwind
- Call 911 and follow the instructions of the dispatcher.
- Notify Designated Official in the building

If you receive a threat about a biological hazard or chemical release, follow the instructions for a bomb threat and complete the bomb threat checklist. Review the section on anthrax threats.

AUTOMATED EXTERNAL DEFIBRILATOR (AED) LOCATIONS

Employees should be aware of the AED locations throughout the AFS campus. There are a total of 9 AED's located throughout AFS. Their locations are as follows:

- **Administrative Building #1541**, downstairs: on the wall in the break room (140). Upstairs: Break room outside of AICC.
- **Warehouse Building #1544**, on wall between bathrooms near the issuing office.
- **Maintenance Building #1500**, in the break room
- **Radio Shop, Building #1538**, back right corner of main work area.
- **Dining Hall, Building #1513**, on the wall in the main entry lobby.
- **Smokejumper Operations, Building #1513**, on the wall inside the main entry.
- **Barracks, Building #1042**, on the wall in the hallway near the barracks office.
- **Fitness Center, Building #1539**, on the north interior wall.

IN-PLACE SHELTERING

In-place sheltering is the opposite of an evacuation. It requires the building to be locked down and for employees to stay put until directed otherwise. An in-place sheltering order would be issued by the Designated Official, or city police/fire personnel for a variety of reasons such as:

- severe weather (wind event or intense lightning storm)
- suspicious person(s)
- suspicious packages/devices
- civil unrest
- hazardous material spill outside the building

The following steps will be followed if an order is issued to shelter in-place:

- Alert all employees and guests of the order.
- Gather together as a staff in central protected locations, e.g. interior conference rooms, central stair well, or walled windowless offices.
- Close and lock all office doors.
- Stay away from windows and doors.
- Do not use the phone for non-essential purposes and do not use phone or any electrical equipment during intense lightning.
- Do not investigate noises outside.
- Be prepared to evacuate the building immediately if requested to do so by emergency personnel.

Emergency personnel will be in contact with further instruction and information as needed or once the situation is resolved.

BOMB THREAT or SUSPICIOUS OBJECT/PACKAGE

BOMB THREAT

A bomb threat can be received by anyone. Careful questioning of the caller and note taking can save lives and protect property. If you receive such a call:

- Stay calm, be courteous, and listen carefully.
- Take notes without becoming distracted from what the caller is saying. If possible use the checklist included in this emergency guide.
- Do not interrupt the caller and do not place them on hold or attempt to transfer the call.
- If possible, discreetly attract the attention of someone nearby, indicate to them the nature of the call, and have them call 911 from another phone.
- If you can't get anyone's attention before the call ends, call 911 immediately after hanging up. After calling 911, notify the Designated Official of the situation.

SUSPICIOUS OBJECT

Public access areas are the most vulnerable areas for a bomb to be placed due to ease of access to the public. Don't ignore items that look out of place. Suspicious containers or receptacles that appear to be misplaced should be investigated as well as abandoned or suspicious vehicles close to the building. Leave the items where they are and notify your Module Warden/Supervisor. Never handle a suspicious item and be aware of possible secondary or multiple devices. The Designated Official will determine if the building should be evacuated and 911 should be called.

SUSPICIOUS PACKAGE

When dealing with letters, parcels, or packages, be aware of the following signs which could possibly indicate that a bomb or hazardous device is present:

- Protruding wires or tinfoil
- Excessive security material such as tape, string, etc.
- Rigid, lopsided, or uneven envelopes
- Markings such as "Confidential, Personal" etc.
- Excessive postage or weight
- Oily stains or discoloration
- Foreign mail, air mail, or special deliveries
- Handwritten address, poorly typed address, or no return address
- Incorrect title or title but no name
- Misspelling of common words
- Visual distractions, ticking, or buzzing sound
- Vapors or odors

If you receive a suspicious package, leave it where it is and notify the Designated Official. Never handle a suspicious package. The Designated Official will determine if the building should be evacuated and 911 called.

ANTHRAX (Bio-Chemical) THREAT

IF THREAT IS PHONED IN:

A call-in Anthrax threat will be treated exactly like a bomb threat. Use the Bomb Threat Call Checklist included in this manual.

The AFS buildings will NOT be evacuated unless specified by the Designated Official, or emergency personnel.

The following is the appropriate response action to a called in Anthrax threat:

- Try to receive as much information as possible from the caller. In particular, ask questions about the location of the Anthrax or how the Anthrax was introduced into the building.
- Contact the Designated Official to inform them of the threat.
- The Designated Official will organize a search of the building to try and locate any suspicious packages or materials. The module wardens may be asked to assist in this effort. The Alaska State Office should also be notified of the situation.
- If a suspicious package or material is found, the Designated Official will secure the area. All occupants should move away from the material to another space on the same floor. **Occupants shall not leave the floor.** If a person is exposed to any suspicious package or material, they shall move to a separate room away from the rest of the occupants. Under most circumstances, the building will not be evacuated.
- Military Police will coordinate response from this point forward.

IF THREAT IS RECEIVED VIA MAIL:

A common Anthrax threat is a letter sent through the mail that notifies the opener that they have been exposed to Anthrax. Other methods of introduction would be by dropping off a package containing Anthrax or introduction through the building ventilation system. If Anthrax contamination is suspected, AFS buildings will NOT be evacuated unless specified by the Designated Official, or emergency personnel.

The following is the appropriate response for the opener and occupants in the room

- The opener shall immediately isolate themselves from all other occupants and then notify the Designated Official, who will notify all others in the building and Fort Wainwright emergency services. The opener shall then move to an area away from the letter or package, avoiding contact with others. The others shall move to another room or area of the floor. **Occupants shall not leave the floor**
- The Facilities Manager or Alternate Facilities Manager, will shut down any air movement through the heating/cooling system. Fort Wainwright emergency services will secure the floor and specific area where the letter was opened or the material was found.
- Remain calm until the emergency personnel arrive to assess the situation.