



The Police Division is
Internationally Accredited.

Henrico County Police Division
P. O. Box 90775
Henrico, VA 23273-0775

Emergency: 911
Non-emergency: (804) 501-5000
www.henricopolice.org

Douglas A. Middleton
Chief of Police



Proud of our progress;
Excited about our future.

The County of Henrico does not discriminate on the basis of race,
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Crisis Response

A Basic Guide for Crisis Response



The Henrico County Police Division wants you to be prepared for a variety of emergency situations that could occur at your public place of business or worship.

Having a written plan is the first step to becoming prepared. The second step is to be sure that all employees are familiar with the plan and know where copies of the plan are available in an emergency. Finally, practice the plan regularly and review or update it annually.

Henrico County
Police Division

Crisis Response at-a-Glance				
Emergency Situation	Signal	Plan of Action (P.O.A.)	Employee/Staff Procedures	Lead Person's Procedures
FIRE OR BOMB THREAT	REGULAR FIRE ALARM	EVACUATE BUILDING	<ul style="list-style-type: none"> •Evacuate •Call 911 if possible •Retrieve emergency copy of business/church/library floor plan 	<ul style="list-style-type: none"> •Remain calm •Retrieve crisis plan •Evacuate •Direct people away from building •Wait for further instructions
WEATHER EMERGENCY	P.A. ANNOUNCEMENT: "MOVE TO YOUR DESIGNATED AREA."	MOVE QUICKLY TO DESIGNATED AREA	<ul style="list-style-type: none"> •Monitor weather reports •Alert manager to any changes 	<ul style="list-style-type: none"> •Remain calm •Retrieve crisis plan •Instruct people to move to their designated safe area •Close all doors •Wait for further instructions
WEAPONS OR SHOOTING OR INTRUDER	P.A. ANNOUNCEMENT: "CODE BLUE" OR OTHER PRE-DESIGNATED CODE	ESCAPE IF POSSIBLE TO DO SO SAFELY OR HIDE IN OFFICES - LOCK DOORS FORTIFY ENTRANCES TURN OUT LIGHTS MUTE CELLPHONE RINGERS AND ALARMS	<ul style="list-style-type: none"> •Call 911-quietly •Lock doors •Remain out of view •Place hard-wired phones on floor or near desks - keep cell phones in hand •Maintain phone contact with police until help arrives 	<ul style="list-style-type: none"> •Remain calm •Retrieve and crisis plan •Lock offices/close blinds/turn off all lights •Turn on your cell phone if you have one, but mute ringer •Wait for further instructions
KIDNAPPING	P.A. ANNOUNCEMENT: "CODE ADAM" OR OTHER PRE-DESIGNATED CODE	LOCK ALL DOORS SEARCH IMMEDIATE AREA AND NEARBY RESTROOMS	<ul style="list-style-type: none"> •Call 911 •Get physical and clothing description of child and provide to staff and police 	<ul style="list-style-type: none"> •Remain calm •Stay in designated area •Wait for further instructions from officials

Left, are examples of emergency situations that may occur at your place of business or worship with examples of how to respond to each crisis. If you do not have a plan in place, you should develop a plan immediately, and discuss it with employees, staff members, or your congregation. Be sure they know where the plan is so they may retrieve it in an emergency.

If you need assistance developing an emergency plan, contact Henrico County Police Division's Crime Prevention Unit at 501-4838. They can schedule a meeting with your community officer or give you information on developing emergency plans. Also, visit www.ready.gov for more information about emergency preparedness.

General Safety Tips:

- Be aware of your surroundings
- Trust your instincts If you sense danger, you are probably right!

Gunfire is your cue to...

- Escape if it is safe to do so.
- Otherwise ...
- Seek cover.
- If you seek cover in a room; close, lock, and fortify doors; close shades or curtains, shut off lights; hide behind solid walls/other fortification.
- Shut off your cell phone ringer.
- Shut off any alarms or buzzers on personal digital equipment.
- Remain QUIET!
- Lie flat on the floor if possible.
- Call 9-1-1 if safe to do so.
- Do not hang up.
- If you cannot talk, just leave the line open.

When police arrive ...

- You must obey police officers!
- Expect to be overrun.
- Don't move.
- Keep your hands visible.
- Listen carefully, and follow instructions.
- Be prepared to be handcuffed. Officers arriving at the scene have no way to identify the shooter, so all are suspects.

Remember: Be prepared for an emergency when in any public place. Make a quick crisis plan to respond to any emergency wherever you go. Share it with those who are with you. Know where emergency exits are, and agree upon a specific location where you will meet if you become separated. You know the old saying, "Be prepared." It still applies.