If an emergency situation is not covered by this procedure, call the appropriate emergency number for instructions. For further information contact EH&S.

**MEDICAL EMERGENCIES**

**Potentially Life Threatening Medical Emergencies**

The first step for any individual discovering a medical emergency condition or serious accident is to report the matter by calling 911. Be prepared to give the following information:

- Number and extent of injury(ies)
- Building address and exact location within the building
- Your name and the extension you are calling from
- Do not hang up until told to do so by the emergency dispatcher.

**NOTE:** If 911 is called directly be sure to call 4411 (during work hours) or the On-Call emergency cell phone appropriate for your location (after hours/weekends) with the same information.

The victim should not be left alone or moved unless absolutely necessary.

If possible when an ambulance is called, send someone to meet the ambulance at the lobby entrance to direct the responders to the victim.

**NOTE:** In the event of an extensive, multiple-injury medical emergency, such as might occur during an earthquake, there will probably be an extended delay in response from outside agencies or the ability to send injured personnel to an off site medical facility. In these cases, injured personnel should receive immediate first aid emergency care from the first aid/CPR trained employees. When safe and practical, seriously injured personnel would be relocated to on-site triage centers to receive additional attention.
Non-Life Threatening Injuries

In the event of a minor medical emergency, injured personnel would receive assistance from the first aid trained employees in the immediate area until transport to an appropriate off-site medical treatment center can be arranged.

Off-Site Medical Treatment

Off site non-emergency and emergency treatment is available at local clinics and emergency rooms. Refer to the emergency procedures posted in each facility for information on which clinics and hospitals serve the Desert Research Institute and to obtain the phone numbers and addresses of those closest to your work location.

Reporting Occupational Injuries and Illnesses

- All occupational injuries or illnesses should be reported to the DRI Workers Compensation Coordinator, (775) 673-7325, as soon as possible, but no longer than 24 hours after the injury/illness occurred.
- In addition, if the Supervisor/Manager is not already aware of the situation, he/she must also be informed.

FIRE EMERGENCIES

KNOW THE LOCATION OF FIRE EXTINGUISHERS IN YOUR WORK AREA AND HOW TO USE THEM. The first few moments are most important after a fire is discovered. While the fire is still small, fire fighting with an extinguisher may be successful. But, if too much time passes the fire may become too large to be extinguished without the Fire Department.

Upon Discovery of a Fire Emergency

- Yell "Fire!" to employees in the immediate area to ensure that other employees in the area are aware of the fire so that they can assist if necessary.
- Immediately report all fires to 911. Very small fires such as waste basket or trash fire may be extinguished with portable fire extinguishers that are located throughout the facility, however, reporting the emergency prior to attempting to fight the fire will ensure that back up is available in case your efforts fail.
- IF SAFE TO DO SO (i.e., the fire is small and you have a route of escape)* attempt to extinguish it by obtaining the correct extinguisher for the type of fire to be fought and using the PASS system:
Pull the pin from the extinguishers handle

Aim the extinguisher at the base of the fire

Squeeze the extinguishers handle

Sweep from side to side

**NOTE:** NEVER fight the fire alone. NEVER allow the fire to get between you and your exit, always maintain an escape route. If opening a door, check with back of hand first; if hot **DO NOT OPEN**, if cool open with caution, and prepare to close the door immediately if confronted with smoke, heat or flames.

Once the fire has been extinguished, continue to keep a close watch on the area to ensure that the fire does not start again. Contact 4411 (during work hours) or the On-Call emergency cell phone appropriate for your location (after hours/weekends) to report all fires, whether 911 has been called or not.

**If Fire is too Large or Cannot be Extinguished**

- Activate the building alarm system.
- Evacuate the building, alerting people as you go.
- Seek and assist any disabled person in the area.
- Exit via the nearest stairway. **DO NOT USE ELEVATORS.**
- To the extent possible, confine the fire, by closing doors and windows on the way out. Make sure all doors leading to the main hallways are closed to prevent further spread of fire. **DO NOT LOCK DOORS.**
- Once outside, move to an open area at least 150 feet away from the burning building. Avoid inner courtyards. Meet at a previously arranged area.
- Keep roadways and walkways clear for emergency vehicles.
- Wait for further instructions from the responding police or fire department personnel. **DO NOT RE-ENTER THE BUILDING UNTIL INSTRUCTED TO DO SO.**

**If someone's clothes are on fire** they should drop to the floor and roll. Smother the fire with a blanket, rug or heavy coat. Call for help and administer first aid.
Hazardous Materials Spills

If an immediate fire hazard exists or medical assistance is required call 911. Evacuate the area. While awaiting emergency response, call 4411 (during work hours) or the On-Call emergency cell phone number appropriate for your location (after hours/weekends). For spills involving radioactive materials or radiation hazards, immediately contact the UNR Radiation Safety Office, at (775) 784-4540, then call the DRI EH&S using at Emergency Only number (775) 742-6330.

Toxic or hazardous materials are any substances which endanger the health and safety of employees (or the environment should they escape our building). Release of such material is defined as liquid spills, venting and/or re-entry into the air intake of gases, fumes, vapors or mists, or hazardous solids outside of their normal containers. Also included are the release of pathogens or radioactive material. Depending on the quantity as well as the inherent hazard of the released materials, hazardous materials spills can be broadly classified as "Incidental" or "Non-Incidental" spills as follows:

- An **incidental spill** is one that does not cause a health or safety hazard to employees and does not need to be cleaned up immediately to prevent death or serious injury to employees or a problem to the environment. Responses to incidental releases of hazardous substances where the substance can be absorbed, neutralized, or otherwise controlled at the time of the release by employees in the immediate release area are not considered to be an emergency response within the scope of this plan. Responses to releases of hazardous substances where there is no immediate safety or health hazard (i.e., fire, explosion, or chemical exposure) or hazard to the environment are not considered to be emergency responses.

- A **non-incidental spill** is a spill that requires a response effort from outside the immediate release area by other designated responders (i.e., trained emergency responders such as mutual aid groups, local fire departments, etc.) because the incident will result, or is likely to result, in an uncontrolled release which may cause high levels of exposure to toxic substances, or which poses danger to employees or the environment requiring immediate attention. Responding to non-incidental spills is called an "Emergency Response" and requires persons who have had the 40 hr. initial hazardous waste operations (HAZWOPER) and subsequent 8 hr. annual training to conduct the response.

If the spill does not involving immediate danger to life and property (Incidental Spill Response):

- Verbally notify everyone within hearing distance that a spill has occurred.
- Refer to the Material Safety Data Sheet for hazard information.
- Don the appropriate personal protective equipment.
- Confine the spill. If liquid, dike the spill with spill pillows or pigs then place absorbent over the contamination. If dry, carefully scoop, sweep or otherwise pick up the spilled material being careful to prevent it from becoming airborne.
• If the spill is on skin or in the eyes, flush thoroughly with running water for a minimum of 15 minutes, then seek medical assistance/evaluation. If the spill is on clothing, you must discard all outer clothing and shower off for a minimum of 15 minutes. Enlist the help of other persons to conduct the spill clean up.

For spills classified as requiring an emergency response (i.e., non-incidental spills), employees will evacuate the danger area, and no one who is not HAZWOPER trained shall assist in handling the emergency.

If it is safe to do so before evacuating, employees will secure the spill area by performing emergency measures such as diking the spill, turning on hoods, extinguishing ignition sources, and closing doors, as they evacuate the spill area.

In the case of release of radioactive or biologically active material, do not allow possibly contaminated individuals to leave the spill area if there is a threat of spreading the contamination. Contaminated individuals should be wrapped in blankets or transported in such a way to prevent spread of contamination to coworkers, responding emergency personnel, and the environment.

If injured personnel are sent via ambulance to the hospital, ensure copies of the Materials Safety Data Sheets for the materials involved in the spill incident accompany them. Likewise, if an employee seeks medical assistance at a later date, have him/her take copies of the applicable MSDS(s) with them to the clinic.

EARTHQUAKE EMERGENCIES

Before an earthquake:

• Familiarize yourself with the emergency evacuation procedures that are posted throughout the facility.
• Know and understand evacuation alarm signal.
• Request from Facilities reinforcement of storage cabinets, files, bookcases, etc. located in your area.

It is recommended that you keep an emergency kit in your vehicle in case you have to walk home due to road closures. Suggested items include a flashlight, portable radio and batteries; first aid supplies; sturdy closed-toed shoes, socks, jacket and umbrella; back up pair of glasses; container of water and non-perishable snacks; and list of out-or state telephone contacts, coins or calling card. Other emergency items for your vehicle might include an auto fire extinguisher; tools, jumper cables, crowbar and rope; and flares, light sticks and weatherproof matches.
During and Immediately After the Earthquake:

If you are inside during an earthquake:

- Keep calm. Think through your actions. Try to calm and reassure others. Do not evacuate.
- During and immediately following an earthquake, personnel should take cover under desks, tables, workbenches, etc. If a solid object is not immediately available, take cover against an interior wall, preferably in the interior core of the building. Cover your head and neck with your arms and a jacket, coat or blanket, if available. Stay clear of windows, suspended objects, tall filing cabinets, chemicals and other objects that may break or fall.
- Personnel should remain at their workstations until the quake subsides. Do not rush to exits, as the hazard of being injured by falling debris or broken utility systems is probable. If you are in a laboratory or chemical storage area, move away from immediate dangers and calmly go to a safe area. Chemicals may splash, gases may leak, and machinery may malfunction.
- After the initial shaking stops, remain in position for a few minutes. An initial shock usually lasts less than a minute, but other jolts may follow. Do not attempt to evacuate the building unless there is immediate and clear danger or you are instructed to do so by the evacuation alarm or by a member of management.
- If electrical power goes off, remain calm. The facility is equipped with battery powered evacuation lights. Do not strike matches, lighters or anything with an open flame. There may be dangerous gas leaks.
- Keep away from heavy objects, electrical wiring, fires, and hazardous materials. Rapidly assess your area for fires, hazardous materials, structural damage, etc. Report injuries, fires, broken utility lines and other hazards to Facilities. DO NOT tie up telephone lines with personal calls, leave the lines open for emergency communications.
- The Senior VP Finance and Administration (SVPFA), the President, and the Assistant Vice President for Campus Planning and Physical Plant (AVPCPP) will decide whether or not to implement evacuation or other emergency procedures. They will notify facilities personnel and members of management if emergency procedures should be implemented.
- The evacuation alarm or your supervisor will notify you if it is necessary to evacuate. If the alarms are inoperable, management on site will initiate a verbal evacuation notice. Follow the evacuation procedure and proceed to your prearranged evacuation assembly area.
- Do not attempt to locate family members, friends, etc. in other areas of the Institute.
- Do not attempt to use phones; leave lines open for emergency communications. Wait for further instructions.
• Do not leave the site until and/or unless you have reported to your supervisor and received instructions.
• Do not enter/re-enter the building until a member of the Facilities Department advises you that it is safe to do so.

**If you are outside during an earthquake:**
• Move to an open area away from buildings, poles, overhead wires, trees, etc.
• Watch for falling glass, electrical wires, poles or other debris. Do not touch downed power lines or objects that are touched by power lines.
• Do not leave the site until and/or unless you have reported to your supervisor and received instructions.
• If the site has been evacuated, do not enter the building until a member of the Facilities Department advises you that it is safe to do so.

**If you are in a vehicle during an earthquake:**
• Stop the vehicle in an open area, if possible away from overpasses, power lines, etc.
• Remain inside your vehicle.
• Proceed with caution once the shaking has stopped.
• Listen to the radio for instructions on closed roads, overpasses, etc.

**BOMB THREAT EMERGENCIES**

Bomb threats generally take the form of either telephone threats or suspicious packages, although a written threat may also be possible. More than 99% of all bomb threat calls are false and are intended to cause a disruption at a business. However, all threats must be treated as potentially real and handled as follows:

**Telephone Threats**

Any person receiving a bomb threat call should remain calm. Telephone bomb threats must be evaluated and valuable information collected while the threatening caller is still on the line, if possible. A bomb threat checklist is kept at all operator locations, as they are the most likely recipients of a telephone threat. However, with direct telephone lines, it is possible that any one could be on the receiving end of a telephone threat.

Follow instructions and questions on the bomb threat checklist while the caller is on the phone if possible. A second person should use another line to contact Facilities as soon as possible, preferably during the threatening call.
• Note the exact time. This is most important since most bombs are generally activated by some type of watch or clock which may restrict the bomber to a 12-hour period or less.

• If the caller specifies a time, ask him or her to repeat the exact time. Note whether or not the caller uses the 24-hour time system.

• Ask all questions that could be helpful in locating the bomb or would be helpful in determining that the call is a hoax.

• Ask for the location of bomb by saying, "Did you say the bomb is in (which) building?" or "the lobby?" or "the lunch room?," etc.

• Ask for the time of possible detonation.

• Inform caller that the identified area has personnel present and that a bomb could result in death or injury of innocent persons.

• Note any background noises such as motors running, traffic noise, music or other sounds which may give clue about where the call originated.

• Listen closely to the callers voice (male, female), voice quality (calm, excited), accent and speech patterns or impediments. Characterize the person: drunk or sober, young or old, calm or excited, mad or upset.

After the caller terminates, report the call immediately to the police, 911. Then call 4411 (during work hours) or the On-Call emergency cell phone appropriate for your location (after hours/weekends).

The decision to evacuate will be determined by the above listed DRI management personnel or responding police.

**NOTE:** For Bomb Threats during off-hours, the person receiving the bomb threat shall immediately communicate the threat information, by calling 911, then the On-Call emergency cell phone appropriate for your location. If time does not permit initiate an evacuation of the area while waiting for emergency response, then advise the appropriate individual(s) listed above.

**Suspicious Packages, Letters, or E-mails**

• Report any suspicious packages or letters by calling 4411 (during work hours) or the On-Call emergency cell phone appropriate for your location (after hours/weekends).

• Once an item has aroused your suspicion do not touch, move or manipulate the item in any way. Clear a perimeter of at least 50 feet around the location, more if possible, including persons behind partitions or walls. Be careful not to cause panic or a hazardous evacuation of the area. Calmly inform others that you have requested an investigation of a suspicious item and to clear the local area until a determination has been made.
Notify the personnel listed above. Be prepared to describe the item and the circumstances of your suspicion to the responding emergency personnel. An evacuation determination is to be made as described in the above Telephoned Bomb Threat section.

Evacuation

If you are informed by the responding police or other designated administrative personnel to evacuate an area, please do so as quickly as possible. Under ordinary circumstances, you should be able to return to your work area within an hour or so.

Dealing with the Press

The office of the Vice President of Finance and Administration and the Director of Public Information shall officially be responsible to respond to all inquiries from the media.

SEVERE WEATHER EMERGENCIES

Thunderstorms and Lightning

Every thunderstorm produces lightning, which causes more loss of life annually than tornadoes. In addition, heavy rain from thunderstorms can lead to flash flooding. Strong wind, hail and even tornadoes are dangers associated with thunderstorms. A severe thunderstorm is defined as one that produces ¾ inch (or larger hail), winds of 58 mph or higher or tornadoes. Luckily only about 10% of the ~ 100,000 thunderstorms that occur annually in the U.S. are severe.

Risks of injury from thunderstorms are greatest for people outdoors. Before a storm, know the name of the county where you will be working as warnings and watches are generally issued under the county name. A watch is intended to heighten public awareness, and a warning indicates imminent danger to life and property in the path of a storm. Tornado watches or warnings may also be issued in areas prone to these weather phenomena. Look for signs of approaching storms and keep a radio with you for weather updates, if possible. If you can hear thunder, you are close enough to the storm to be struck by lightning.

If caught outside during a thunderstorm:

- **Find shelter immediately!** Move to a study building or vehicle. **DO NOT take shelter in small sheds or under trees.** If no structure is available, get to an open space and squat low to the ground as quickly as possible.
- If in the woods find an area protected by a low clump of trees. Avoid standing underneath a single large tree in the open.
• Avoid tall structures such as towers, fences, and power and telephone lines.
• Stay away from natural lightning rods such as golf clubs, fishing rods, bicycles and camping equipment.
• Get out of boats and away from water.
• If you are isolated in a level area and you feel your hair stand on end (indication that a lightning strike is imminent), bend forward, putting your hands on your knees (a position with feet together and crouching while removing all metal objects is recommended). Do not lie flat on the ground.
• If in a vehicle, pull safety onto the shoulder away from trees that could fall on the vehicle. Stay in the car with the emergency flashers on until the heavy rains subside.
• Avoid flooded roadways. Do not attempt to drive to safety as many flash flood deaths occur in automobiles.
• If flash flooding is a possibility, move to higher ground.

**Flash Floods or Flooding**

The Truckee Meadows area has had a long history of flooding and records of flooding date back almost one hundred years. All of the significant flooding events in this time period have resulted from rain on snow events that occurred between the months of November and April. While the NNSC is not expected to be adversely affected by a major flood in the region, employees living in low lying areas may be impacted.

What to listen for:

- **Flash flood or flood watch:** Flash flooding or flooding is possible with the watch area
- **Flash flood warning or flood warning:** Flash flooding of flooding has been reported or is imminent—take necessary precautions at once
- **Urban and small stream advisory:** Flooding of small streams, streets and low-lying areas such as underpasses and storm drains is occurring

Field workers conducting research in flash flood prone areas should consult local weather information before going into the field and be cognizant of the signs of impending thunderstorms.

If flood watches or warnings are in effect:

- Avoid unnecessary travel. Floodwaters are always dangerous and should be avoided. Flooding most commonly occurs along major washes, so be particularly careful in these areas.
• If you encounter flooded roadway conditions while driving to or from work, do not attempt to cross running water. It is impossible to tell how fast and how deep the water is and you will not be able to see submerged obstacles. When in doubt, find another route.

• If you have questions about whether DRI is open for business during a major flood, call the Emergency Message Number appropriate for your work location before leaving for work.

More information on efforts to mitigate major flooding in the Reno area may be available from the Truckee River Flood Management Community Coalitions, 775-954-4600. If you have questions or concerns regarding a specific wash in the Las Vegas region you can call the Regional Flood Control District at 455-3139.

**Extreme Heat**

Extreme heat is generally defined as a prolong period of time where the temperature is 10 or more degrees above the average high for the region, accompanied by high humidity. Heat can kill by pushing the human body beyond its limits. The elderly, young and those who are sick or overweight are more likely to be come victims. Watch for signs of heat related illness

• **Heat cramps:** Muscle pain of spasm due to heavy exertion. Heat cramps may be the first sign that the body is having trouble with the heat

• **Heat exhaustion:** Cool, moist, pale or flushed skin; heavy sweating; headache, nausea or vomiting; dizziness and exhaustion. Body temperature may be normal or is likely to be rising.

• **Heat stroke (also know as sun stroke):** Hot, red skin; changes in consciousness; rapid, weak pulse and rapid, shallow breathing. Body temperature can be very high. If brought on by heavy work or exercise, the skin may be wet, but will otherwise feel dry.

Summer field workers should plan for extreme heat.

• Wear lightweight, light colored clothing.

• Conduct outdoor work in the early morning to avoid the heat of the day if possible.

• Consider using cooling vests or fans if work must take place during periods of extreme heat.

• Take frequent breaks and drink plenty of water. Remember, by the time you are thirsty, you may already be dehydrated.

• If there is no shade available, consider erecting a canopy for use during breaks and meals.

• Eat light meals and avoid consumption of alcohol and other dehydrating beverages.
Winter Storms

What to listen for:

- **Blizzard warning:** Sustained winds or frequent gusts of 35 mph in combination with falling and/or blowing snow, generally expected to last for a period of at least three hours. Visibility will be limited to a quarter mile and temperatures will often remain extremely cold.

- **Heavy snow warning:** Snow accumulations are expected to approach or exceed six inches in 12 hours, but significant wind is not expected. A heavy snow warning may also be issued if eight inches or more of snow is expected to accumulate in a 24-hour period.

- **Ice storm warning:** A significant coating of ice, one-quarter inch or more, is expected.

- **Wind chill warning:** Life-threatening wind chills reach minus 50 or lower.

- **Winter storm watch:** A significant winter storm may affect the area, but its occurrence, location and timing are still uncertain. A winter storm watch is issued to provide 12 to 36 hours notice of the possibility of severe winter weather.

- **Winter storm warning:** Issued when hazardous winter weather is occurring, imminent or likely. A warning is used for winter weather conditions posing a threat to life and property.

Severe winter weather can be dangerous, especially for employees conducting field research. If possible avoid travel and field work during winter storms. If you must travel:

- Pack an emergency supply kit that includes food, water, cell phone, a battery powered radio, flashlight with extra batteries, blankets and a spare change of warm clothes for each person in the vehicle.

- Keep the gas tank full (partly to keep the fuel line from freezing, but also to ensure enough fuel to run the heater if the car gets stuck).

- Be sure somebody knows where you are going and when you expect to get there.

If you get stuck in a winter storm, stay with the vehicle. Do not try to walk to safety. Follow these tips:

- Tie a brightly colored cloth to the antenna to aid plow operators or rescuers in seeing your vehicle

- Start the car and use the heater for 10 minutes each hour

- Keep the exhaust pipe clear

- Leave the overhead light on only when the engine is running
Keep moving your arms and legs to stay warm
Keep a window (on side away from blowing wind) slightly open to let in fresh air

To find out if DRI is open during a severe winter event, call the emergency message number appropriate for your work location

OTHER POTENTIAL EMERGENCIES

Explosions
In the event of an explosion in the building, employees should take the following actions:

- Immediately take cover under tables, desks or other such objects that will give protection against flying glass and debris.
- Once the dust settles, evacuate the immediate area of the explosion and call 911, then 4411 (during work hours) or the On-Call emergency cell phone appropriate for your location (after hours/weekends).
- If damage is wide spread or there is a fire, activate the building fire alarm system. Fight any ensuing fire with a fire extinguisher, only after calling 911 and have ensured you have a clear exit route.
- Seek and assist injured and disabled people in evacuating the building. Exit via the nearest stairway. DO NOT USE ELEVATORS.
- Once outside, move to an open area at least 150 feet away from the affected building. Avoid inner courtyards. Meet at a previously arranged area. Keep roadways and walkways clear for emergency vehicles.

Workplace Violence
Workplace Violence is defined as an act of violence within the workplace involving an irate, violent abusive visitor or employee. It could be a disgruntled employee attacking a fellow employee, a disgruntled spouse/friend attacking an employee, or a disgruntled person, with out a relation to an employee who for what ever reason decides to take his/her aggressions out on DRI property. Contact Human Resources if you suspect an act of violence by a co-worker or someone you know is likely to occur or if you witness or are a victim of workplace violence.

In life-threatening emergency involving workplace violence, call 911, then 4411 (during work hours) or the On-Call emergency cell phone appropriate for your location (after hours/weekends).
Terrorism (other than bomb threat)

Terrorism is defined as the systematic use of terror, violence and intimidation to achieve an end. Examples of terrorism could be picketing, holding an executive hostage, threatening phone calls, etc. Acts of terrorism are unlikely to occur at DRI and since terrorist acts cover a wide range of scenarios, they will be handled on a case-by-case basis utilizing the appropriate internal and external personnel.

Report any suspicious activity to **4411** (during work hours) or the **On-Call emergency cell phone appropriate for your location** (after hours/weekends). If the situation appears to be immediately threatening to life, property or the environment, call **911**, then the internal emergency number.

Civil Defense Alert

A three to five minute steady siren tone will normally be used by the local civil authorities to warn the public in the event of tornadoes, floods, or other emergency situations. This signal will be followed by announcements of essential information over local radio stations. Appropriate site emergency procedures must be implemented following a disaster alert.

Power Outage

In the event of a power outage:

- Between 7:00am and 4:00pm weekdays notify the Facilities Supervisor. Phones may not be operating properly. If there is no answer send a messenger to the Facilities office and/or the office of the Senior Vice President for Finance and Administration (SVPFA).

- If evacuation of the building is required, exit via the nearest exit. **DO NOT USE ELEVATORS.** Seek out any disabled people and provide assistance.

- Laboratory personnel should secure experiments or activities that may present a danger with the electrical power off or when it is restored unexpectedly. Notify the lab supervisor or the EH&S office and contact the police at 911 if a specific hazard exists. If there are special procedures you wish to have carried out in the event of future power outages, make prior arrangements with facilities.

- When mechanical ventilation is interrupted, vapors of chemicals may reach hazardous concentrations. To avoid this, use natural ventilation and clean up or put away chemicals and close containers. If this is not possible, respirators may be required until control is obtained.
Elevator Failure

In case of an elevator failure, passengers should:

- Activate the elevator telephone (which automatically dials a 24-hr. emergency operator who can identify the elevators location and who will dispatch response personnel).
- Then notify building occupants with the alarm bell.
- Talk with fellow passengers until help arrives.

If individuals are trapped inside the elevator, responders should:

- Try to verbally notify occupants to stay calm and tell them that help is on the way.
- Tell trapped passengers what you are doing, especially if you must leave the area to obtain help.

Updated 12/2007 (SVPFA)
Updated 10/2005
Updated 10/2004
Previous Update 9/2001

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