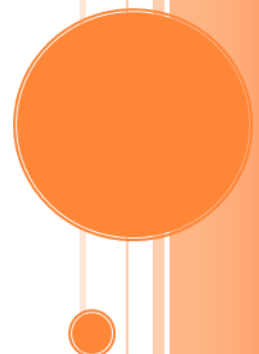




Building Emergency Coordinator Manual – Basic

Los Angeles County Department of Mental Health
Emergency Outreach Bureau
Disaster Services Unit

August 2017



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Record of Revisions

Revision #	Date	Page and Section	Description	By
1	08/18/17	9 & 10, Evacuation and Exercise assistance	Updated information based on current County-wide procedure.	L.Relph



Contents

Record of Revisions.....	1
Building Emergency Coordinator Program	3
Background	3
Purpose	3
BEC Appointment.....	3
BEC Roles and Responsibilities.....	3
Preparedness	4
Response	4
Recovery.....	5
Sub-BEC	6
Equipment.....	6
County-wide Integrated Radio System Radio	6
Training	7
Building Emergency Plan.....	9
Quarterly Exercises	9
Evacuation and Exercise Assistance.....	9
Appendix A – Acronyms.....	11
Appendix B – Voluntary Request for Reasonable Accommodation Form	12
Appendix C – BERT Equipment List Memo	14

Building Emergency Coordinator Program

Background

The Building Emergency Coordinator (BEC) Program was initiated in 1988 after a Grand Jury Report was submitted to the Board of Supervisors. The report revealed County Departments had done little in the way of emergency preparedness and there were several building fire code violations. A Safety Task Force was formed with staff from Los Angeles County Office of Emergency Management, Department of Public Social Services, Fire Department, and Internal Services Department to develop a countywide emergency preparedness program. The current BEC program is now coordinated by the County Office of Emergency Management (OEM). Through the years, this program continues to expand and improve to better assist county departments with emergency preparedness and response.

Purpose

The BEC program is designed to simultaneously increase the safety of county employees and the public in county facilities while ensuring continuity of government services after a major emergency or disaster. The program is also compliant with US Department of Labor – Occupational Safety and Health Administration requirements (OSHA 3088). The program focuses on:



- Development of a building-specific emergency plan for each building occupied by 10 or more employees
- Enhancing and supporting BEC skills through training seminars
- Appropriate initial response strategies and priorities based on the nature, scope, and severity of the incident

BEC Appointment

The DMH on-site manager or Department Emergency Coordinator (DEC) will designate a BEC, Sub-BEC, and/or alternate BEC.

- A BEC is established when a county owned building has 10 or more DMH employees and is the primary department or organization within that building
- A Sub-BEC is established when DMH is the secondary department or organization within the county owned building
- An alternate BEC assumes the role and responsibilities of the BEC or sub-BEC during an absence

(These individuals will possess an assertive take-charge disposition and desire for the BEC role. Due to the potential for after-hour callbacks, a salaried employee should be considered.)

BEC Roles and Responsibilities

The role of a BEC is to provide overall building emergency preparedness and safe evacuation of staff, clients, and visitors during an incident. The BEC will also assist resuming day-to-day operations within the building once the building has been deemed safe.

In addition, all emergency response is in compliance with the Standardized Emergency Management System (SEMS) and the National Emergency Management System (NIMS), which provides a flexible, adaptable, and expandable response organization to address all hazards of varying magnitude and complexity. All incidents have three (3) phases – **preparing for, responding to, or recovering from**. The responsibilities of a BEC for these three phases include but are not limited to the following:

Preparedness	
<input checked="" type="checkbox"/>	Task Item
	Develop and annual review and revision of their building-specific emergency plan (BEP)
	Obtain BEP approval from local City or County Fire Department
	Recruit, organize, and train Building Emergency Response Team (BERT) members
	Maintain master list and contact information of alternate BECs and BERT members
	Conduct regular BERT meetings to exchange information and review roles and responsibilities
	Maintain current staff roster which includes work phone number, cubical/office number, direction (north/south) designation, and telework status
	Coordinate annual update to your Building Emergency Telephone List (BETL) information
	Coordinate and conduct exercises, including annual building evacuation drill
	Maintain County-wide Integrated Radio System (CWIRS) radio and participate in monthly Roll-call
	Ensure staff who need assistance during disaster training, exercising and during an actual incident have completed and submitted the Voluntary Request for Reasonable Accommodation Form
	Be familiar with building/floor layout, and emergency and evacuation procedures
	Become familiar with the operation of the Evacuation Chairs
	Ensure BERT equipment inventory is maintained in operable condition – purchase items that need replacement

Response	
<input checked="" type="checkbox"/>	Task Item
	Gather information about the buildings' status and the condition of the surrounding area
	Quickly assess the incident and working with management develop a plan of action to either evacuate or shelter-in-place

Response	
<input checked="" type="checkbox"/>	Task Item
	If the evacuation is deemed necessary, report to your pre-designated Safe Refuge Area to coordinate BERT activities
	If needed based on the hazard, activate emergency procedures found in the Building Emergency Plan (BEP) Section 4: Hazard Guidelines
	Oversee emergency procedures
	Notify outside emergency services (e.g., law, fire) and act as a liaison with the Fire and Law Enforcement Departments
	Ensure no one is placed in any unsafe situation
	Assist with the shutdown of workplace operations, as appropriate
	Notify security personnel
	Coordinate with Senior and Executive Management to determine appropriate action such as; All-Clear, Go-Home, Telework, or Activate COOP Plan and advise the BERT and building occupants
	If the incident warrants and you are unable to reach staff by other ways of communication, use the CWIRS radio
	Gather the completed Floor Warden Evacuation Report from the Floor Warden(s). These reports will assist you in accounting for individuals and condition of the building
	Obtain the completed Safe Refuge Area Report from the Safe Refuge Area Coordinator
	Following the instructions on the form and using the information from the Safe Refuge Area Report, complete the Building Evacuation Report

Recovery	
<input checked="" type="checkbox"/>	Task Item
	Assist with conducting a damage assessment of the building
	Complete and submit the Initial Building Damage Assessment Report form
	Complete and submit a Security Incident Report (SIR)
	If the incident concludes quickly and the building deemed safe, coordinate re-entry into the building

Sub-BEC

The Sub-BEC position is for co-located buildings, where another lead agency/department serves as the BEC. Sub-BECs will support and facilitate any emergency planning, training, and exercises for DMH staff in coordination with the BEC. If the other lead agency/department's BEC does not conduct any emergency planning, training, and exercises, this responsibility falls on the Sub-BEC.

Equipment

BECs along with their BERT members are responsible for performing their assigned responsibilities SAFELY within their scope of individual training and experience. In order to perform these responsibilities, the BECs and their BERT members must have specialized equipment. The following is the list of approved equipment items to purchase (See Appendix C – BERT Equipment List Memo for details):

- Light Stick
- Barricade Tape
- Megaphone w/ C Batteries
- Duct Tape
- Flashlight w/ D Batteries
- Hard Hat
- Leather Palmed Gloves
- Dust Mask
- Storage Tote
- Safety Goggles
- Safety Vest
- FRS Radio (for multi-story buildings)
- Whistle
- Clipboard Storage Box



In addition to the above mentioned equipment items, every BEC along with their BERT members should consider maintaining the following personal clothing and/or supplies at the workplace:

- Sturdy shoes or boots
- Jacket or sweatshirt
- Rain jacket and pants
- Umbrella
- Sunglasses
- Extra pair of prescription eye wear (if worn)
- Extra prescription medication(s)
- Two (2) quarts of drinking water
- Protein/snack bars
- Extra change of clothes

County-wide Integrated Radio System Radio

Every BEC should have a County-wide Integrated Radio System (CWIRS) radio to use during incidents. The radio is a redundant communications tool to check-in and report on building status and staff, clients, and visitors' accountability.

To prepare for incidents, DMH's Disaster Services Unit conducts a CWIRS radio test for all BEC's on the first Tuesday of every month. This testing allows radio users to become familiar with their radio and to identify any problems with the radios.

In the event of an incident, and when other communication capabilities within the County are not functioning, the BEC should monitor the CWIRS radios: DMH Channel 1. The Disaster Services Unit may conduct a roll-call to BECs in all Service Areas to determine communication ability and operational status. (For detailed information and instruction on the use of the CWIRS radios refer to the Los Angeles County Department of Mental Health CWIRS Annex.)

Training

In order to have a better understanding and be able to perform your responsibilities as a BEC, a certain level of emergency management and disaster mental health training is required. DMH employees assigned as a BEC shall complete the following federal, state, and local training to ensure DMH is compliant with existing federal and state requirements:



Course Number	Title	Description	Delivery Method
Federal			
IS-100.b	Introduction to Incident Command System	This course introduces the basic organizational model of the Incident Command System (ICS) focusing on the five functions of ICS: Command, Operations, Planning, Logistics and Finance/Administration.	Web-based Independent Study https://training.fema.gov/is/courseoverview.aspx?code=IS-100.b
IS-700.a	National Incident Management System (NIMS) an Introduction	This course describes the concepts and principles of the NIMS as developed by the NIMS Integration Center.	Web-based Independent Study https://training.fema.gov/is/courseoverview.aspx?code=IS-700.a
State			
Intro to SEMS	Introductory Course – Standardized Emergency Management System	This course provides an overview of the State of California SEMS which is part of the California Emergency Services Act and its four basic components: the Incident Command System, the California Master Mutual Aid Agreement, the Operational Area (OA) concept and the Multi-Agency Coordination concept.	Classroom with Instructor
Local			
N/A	Disaster Mental Health 101	This course provides a general orientation on types of disasters, the role of County employees as Disaster Service Workers,	Classroom with Instructor

Course Number	Title	Description	Delivery Method
		DMH Disaster Services, and responding to disasters, working with the American Red Cross, and getting ready for deployment.	
N/A	Disaster Services Operations	This course provides detailed information and instruction on how each employee plays an integral part assisting the community during and after a disaster. Course content will include but not limited to: preparing for disasters in the workplace, reporting to work following a major emergency/disaster, and the recovery process.	Classroom with Instructor
N/A	BEC Program Overview	This course will provide a basic understanding of the BEC program: background, purpose, and responsibilities.	Classroom with Instructor
N/A	BEC Manual	BEC Manual training provides BEC's with detailed guidance and instruction on how to perform their responsibilities as BECs. Instruction includes components for BEC program equipment, training requirements, conducting exercises and Building Emergency Response Team (BERT) development and retention.	Classroom with Instructor
N/A	CWIRS Radio	CWIRS radio users will receive basic training on how to properly use the CWIRS radio from Disaster Services Unit staff when the radio is delivered.	Classroom with Instructor
Partner Agencies			
N/A	ARC Psychological First Aid – Helping Others in Times of Stress	This course provides a framework for understanding the factors that affect stress responses in disaster relief workers and clients and enables participants to provide basic care, comfort, and support to people who are experiencing disaster-related stress.	Classroom with Instructor

The federal training is available as self-paced online courses. Each of these courses takes approximately two hours to complete and you will receive an email link to print your Certificate of Completion from FEMA's Emergency Management Institute within 1 -2 business days. A copy of the Certificate of Completion for each course shall be forwarded to the Disaster Services Unit who is responsible for maintenance of all emergency management related training records. The State, local, and partner agencies training will be conducted in a classroom setting during a quarterly BEC meeting.

Building Emergency Plan

The purpose of the Building Emergency Plan (BEP) is to provide a single reference source documenting policies, procedures, and guidelines to insure safety of DMH’s staff, clients, and visitors in the event of an incident that affects your building. In order to effectively develop a BEP, the BEP must be:

- Building specific and serve the needs of the building and its occupants for which it was prepared
- Accessible to staff
- Continually reviewed and updated
- Inclusive of all building occupants

The DMH BEP template with instruction sheet will assist you in developing your building-specific emergency plan. Once you have developed your BEP, email the document to disasterservices@dmh.lacounty.gov.

Quarterly Exercises

Conducting quarterly exercises is a responsibility and a requirement of the BEC. There shall be at least one exercise, per quarter, totaling **four** exercises per calendar year. Of those exercises, one exercise must be a building evacuation drill. When possible during any exercise, include clientele and/or visitors within the building. Upon completion of each exercise the BEC will need to complete and submit an After Action Report/Improvement Plan form to their District Chief and Disaster Services Unit at disasterservices@dmh.lacounty.gov. The quarters and deadlines for the exercises are listed below:

Quarter	Deadline to Submit: Exercise After Action Report/Improvement Plan
1 st (January 1 – March 31)	April 30
2 nd (April 1 – June 30)	July 31
3 rd (July 1 – September 30)	October 31
4 th (October 1 – December 31)	January 31

(Note: Any “real event” can be used as a drill for the quarter.)

Refer to the BEC Manual Exercise Annex for information and guidance on exercise types and how to conduct an exercise for your building.

Evacuation and Exercise Assistance

The Department of Mental Health is committed to safe evacuation of all persons from county facilities during a building evacuation and/or planned exercise. The Department is also committed to the goals of the Americans with Disabilities Act (ADA), the County Policy of Nondiscrimination on the Basis of Disability, and the provision of Reasonable Accommodation as defined in the ADA.

Employees can voluntarily request accommodation during a building evacuation and/or planned exercise – self-identification is voluntary. Announce and provide to staff the Los Angeles County Voluntary Request for Reasonable Accommodation Form to individuals who have disabilities and access and functional needs (DAFN). (See Appendix B) Ensure staff this information will remain confidential. Per Los Angeles County Department of Human Resources, when DMH receives a request for a reasonable

accommodation, to include a request for assistance during emergency evacuations, DMH's Human Resource Bureau Leave Management Unit should be informed and an interactive process meeting must be conducted with the employee to discuss the assistance which is being requested.

Coordinate with your Floor Warden(s) in developing and maintaining a list of these individuals for drills and actual incidents.

Appendix A – Acronyms

ADA	Americans with Disabilities
BEC	Building Emergency Coordinator
BEP	Building Emergency Plan
BETL	Building Emergency Telephone List
BERT	Building Emergency Response Team
CWIRS	County-wide Integrated Radio System
DAFN	Disabilities and Access and Functional Needs
DEC	Department Emergency Coordinator
DOC	Department Operations Center
ICS	Incident Command System
NIMS	National Incident Management System
OA	Operational Area
OEM	Office of Emergency Management
OSHA	Occupational Safety and Health Administration
SEMS	Standardized Emergency Management System
SIR	Security Incident Report
SR	Special Request



Appendix B – Voluntary Request for Reasonable Accommodation Form



COUNTY OF LOS ANGELES
Voluntary Request for Reasonable Accommodation Form
(Use this form to request a Reasonable Accommodation)

500 West Temple Street
Los Angeles, California
90012

Enriching lives through effective and caring service

Completed form should be returned to your supervisor, your Departmental Human Resources office,
or your Departmental ADA Coordinator.

☐ Employee ☐ Applicant ☐ Employee Department _____

First Name _____ Last Name _____

Work Phone: (____) _____ Home Phone: (____) _____ TTY: (____) _____

Address (Worksite or Home): _____

City: _____ State: _____ Zip Code: _____

Job Title or Position Applying for: _____

Supervisor: _____

This form may be used when requesting a disability-related reasonable accommodation for the following purposes:

1. To complete the employment applications process.
2. To perform essential job functions.
3. To have the same benefits and privileges as non-disabled employees.
4. To obtain evacuation assistance in a time of emergency.

Documentation of Protected Status

When requesting a Reasonable Accommodation, be prepared to provide documentation of your protected status. Prior to the department accepting disability information from you, you must provide a completed Authorization for Request or Use/Disclosure of Protected Health Information (PHI). All such documentation will be treated confidentially.

I need an accommodation for this reason (please check one that applies):

<input type="checkbox"/>	1. To complete the employment application process.
<input type="checkbox"/>	2. To perform essential job functions.
<input type="checkbox"/>	3. To have the same benefits and privileges of non-disabled employees.
<input type="checkbox"/>	4. To obtain evacuation assistance in a time of emergency.

How does your limitation restrict your ability to accomplish or obtain one of the four items listed above? (Please describe as specifically as possible. If related to the performance of job responsibilities, state the task(s) for which you need an accommodation, and describe the difficulty you have performing that task.)

What specific accommodation(s) are you requesting?

Are you aware of a third party, such as the Department of Rehabilitation, who might pay part or all of the cost of this accommodation? Yes ☐ No ☐

If yes, please provide the contact information for that agency.

Your request will be given thorough consideration. Upon receipt of your request, the Department will notify you of either the approval of your request, requirement of additional documentation, or the time frame for consideration. In order to explore reasonable accommodation, there is a need for the Department to conduct an interactive process with you regarding accommodation options. (Therefore, in this process, alternatives may be discussed with you and you may be contacted for additional information before making a decision). Once the Department has reached a decision, you will be informed.

In all instances, once the Department has obtained from you complete documentation of your limitations, you will be informed of progress or a decision date. If you have not heard from your coordinator within a reasonable period of time, you may contact them directly for a status. If, after a Department decision, you believe your rights have not been enforced, you may file a complaint with the County Equity Oversight Panel.

I believe I have a protected disability (a physical or mental impairment that limits one or more major life activities) and I can perform the essential functions of my job with or without a Reasonable Accommodation.

Signature: Date:

This form is available in alternate format from your Departmental ADA Coordinator upon request.

Appendix C – BERT Equipment List Memo

COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH

Emergency Outreach Bureau – Disaster Services Unit

June 21, 2017

To: All BECs/Materials Management

From: Laura W. Relph 
Sr. Disaster Services Analyst

Subject: Building Emergency Coordinator (BEC) Program – Building Emergency Response Team (BERT) Equipment

The Disaster Services Unit received approval which allows all DMH Building Emergency Coordinators (BECs) to order selected specialized equipment for their Building Emergency Response Team (BERT) members. This equipment will assist BECs and their BERT members in performing their assigned responsibilities **safely** within their scope of individual training and experience. At the time of ordering, please obtain current vendor quotes for each equipment item. Using this information, complete and submit a Special Request (SR) form for your building.

The available items are as follows:

SOS Survival Products <https://www.sosproducts.com/>

Item	Description	Item#
Light Stick	Light Stick - 12 hour/Orange/10 Pack	54017A
Barricade Tape	Barricade Tape 300 Ft. Yellow Caution Do Not Enter	22354
Megaphone	Mini Megaphone (Needs 4 - C Batteries)	54190
C Batteries	Energizer C Alkaline Batteries 2-Pack	54253A
Duct Tape	Duct Tape Brand Duct Tape - Black	22362BK
Flashlight	Industrial Flashlight (Needs 2 - D Batteries)	54061
D Batteries	Energizer D Alkaline Batteries 2-Pack	54254
Hard Hat	Hard Hat-4-Point Suspension-High Visibility Lime	21421A
Leather Palmed Gloves	Double Leather Palmed Gloves - Large	21204
Dust Mask	Dust Masks 50-Pack	20866
Storage Tote	Industrial Tote 16 Gal. with Lid	953253
Safety Goggles	Vented Safety Goggles	21217
Safety Vest	Mesh Safety Vest High Visibility Orange (One size fits all)	22382
FRS Radio	Two-way FRS Radio 14 Channel	54191
Whistle	Metal Whistle	22410

Source One Office Products <http://www.sourceoneop.com/>

Item	Description	Item#
Clipboard Storage Box	WorkMate Storage Clipboard, 1/2" Capacity, Holds 8-1/2w x 12h, Charcoal/Gray	SAU00470

Should you have questions regarding the BERT equipment, please contact me at (213) 738-3431 or lwrelph@dmh.lacounty.gov.