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SPECIFIC EMERGENCIES

5.1 Aircraft Overdue

- A. An aircraft is considered "overdue" when an aircraft operating on an FAA (VFR) flight plan, fails to arrive within 30 minutes past ETA and its location cannot be established.
- B. Dispatchers or other persons responsible for tracking the flight are responsible for initiating actions and documenting all actions, contacts, conversations and times as required in the Aircraft Section of the Emergency Response Plan. It is also important to notify all parties of any changes in status including locating the aircraft.
- C. If an overdue aircraft is located at its destination or with only communication problems preventing contact, cancel with all parties previously notified. If the overdue aircraft is not located before anticipated fuel exhaustion or at another destination, declare the aircraft missing and proceed with the search and rescue phase.
- D. **Reference GOM, Section 14, Accident Notification**

5.2 Missing Aircraft

- A. An aircraft is officially missing when its fuel duration as reported on its flight plan has been exceeded and the aircraft location is not known. There is the option on instituting missing aircraft procedures at any time prior to fuel exhaustion time.
- B. The missing aircraft designation requires that all items that have determined the aircraft to be overdue have been completed and documented.
- C. The FAA Flight Service Station (FSS) is the entry agency into the National Search and Rescue (SAR) System. Pass all "overdue" and "missing" data to the FSS. The FSS will notify the Air Force Rescue Coordination Center (AFRCC), who, in turn, will coordinate with the proper state or county emergency services agency as appropriate under the National SAR Plan.
- D. When the aircraft is located and has experienced a mishap, assure that all participating agencies are informed then proceed immediately into the Respond Phase as outlined in the Aircraft Section of the Emergency Response Plan.
- E. **Reference GOM, Section 14 – Accident Notification**

5.3 Fire at Facility

- A. Upon discovering a fire, it shall be immediately reported to the Fire Department by dialing 9-1-1. The following information shall be given:

"This is Dreamline Aviation at Van Nuys Airport
7155 Valjean Avenue / Van Nuys / CA / 91406
We are reporting a fire and are evacuating the facility.
Our cross streets are Sherman Way, Valjean Ave. and Sophia Ave.
Our telephone number is 818-988-0029."

- B. When finished giving this information, the informant shall not hang up until told to do so by the emergency operator unless he/she feels that their life is in danger!
- C. If personnel feel it is safe, they may attack the fire with portable fire extinguishers.
- D. Any fire, regardless of size, shall be reported to the fire department immediately upon discovery. Notification of the fire department shall take priority over extinguishing efforts.
- E. Actions will be taken in accordance with emergency evacuation procedures.
- F. If at any time, the automatic fire sprinkler alarm bells, located on the outside of the hangar are ringing, the facility shall be evacuated. The ringing of the alarm bells shall be treated as an actual emergency. The EOD shall survey all personnel to determine if there is a fire or what caused the activation of the alarm bells.
- G. During routine maintenance of the automatic sprinkler system, personnel shall be advised to disregard the alarm bells. Once the maintenance has been completed, personnel shall be advised that if the alarm bells ring, they should assume it is an actual emergency.
- H. Actions to be taken to secure the sprinkler systems after the fire shall be handled by the Los Angeles City Fire Department.
- I. Every attempt shall be made to remove aircraft threatened by the fire, from the hangar, if it is safe to do so.
- J. For further information, see **Appendix F: Structural Fire Emergencies.**

5.4 Medical Emergency at Facility

An individual, upon discovering a need for emergency medical assistance, shall act to assist the injured individual, based on their knowledge and training. It should be remembered that no action is better than the wrong action!

A. If an ambulance is NOT needed:

1. The accident must be reported to the immediate supervisor who will give authorization for medical treatment. **A Request for Medical Treatment Authorization** form must accompany the injured employee in order for him/her to receive treatment.

NOTE: The Request for Medical Treatment Authorization forms are to be used by Dreamline employees who are injured while working under the supervision of Dreamline only.

NOTE: Request for Medical Treatment Authorization forms are located in this Manual's **Forms Section** or at the HR office.

2. If it is determined that non-emergency transportation is needed, the Supervisor shall be contacted, and necessary arrangements shall be made utilizing the following resources:
 - Company vehicle
 - Personal vehicle
3. Valley Presbyterian Hospital and Healthline Medical (Urgent Care) contact information can be found on **table 1.4.1** above.

B. If an ambulance IS needed:

1. The individual will dial or have someone else dial **911** and provide the emergency operator with the following information:

*"This is Dreamline Aviation at Van Nuys Airport
7155 Valjean Avenue, Van Nuys, CA 91406
We are reporting (Problem).
Our cross streets are Sherman Way, Valjean Ave. and Sophia Ave.
Our telephone number is 818-988-0029."*

2. When he/she are finished giving the information, the informant shall not hang up until instructed to do so by the emergency operator.
3. As soon as possible, the Receptionist shall be advised of the situation. The Receptionist will then advise the Senior Company Official.

5.5 Medical Emergency Onboard (Ref: GOM, Vol. 1, Sect. 13)

5.6 Hazardous Material Spill

Actions are currently outlined in the SPILL PREVENTION CONTROL AND COUNTERMEASURES PLAN (Maintained by Signature East or pertinent FBO). If the spill is deemed to pose a threat to employees, the public, or environment, and cannot be contained with company resources, actions to be taken will be the same as if it were a fire emergency.

NOTE: Material Safety Data Sheets (MSDS) are located in the southeast corner of the hangar.

NOTE: Refer to **Appendix H: Hazardous Materials Emergencies**

5.7 Earthquake and Other Natural Disasters

- A. Each individual employee shall take whatever action is necessary to protect themselves. After the earthquake, individuals shall act, based on their training and knowledge, to go to the aid of those needing assistance.
- B. Those who can shall evacuate to the EEAA. The EOD shall be made aware of those people missing, those people who are trapped and/or injured, and any hazards that pose a threat to employees, the public, or the environment. All emergency evacuation procedures shall be followed.
- C. Refer to **Appendix I: Natural Disasters**

5.8 Bomb Threat at Facility

- A. Should anyone receive a bomb threat over the company telephone, they shall try to obtain as much information as possible regarding the bomb. The information that is needed includes the following:
- Any information about the bomb to include what material it is made of.
 - How long before the bomb will detonate.
 - Where the bomb is located.
 - Information about the caller, (Male vs. female, Accents, Repeated use of phrases.)
 - Reason for bomb, is it directed against someone in particular.
- B. As soon as possible, contact the emergency services via 9-1-1 and initiate evacuation procedures.
- C. EOD should consider relocating the EEAA to a location a greater distance from the facility. The EOD should also consider having personnel place themselves behind protective obstructions, such as a solid wall. Company personnel will not search for the explosive device.
- D. **See Appendix J – Bomb Threat**

5.9 Bomb Threat Onboard (See GOM, Vol. 1, Sec. 13)

5.10 Suspicious Package at Facility

- A. Some characteristics of a suspicious package include packages addressed to the attention of the “President” of the company and have no return addresses. Other suspicious packages can be “ticking”, have wires protruding from the package, have moisture stains or may be leaking a fluid. When in doubt, it should be treated as a possible explosive device!
- Do not touch it or move it.
 - If possible, isolate the package.
 - Notify emergency responders via **911**.
 - Initiate evacuation plan.
- B. The EOD may consider relocating the Emergency Evacuation Assembly Area (EEAA) if it is in the best interest of the employees.
- C. The person discovering the package should be prepared to give law enforcement a detailed description of the package.
- D. **See Appendix J – Bomb Threat**

5.11 Other Emergencies

All other emergencies shall be treated as a fire emergency and the procedures associated with the fire emergency shall be followed.

See Appendix F: Structural Fire Emergencies

5.12 Post-Emergency Procedures

After every emergency evacuation, all senior supervisory personnel will meet within twenty-four hours to discuss the evacuation. Minutes of this meeting will be taken and filed with any other paperwork related to the incident. Items to be discussed include, but are not limited to the following;

- Effectiveness of the emergency alerting system.
- Time it took to evacuate the facility.
- Who the EOD was and his/her observations.
- Duties assigned to other company employees.
- Outside agencies that responded.
- Assessment of injuries and damages.
- Weak versus strong points.
- Portions of the emergency response plan that need to be modified.