



**FIRST RESPONSE**  
School of Nursing



**FIRST RESPONSE**  
School of Emergency Medicine



**FIRST RESPONSE**  
Fire Academy

# FIRST RESPONSE TRAINING GROUP

## Emergency Response Plan

2019



**"If Not Me, Then Who"**

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**Licensed**  
**by the**  
**Commission for Independent Education**  
**Florida Department of Education**

**License #4958**

**FIRST RESPONSE TRAINING GROUP, LLC does not discriminate in any form. We are in full compliance with all Equal Opportunity Laws and treat our students and staff fairly and with respect. Our facility access is in compliance with the American Disabilities Act**

**FIRST RESPONSE TRAINING GROUP  
EMERGENCY RESPONSE PLAN 2019  
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### **A Message from the President**

Emergencies can happen anytime and anywhere. The safety and security of our students and faculty is crucial. The goal of First Response Training Group is prepared and coordinate actions to promote continuity of operations and minimize loss of life and property damage caused by natural and/or man-made disasters.

In this reference handbook guide are policies and procedures that will help you know what to do in an emergency. While I hope we never have to use it, it's always best to be prepared. So please take a few moments to review the steps you should take in different kinds of crisis situations. We conduct training, actual drills, and walkthrough throughout the year for all our faculty and students.

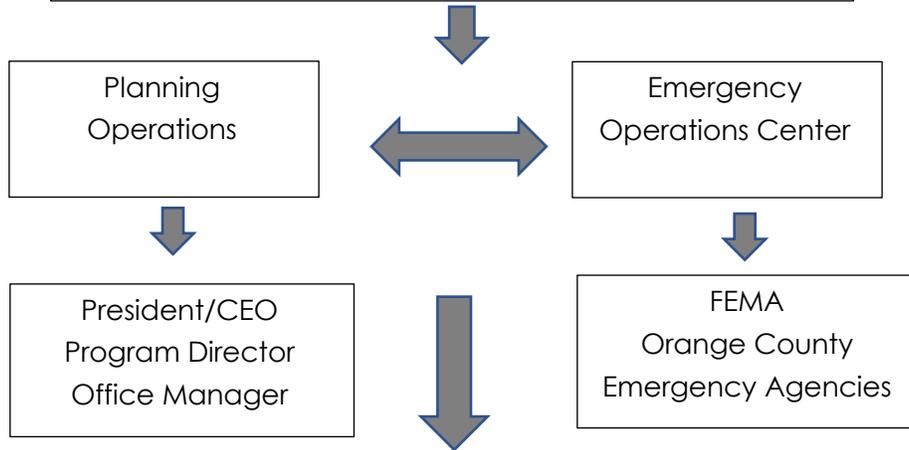
Planning for emergencies is everyone's responsibility. In our communities, on campus, at work, at home, we all need to know what to do and where to go. Being prepared for an emergency ahead of time can help protect you, your family, friends and peers.

*Jason J. Marquez*

Jason J. Marquez – EMT-P  
President  
First Response Training Group

# Emergency Preparedness Plan

The purpose of the First Response Emergency Management Plan is to provide an easily referenced guide for faculty, students and adjunct instructors to use in the planning for, and reaction to, an emergency.



POTENTIAL HAZARDS	ASSETS AT RISK	IMPACTS
<ul style="list-style-type: none"> <li>▪ Natural Hazards</li> <li>▪ Fire/Explosion</li> <li>▪ Bomb Threat</li> <li>▪ Active Violence</li> </ul>	<ul style="list-style-type: none"> <li>▪ People</li> <li>▪ Property</li> <li>▪ System/Equipment</li> <li>▪ Business Operations</li> <li>▪ Information Technology</li> <li>▪ Environment</li> </ul>	<ul style="list-style-type: none"> <li>▪ Casualties</li> <li>▪ Property Damage</li> <li>▪ Business Interruption</li> <li>▪ Financial Loss</li> <li>▪ Environment</li> <li>▪ Fines &amp; Penalties</li> </ul>

## Important Phone Numbers

Emergency	9-1-1
First Response Training Group	(407) 730-7999
Jason Marquez/President	(407) 592-1182
Orlando Police non-emergency	(321) 235-5300
Community Relations	(407) 246-2461
Orange County Emergency Medical Services	(407) 836-8960
Orange County Emergency Management	(407) 836-9140
Orange County non-emergency help & info	3.1.1
Crime Line	(800) 423-TIPS
Traffic Enforcement	(407) 246-2442

## **Introduction - Purpose**

The purpose of the Emergency Preparedness Plan (EPP) is designed as a guide for use in unusual and/or overwhelming circumstances that require actions beyond routine measures. These circumstances can include pre-planned events, as well as rapidly evolving incidents that overwhelm the resource capabilities of First Response Training Group (FRTG) [www.firstresponsetraininggroup.com](http://www.firstresponsetraininggroup.com), (407) 730-7999 and The Orange County Government Emergency Management Office [ocoem@ocfl.net](mailto:ocoem@ocfl.net), (407) 836-9140. It is scalable in design such that sections may be used without full implementation depending on the nature of the incident(s) but is designed to be effective in response to all hazards. The overall purpose is to maintain the safety and security of First Response Training Group's faculty, students, and property.

FRTG's policies and procedures herein are expected to be followed by all. Emergency response operations will be conducted within the established framework of the Police Department's Standard Operations Procedures (SOP). The Chief of Police is responsible for the implementation of this plan and other critical collaboration with critical stakeholders.

FRTG's Emergency Management Team is responsible for the implementation and guidance in the application of Emergency Management Principles, in conjunction with members of the faculty, students and other emergency responders. It also includes, the preparedness of the school for any type of hazard or impact and to promulgate information prior to any type of incident, thereby facilitating a more effective response and recovery, if need be.

This plan and all the associated response policies and protocols will be reviewed annually and updated as needed. Training includes review of functional exercise, and full-facility training exercises.

## **Operational Jurisdiction**

This Emergency Preparedness Plan should only be activated when an incident occurs within the defined campus boundaries and jurisdiction of the Department of Public Safety, unless otherwise directed by the Chief of Police. It may become necessary to activate the EPP in the event of a local or state event that could potentially impact the school.

## **Fundamentals of Workplace First Aid [www.osha.gov](http://www.osha.gov)**

First Response Training Group is compliance with The Occupational Safety and Health Act of 1970 (OSHA) best practices.

First Aid is emergency care provided for injury or sudden illness before emergency medical treatment is available. FRTG is an EMS training facility and have trained personnel in the delivery of initial medical emergency

## Assumptions

An emergency or disaster may occur at any time of the day or night, weekend, or holiday, with little or no warning. Generally, emergency plans are developed on the assumption that FRTG will be self-sustaining for a minimum of 72 hours. However, there may be events that may take several days or longer before quarantines can be lifted.

- ❖ Succession of events in an emergency are not necessarily predictable, this Emergency Preparedness Plan serve only as a guide and may require modification in order to meet the exact needs of the emergency.
- ❖ Emergencies outside of the school campus, may require outside resources and may involve multiple jurisdictions and multi-agency response.
- ❖ When working with an outside agency, position names should preface with school in order to decrease confusion. For example: Incident Commander, Police Chief, Fire, EMS Personnel on scene.

## Reporting an Emergency

To report an campus emergency, call Student Affairs Department, (407) 730-7999 ext. 105 during business hours. During non- business hours, call the President, Jason Marquez (407) 592-1192, who will assess the situation and contact additional personnel if necessary. Off campus incidents should dial 911 directly. Please give as much detail as possible to be able to assess the situation.

All media inquiries should be directed to the Jason Marquez, President of FRTG, (407) 592-1182.

## Emergency Operations Center

Every incident, regardless of the scale, can be managed according to the Emergency Preparedness Plan (EPP).

- ❖ Emergency Operations Center is established by the Incident Command Lead (ICL), Jason Marquez. The ICL is responsible to assess the situation, communicate their authority to responding personnel.
- ❖ Establishing objectives for the incident, including (in no set order)
  - The ICL will take the lead to asses and communicate the situation and level of severity.
  - Establish Communications and disseminate information, identify the type of emergency and contact needed resources.
  - Identify the “Hot Zone” – The Hot Zone is the area directly affected by the hazard that constitutes a threat to FRTG, personnel or property.
  - The ICL may designate someone to make contact with those resources.

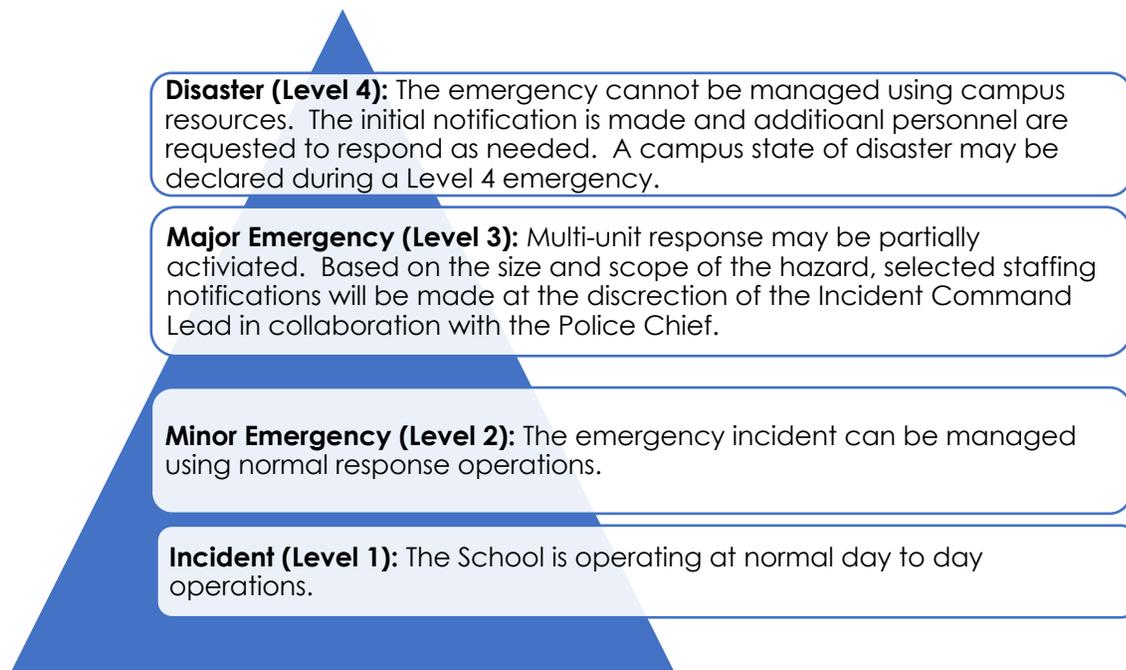
## Response Notifications

An emergency is generally defined as an incident or event causing serious injury to persons, property damage, loss of life, or disruption of School operations. FRTG recognizes that many emergency situations have great potential for harm but do not necessarily require activation of all campus emergency resources. To effectively match the appropriate emergency response to the incident, the following designations will be used when describing an emergency event.

Levels will be designated by the Chief of Police, in consultation with the Incident Command Lead.

In addition to the four levels of operations, the term "threshold incident" is used to describe any emergency incident which requires notification of School Senior Officials. These include serious incidents involving a loss of or threat of life, major property damage, major regulatory or legal risk, and/or significant media interest.

By definition, all Level 3 and Level 4 emergencies are considered threshold incidents. Level 1 and Level 2 incidents involving the following are also considered threshold incidents, even though they may not require a large scale of School response.



**Essential Personnel** are those employees who are required to report to work regardless of the hazard or impact on the School. The hold functions that are needed for School Operations, regardless of the level or service provided, to be maintained.

**Critical personnel** are responsible for critical functions of the School and therefore back-up personnel have been indemnified to ensure these functions are executed should the initial responder be affected by the hazard or otherwise unavailable.

## **Incident Command Structure**

The primary function of the command structure are Command, Operations, Planning, Logistics and Finance/Administration. These functions are the components of a successful response, regardless of the type of hazard or incident.

## **Incident Command Functions**

### **Command Function**

The on-scene command of an incident or event is carried out by the Incident Command Lead (ICL). The ICL has the overall responsibility for effective management of the incident and must ensure that an adequate organization is in place to effectively manage the situation. The ICL will be directly in charge of the ICL functions which have not been formally activated. The primary responsibilities of the ICL include:

- ❖ Assume and announce command and activate appropriate ICL functions' action to stabilize the scene by implementing the incident objectives listed;
  - Establish Command
  - Establish Communications
  - Establish an Incident Command Post
  - Identify the "Hot Zone", Inner and Outer Perimeters
  - Identify and Establish Staging Areas
  - Identify and Request Additional Resources
- ❖ Establish a Unified Command with responding agencies
- ❖ Monitor, manage, and coordinate all incident activities
- ❖ Set objectives and approve plans for returning to normal operations

## **Support Functions – Public Safety Command Staff**

These positions report directly to Incident Command Lead (ICL) in support of the command function and include the following roles and responsibilities:

### Safety

- ❖ Responsible for monitoring and assessing hazards and unsafe situations and developing measures for assuring personnel safety
- ❖ Correct unsafe situations through proper chain of command
- ❖ Monitor stress levels of personnel involved and monitor their time at the scene

### External Liaison

- ❖ Responsible for initiating mutual aid agreements and serves as a point of contact for assisting and cooperating agencies
- ❖ Identify agency representatives and maintain contact with each responding agency, including communication and locations of all assisting personnel

### Internal Liaison

- ❖ Handle requests from command post personnel for inter-organizational contacts.
- ❖ Administrative notifications to School Officials and Administration
- ❖ Lead that all safety protocols are followed
- ❖ Maintain an updated map of the incident area and location, should include

## Communication

The Emergency Management Team will organize and disseminate information relating to any incident that is deemed necessary. The primary method of communicating information about the emergency will be First Response Training website [www.firstresponsetraininggroup.com](http://www.firstresponsetraininggroup.com)

## Faculty, Staff, Students

Student Services will communicate, as appropriate, information to the following constituencies: students, faculty, staff, alumni, and advisory board. FRTG will also communicate with the students via our School Management Program S.M.A.R.T. by sending a mass alert via email and or text message. We will also be able to post updates on our website and send updates via S.M.A.R.T. school management program.

## The Community

If the emergency/hazard could impact the surrounding community becomes an important audience. The ICL informs the community of any potential public safety.

## News Media

If the incident is serious, then the news media will be on scene or calling to obtain details. There may be numerous requests for information from local, regional or national media. Prioritization of media request for information, interviews and public statements should be directed to Jason Marquez, (407) 592-1182.

### FIRST RESPONSE TRAINING GROUP EMERGENCY MANAGEMENT TEAM

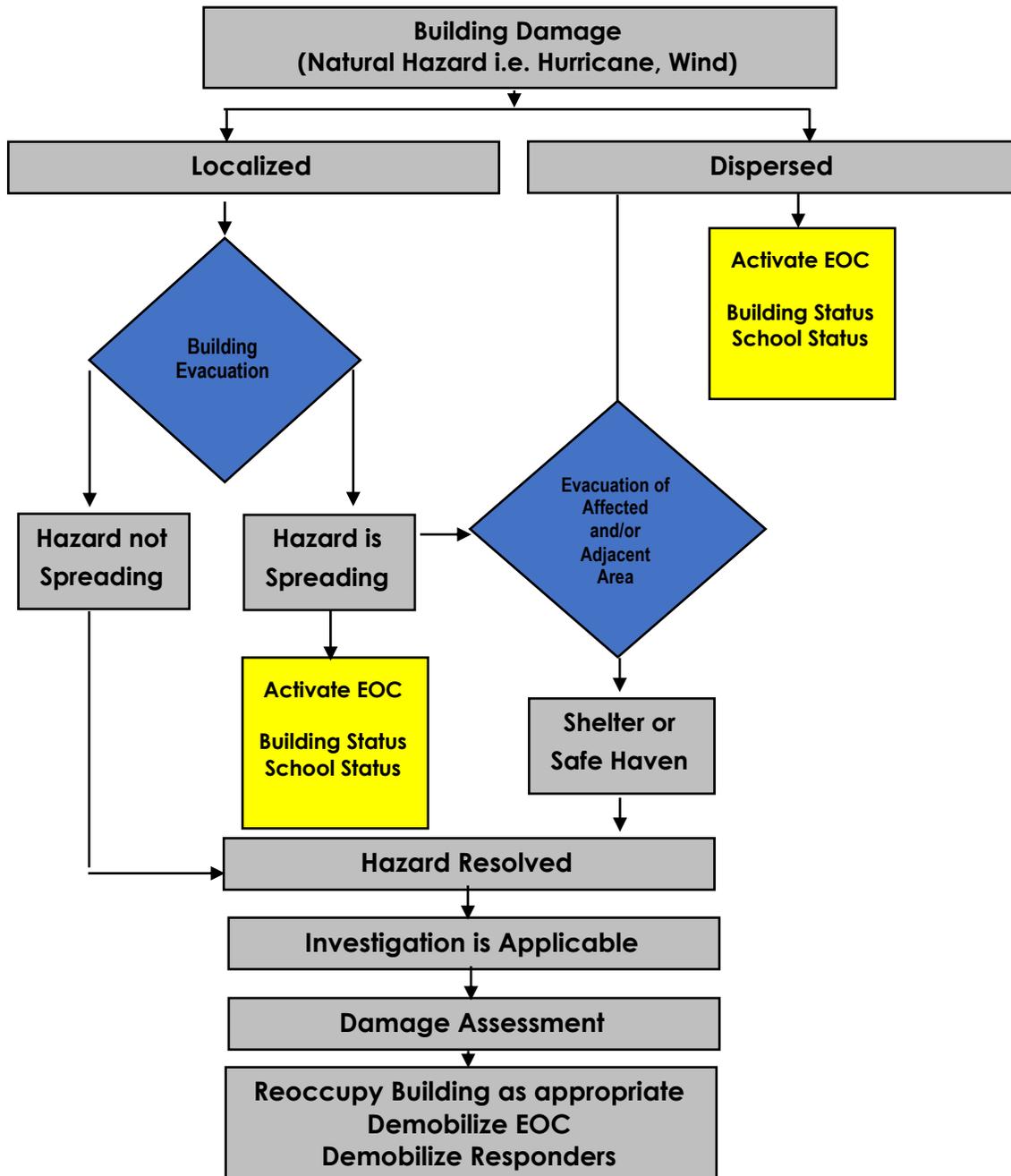
Campus	<ul style="list-style-type: none"><li>▪ During Business Hours</li></ul>	<b>School Information</b> (407) 730-7999
President/Owner	<ul style="list-style-type: none"><li>▪ Lead Information Officer</li><li>▪ Establish Emergency Operations Center</li><li>▪ Designate Incident Command Lead</li><li>▪ Advise team on all matters relating to incident, inner &amp; outer perimeters</li></ul>	<b>Jason Marquez-EMT-P</b> <b>President/CEO</b> (407) 592-1182
Incident Command Lead	<ul style="list-style-type: none"><li>▪ Establishing Command – Staging Area</li><li>▪ Identify Hot Zone, Severity of incident</li><li>▪ Contact appropriate agencies</li></ul>	<b>Robert Creager-FF EMT-P</b> <b>FF-Tactical Lead</b> (407) 922-9475
Support Personnel	<ul style="list-style-type: none"><li>▪ Communication with faculty, Staff, Students</li><li>▪ Help maintain calm and organization</li></ul>	<b>Lourdes Marquez</b> <b>Student Affairs</b> (321) 281-7023
Support Personnel	<ul style="list-style-type: none"><li>▪ Communication with faculty, Staff, Students</li><li>▪ Help maintain calm and organization</li></ul>	<b>Gisella Amador</b> <b>Student Services</b> (407) 730-7999
Safety Officers	<ul style="list-style-type: none"><li>▪ Responsible for FRTG Safety Training and Procedures</li></ul>	<b>Antonio Renta</b> <b>Lou Rivera</b> (407) 730-7999

## HURRICANE - TORNADO

Hurricane dangerous and destructive, they cause high winds, flooding, heavy rain and storm surges (high tidal waves). First Response Training follows the guidelines of the Orange County School System for closing:

[www.ocps.net/department/safety\\_and\\_emergency\\_management/national\\_hurricane\\_center](http://www.ocps.net/department/safety_and_emergency_management/national_hurricane_center)

First Response may be able to re-open before the County, but classes may not resume, since many of our instructors are First Responders and may be mandated to work. FRTG staff and personnel are expected to return to work as soon as possible. The President/CEO will determine when the school will reopen. Depending on the level of the hurricane you may not have to evacuate. In fact, unless there is another reason to leave the building, you are safer inside than outside after an hurricane. However, if you are ordered or required to evacuate follow instruction from your Emergency Operations Center (EOC).



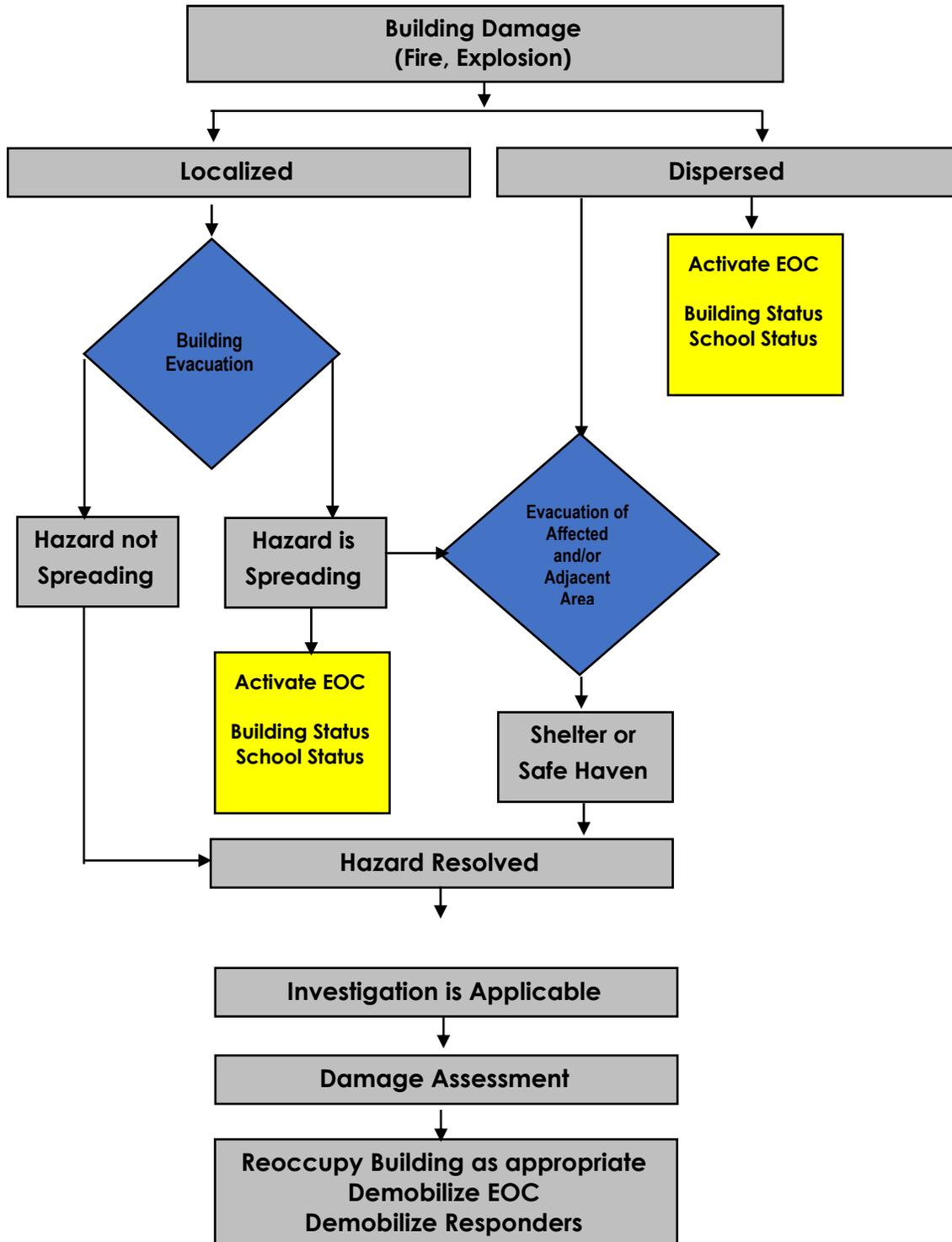
# FIRE – SMOKE- EXPLOSION

DIAL 911

Our Address is

6310 Hazeltine National Drive, Orlando FL 32822

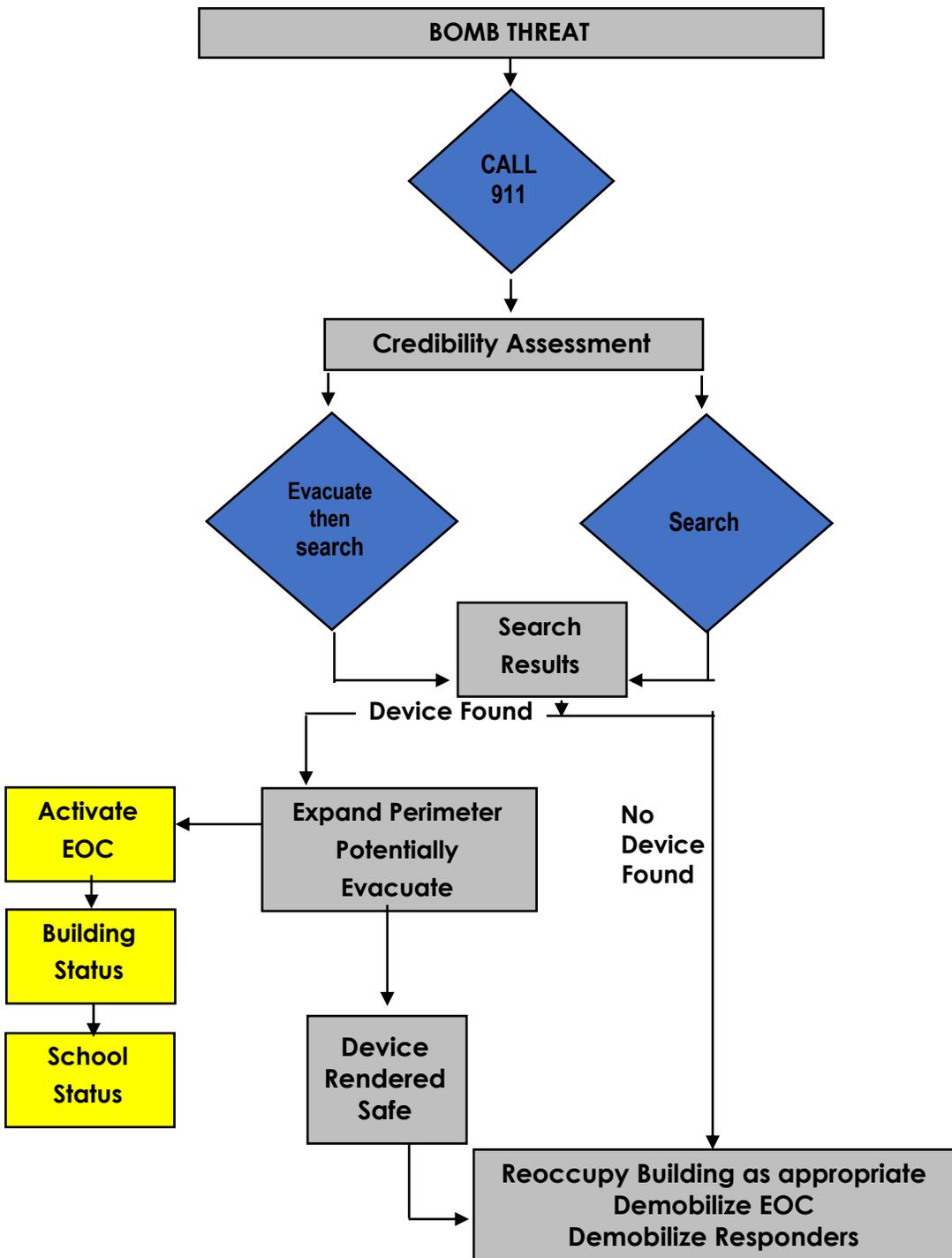
Evaluate the situation, Small fires (trans can, equipment, etc.) may be handled with a fire extinguisher. If it is a structure fire, please activate the fire alarm system and DIAL 911. Everyone is to evacuate immediately through the closest exit,



## BOMB THREAT

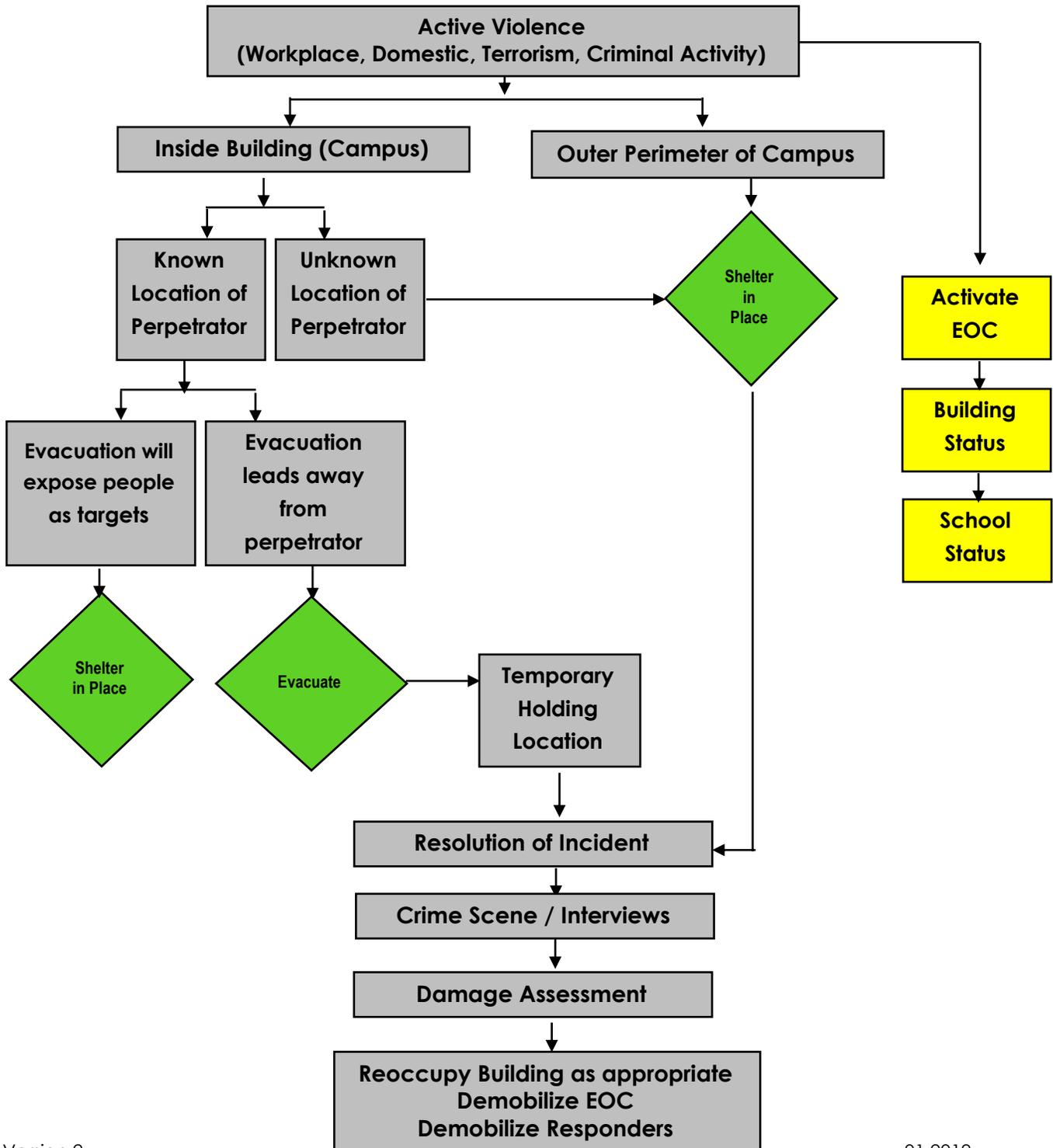
Bomb threats are serious until proven otherwise. While identifying the caller is important, it does not take precedence over the safety of students and staff.

The caller makes a threat than hangs up, please call 911 immediately and activate the fire alarm. Please evacuate the building and gather at a distance well clear of the school perimeter. Please account for students and staff and advise our neighbors of the situation. Remain calm and wait for the First Responders.



## Active Violence

The threat of any type of perpetrator who actively opens fire with any type of firearm is pervasive throughout the spectrum of criminal activity. These events may be categorized by workplace or domestic violence, terrorism, any armed crime, or the "random actor", characterized by the desire to take as many lives as possible before being apprehended by Law Enforcement or taking their own life.



## **Shelter in Place**

### **Plan**

Shelter in place means finding a safe location indoors and staying there until you are given an “all clear” or told to evacuate. You may be asked to shelter in place because of an active shooter, tornado; or chemical, radiological, or another hazard.

- ❖ Finding a safe location: Does the door lock? Does it open out or in? Is there furniture nearby that you can use to barricade the door? Can you close or block windows?
- ❖ Think of what you might need (food, water, and medication) if the shelter-in-place notice last many hours.

### **Evaluate**

- ❖ In an active shooter situation: determine whether you need to barricade yourself. Know if the door opens outward or inward. Test the lock.
- ❖ In a severe weather event: the rule of thumb is to put as many walls between you and the outdoors as possible and head to the lowest floor possible.

### **Respond**

- ❖ Stay calm.
- ❖ Proceed to a location that can be secured, and lock or secure the door. If necessary, move something in front of the door to ensure it cannot be forced open.
- ❖ Turn off all lights, silence all phones, and wait for further instructions. Instruction will come via e-mail or text, so keep your silenced phone nearby.
- ❖ Do not open the door until instructed by responding authorities.
- ❖ Remember: contact police or 911 if you feel that your safety is in jeopardy.
- ❖ Wait in the safest location possible until you are given the “all clear” or told to evacuate.
- ❖ During an active shooter situation, FRTG will “lock-down” all exterior doors.

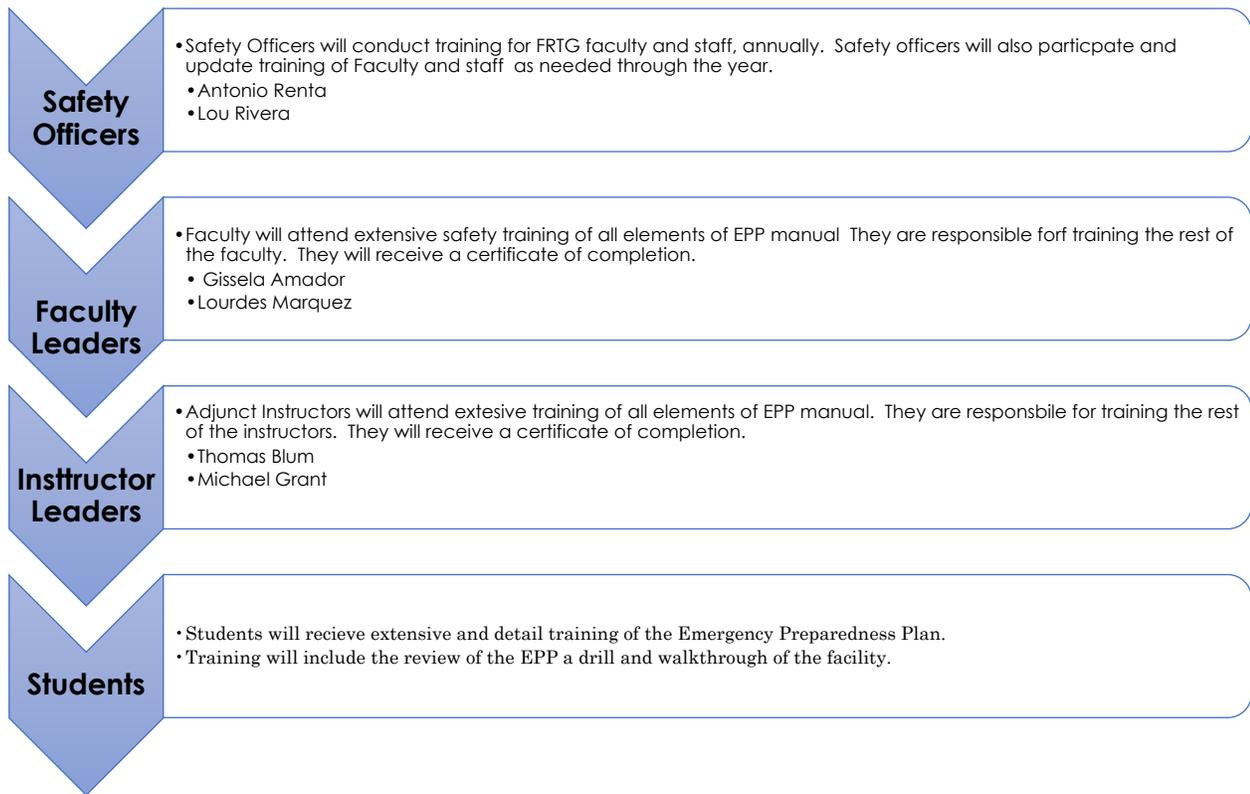
## **Information Technology**

Desktop computers, laptops and wireless devices are used by employees and students to create, process, manage and communicate information. FRTG stores and back-up all their data to iCloud nightly.

- ❖ Do not download any unauthorized software.
- ❖ Updates will be managed by our IT department.

## Preparedness Training

### Faculty and Staff Training Process



### Campus Wide Training

- ❖ Safety Officers will conduct comprehensive training seminars annually a year to the faculty and adjunct instructors, quarterly. Training will consist but not limit to:
  - Review the EPP manual in detail, reviewing all the elements
  - Leading a walkthrough and drill
  - Containing , organizing and leading a group during an emergency and under duress
  - Organized evacuation
  - Emergency exits, fire pull stations
  - Shelter in Place
  - Workplace violence
  - Communication

❖ Faculty Safety Leader

- The safety lead in a classroom setting will review the Emergency Preparedness Plan in its entirety, reviewing all its elements, policies and procedures, including a Q&A.
- Immediately following the classroom portion of the EPP training the safety lead will conduct a drill and walkthrough of the facility's fire pull stations, emergency exits, identify the locations of facility emergency floor plans and copies of the EPP (located in the lobby, classrooms, conference rooms, student lounge, and breakroom
- They will also conduct training for all new employees within their first week of employment.
- All faculty will receive an Emergency Preparedness Training Certificate after completion of program.

❖ Instructor Safety Lead

- Emergency Preparedness Plan training will be conducted at the beginning of all the FRTG programs.
- On session two the students receive their JB Learning online component, where they will sign in and have access to the Emergency Preparedness Plan, the Student Handbook and the FRTG Catalog. They are required to sign an attestation receipt.
- The safety lead will conduct a review of the Emergency Preparedness Plan in its entirety, reviewing all its elements, policies and procedures, including a Q&A.
- Immediately following the classroom portion of the EPP training the safety lead will conduct a drill and walkthrough of the facility's fire pull stations, emergency exits, identify the locations of facility emergency floor plans and copies of the EPP (located in the front desk, classrooms, , library/resource center, FRTG's website, and learning management system.
- After the drill and walkthrough each student will sign a roster stating they completed and understand all the elements of the Emergency Preparedness Plan.
- If necessary, a second training will be scheduled for any new students and/or absent the day of training.



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